

MANAGING INTERNATIONAL AND VIRTUAL TEAMS

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COURSE DURATION: ONE DAY

LONDON: 23 MARCH & 21 SEPTEMBER 2012.
£395 + VAT PER DELEGATE

A one-day cultural awareness training workshop for
business and commerce.

COURSE OVERVIEW

Maintaining team cohesiveness, identity, trust and control when team members are distributed across different locations, time zones and cultures can be challenging for even the most experienced of managers and leaders.

Managing International and Virtual Teams is a one-day interactive training workshop that develops understanding and best practice for managing international teams, as well as practical skills for communicating and managing effectively in the virtual team environment. The workshop includes case studies and opportunities to apply learning to real-life challenges.

ABOUT THE TRAINER

Donna Marsh worked on five continents throughout her 30-year professional career in the fields of banking and information technology. Following a move into cross-cultural consultancy, training and coaching, Donna has worked with scores of senior global executives and managers in the finance, insurance, law, technology, manufacturing and defence sectors, amongst others.

Donna's key training focus is on developing understanding of the impact of cultural differences on global business, and building cross-cultural management and communication competencies for international executives working across US / European and Asia-Pacific cultural boundaries. She has a particular interest in developing best practice in building, leading and managing global and virtual teams.

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THE BENEFITS

Successful delegates leave **Managing International and Virtual Teams** with an understanding of the key challenges associated with leading and managing international and virtual business teams, together with practical strategies for building trust and aligning team goals, communication practices and work process.

The result is high-performing international and virtual teams, with leaders, managers and team members better equipped to overcome barriers and communicate effectively in international business.



WHO SHOULD ATTEND?

Managing International and Virtual Teams will benefit managers, leaders, advisers and members of international and virtual teams, or anyone in international management or project-management roles, or who needs to manage staff across countries and cultures.

Learn more at
www.culturewise.net
+44 (0) 20 7403 9525

Workshops limited to just 15 delegates. Prices include materials, handouts, lunch and refreshments.



MANAGING INTERNATIONAL AND VIRTUAL TEAMS

WHAT WILL I LEARN?

Morning

- What's different about international and virtual teams?
- The five key factors underpinning international and virtual team success.
- Know your enemies. Why problems in virtual teams are 90% about people and only 10% technology.
- Management by 'influence' and the other key competencies of successful international and virtual team managers.
- The PMBI framework underpinning high-performing global teams.
- Same team, different expectations? The impact of cultural differences on international teams.

Afternoon

- If you can't talk about it you can't manage it. Bridging cultural boundaries in international teams.
- Dealing with the key practical challenges of remote working. Best practice in virtual team management.
- One team = one approach. Strategies for aligning virtual team goals, symbols, attitudes and processes.
- Social presence versus information richness. Choosing the right communication technologies for your team.
- Dealing with time zone and language differences.
- Advice, information and suggestions for building your next international or virtual team.

ABOUT CULTUREWISE

Culturewise Ltd provides an unrivalled range of cultural awareness training solutions that enable organisations, teams and people to work effectively across the boundaries between countries and cultures.

Recognised as one of the most innovative companies in our business we operate from our head office and training centre in London, and around the world through a global network of quality-assured associates and training partners. Our customers include many of world's most successful global businesses.

Whatever type of international contact you are involved in, Culturewise's cross-cultural solutions will help build and sustain the global mind-set, openness, flexibility, cultural understanding and skills to ensure successful projects, and sustainable, long-term competitive advantage for your business or organisation.

HOW TO BOOK

To book your place call +44 (0) 20 7403 9525 or visit www.culturewise.net.

Terms and conditions, including charges for late cancellations or late payments, apply to all open and in-house training workshops. For full details on our Terms and Conditions please visit www.culturewise.net/terms.



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