

# Virtual Team Manager

## MASTERCLASS

Sydney	19 March 2012
Darwin	21 March 2012
Melbourne	23 March 2012
Canberra	2 April 2012

**Presented by Dr John Gundry**  
International expert in virtual topics.

**Successfully lead  
and manage virtual  
and remote teams**

This intensive one-day Masterclass equips managers with the knowledge, skills and best practices to make virtual management and remote leadership a success for their teams, their organisations and themselves.

**Strictly Limited Numbers**

## Virtual Team Management

More and more organisations are adopting virtual teaming and remote working. They are doing this to achieve wider reach and tighter integration, reduce their carbon footprint, decentralise operations and allow their staff to benefit from less travel and more home working.

The personal and organisational pay-off when virtual teaming is successful is considerable, but so are the risks. Due to their particular stresses, these teams are more likely to fragment and fail than face-to-face teams.

To reduce those risks, managers and leaders need skills and approaches beyond those familiar from the face-to-face workplace.

The **Virtual Team Manager Masterclass** delivers the essential curriculum for virtual management and leadership that will equip you to:

- Recognise where remote management differs from face-to-face management
- Select communication tools for effective remote collaboration
- Lead often-reluctant team members to use these tools to communicate effectively
- Know when travel is essential, or desirable, or a waste of time and money
- Manage work at a distance, knowing when remote control is suitable and when it is demotivating
- Lead your team in building a social fabric for integration not separation
- Build your own quality relationships with team members
- Combat isolation whilst building commitment
- Achieve presence without being present
- Make the case for face-to-face meetings to launch and recharge the team
- Run virtual team-building interventions and recover from virtual teaming failure
- Help team members overcome time-stealers and work efficiently.

**“Virtual Teaming is emerging as the dominant format for global organisations”**

Gartner Research Commentary COM-13-6192

## Program

### Session 1 **Introduction to the Masterclass**

Identify your learning objectives from the Masterclass. Learn about your **WHAT I WILL DO THAT'S DIFFERENT** record and your **VIRTUAL MANAGER'S CHECKLIST**.

### Session 2 **Introduction to virtual teaming**

Discover the benefits of virtual and remote teams and why organisations everywhere are adopting them. Understand their unique challenges and a framework for successfully managing remote working and organisational collaboration.

### Session 3 **Selecting collaboration tools**

High-performance virtual teams reach beyond email and phone. Get a helicopter view of the tools that successful teams use, together with a consumers' report of each tool's pros and cons across a range of communication tasks.

### Session 4 **Communication leadership**

Learn techniques for helping your team communicate effectively at a distance.

### Session 5 **Managing virtual work**

Understand the key aspects of virtual work that must be managed differently from face to face work.

### Session 6 **Relationships at a distance**

Quality relationships underpin good remote teamworking and collaboration. Learn how to foster these amongst remote team members.

### Session 7 **Remote leadership**

Learn how to meet special team leadership challenges when people are apart rather than together.

### Session 8 **Virtual team-building**

Learn our proprietary method for building a virtual team and repairing virtual team breakdowns.

### Session 9 **Managing virtual time**

Discover what a manager can do to relieve time pressures on themselves and their team to work productively.

### Session 10 **Review & close**

5.00 - 6.00 Networking Drinks

## Methodology

Virtual Team Manager Masterclass is a concentrated learning day that delivers an essential curriculum for managing and leading virtual and remote teams.

Participants take away practical solutions they can apply immediately to strengthen collaboration, engagement and cohesion in their teams.

Course materials comprise textbook-quality MASTERCLASS DOCUMENTATION, our VIRTUAL TEAM BUILDER MANUAL, and a VIRTUAL TEAM MANAGER'S CHECKLIST of key action items. These will be your long-term practical resource for implementing what you have learned in the Masterclass.

## Who should attend

- › Managers, leaders and senior members of remote and virtual teams, distributed work groups or teleworking groups
- › Anyone who manages or leads remote resources
- › Human resources and information technology professionals
- › Strategy-setters and organisational designers
- › Anyone needing 21st Century management skills

## Program Timetable

<b>Registration &amp; Coffee</b>	8.30am	-	9.00am
<b>Morning Tea</b>	10.30am	-	10.45am
<b>Lunch</b>	12.30pm	-	1.30pm
<b>Afternoon Tea</b>	3.00pm	-	3.15pm
<b>Finish</b>	5.00pm		
<b>Networking Drinks</b>	5.00pm	-	6.00pm

*Breaks and lunch fully provided*

## Strictly Limited Numbers

Early booking recommended. This interactive workshop is restricted to a maximum of 20 participants, to facilitate group interaction and to allow the presenter to give personal attention to the needs of individual participants.

## John Gundry B.Sc., Ph.D

is Director of Knowledge Ability Ltd, ([www.knowab.co.uk](http://www.knowab.co.uk)) a UK company that provides specialised training, coaching and consulting services on all forms of post-geographic working.

He has delivered training in remote working and virtual teaming on three continents since 1995, and this will be his eighteenth visit to Australia since 2001. Over 1,500 people have attended his previous workshops in Australia.

An internationally-recognised expert on remote working and virtual teaming, John has a background in psychology, communications systems, organisational consulting and virtual, remote work and learning and is a graduate of the Western Behavioral Sciences Institute's (San Diego) International Executive Forum. He publishes in the academic and business press and is co-author of AGILE NETWORKING - COMPETING THROUGH THE INTERNET AND INTRANETS.

