



## Virtual Team Training: 2 day program

The program **outline**:

- Understanding oneself
- Understanding others
- Understanding individual role in the team
- Effective Communication
  - Verbal and non-verbal communication (within virtual team and managing own team in workplace)
  - Tools used in communication and how to use them effectively
- Managing virtual conflict
- Virtual negotiation techniques
- Instituting communication practices and protocols

(All sessions include practical and written exercises to enhance and cement learning and understanding for all learning styles)

The **benefits and expectations** of course delivery:

- Establish a well understood team purpose
- Clarify stakeholder expectations
- Understanding team membership
- Clear understanding of roles and responsibilities
- Building rapport and relationships within the team
- Instituting communication practices and protocols to deliver efficient and successful messages irrespective of the communication channel

**If you are interested in finding out more about our virtual team training programs then contact us now for a free consultation.**