In December 2010, John Gundry's article THE FUTURE OF WORK IS ANYPLACE appeared in the Fairfax Press's online National Times and he was interviewed on ABC Radio about remote working in rural areas.



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## Corporate Comment:

*In 2006, DVA reorganised how we do business with the veteran community, health providers and others. This new approach established national lines of business with many staff and managers operating in geographically dispersed teams. Over 60 of our managers and 160 team leaders and staff have attended John Gundry's workshops and we are seeing positive changes in how we work together. With greater proficiency in remote management, we are able to integrate resources nationwide, to offer a better service, meeting the changing needs of our clients.*

**Stephen Grieve - Director, People Consulting 2 - People Services Group  
Department of Veterans' Affairs**

*In November 2010, I attended John Gundry's Virtual Team Manager Masterclass with my management team. We all took a lot away but, most excitingly, we have agreed a course of action to better align the way in which we are working with the principles John proposed. It is not often that I have attended a workshop which then immediately translated into changed work practices!*

**Larry Robbins, Regional Director, Defence Support - Northern NSW.**

*BAE Systems is a global company engaged in the development, delivery and support of advanced defence, security and aerospace systems, with major operations across five continents and in more than 100 countries. In November 2008 John Gundry conducted a Virtual Teaming Masterclass for 20 of our managers in Adelaide, subsequent to the BAE take-over of Tenix. This workshop was one of the strategies used to ensure the successful integration of the two organisations and the development of virtual teaming. This capability has contributed significantly to our proficiency in virtual and remote management.*

**Leanne Hague, Learning and Development Manager  
BAE Systems, Australia**

*"Worley is an Australian-owned international engineering and services company that operates over 44 offices in 20 countries. John Gundry introduced us to virtual teaming in 2001 and his training and consulting has been very important in developing our capability to 'go virtual.' We can now integrate geographically-spread resources into one effective team so that complex and specialist work can be completed quicker and more cost effectively. This has significant positive impact on our revenues, customer satisfaction and our peoples' quality of life."*

**Lindsay Wheeler, General Manager Process, Worley Group, Australia**

# Virtual Team Manager MASTERCLASS 2012

## VENUES

### SYDNEY

19 March 2012  
QUAY WEST SYDNEY  
98 Gloucester Street  
The Rocks, Sydney 2000  
Tel: (02) 9240 6000

### DARWIN

21 March 2012  
CROWNE PLAZA  
32 Mitchell Street  
Darwin NT 0800  
Tel: (08) 8982 0000

### MELBOURNE

23 March 2012  
THE SEBEL MELBOURNE  
394 Collins Street  
Melbourne Vic 3000  
Tel: (03) 9211 6600

### CANBERRA

2 April 2012  
CROWNE PLAZA  
1 Binara Street  
Canberra 2601  
Tel: (02) 6247 8999

## IN-HOUSE

If delivered in house this course can be tailored to your requirements. For further information contact Alan Moor at PiCS on (03) 9835 8900 or alanmoor@pics.com.au

## Registration and enquiries, please contact:

**Jill Moor - P.I.C.S.**  
**PO Box 1040**  
**Hawthorn, Vic 3122**  
**T: 03 9835 8900**  
**F: 03 9835 8999**  
**E: registrations@pics.com.au**

**Register Online:**  
**www.pics.com.au**

**Fee:** The registration fee, including GST, is \$935 per attendee including lunches, refreshments, workshop papers. For groups of three or more from the same organisation the fee, including GST, is \$880 per attendee. Fees must be paid no later than one week prior to commencement of the workshop.

**Registration:** Register online at [www.pics.com.au](http://www.pics.com.au) or forward the completed registration form by fax, post or email to secure your place. Payment must be made prior to the workshop

**GST:** Fees quoted include 10% GST. Registered entities will be able to claim an input tax credit for GST charges on taxable supplies made by PICS. It is the responsibility of those entities to assess their eligibility for any such tax credit.

**Payment:** On receipt of your registration a GST invoice will be issued by PICS. Payment may be made by cheque payable to PiCS, credit card, or electronic transfer.

**Cancellations:** Should you be unable to attend, a substitute attendee is always welcome at no extra charge. Alternatively, we will make full and prompt refund for cancellations received fourteen days prior to commencement of the workshop less a 20% administration fee.

**Accommodation:** If accommodation is required it may be booked privately at the conference hotel. Ask for the conference discount:

Sydney	QUAY WEST SYDNEY	Tel: (02) 9240 6000
Darwin	CROWNE PLAZA	Tel: (08) 8982 000
Melbourne	THE SEBEL MELBOURNE	Tel: (03) 9211 6600
Canberra	CROWNE PLAZA	Tel: (02) 6247 8999

## REGISTRATION FORM

**PICS ABN: 15 062 943 766**

One form per person.  
Photocopy if necessary.

## Virtual Team Manager MASTERCLASS 2012

Please complete and return with your payment to PICS as soon as possible. Registration Fees are payable in advance.

Surname \_\_\_\_\_

First Name (for badge) \_\_\_\_\_

Position \_\_\_\_\_

Company Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Postcode \_\_\_\_\_

Tel ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_

Email \_\_\_\_\_

I wish to attend:  SYDNEY  DARWIN  MELBOURNE  CANBERRA

CHEQUES PAYABLE TO P.I.C.S. OR CHARGE TO:

VISA  MASTERCARD  AMEX  DINERS

Account Number \_\_\_\_\_

Name (Please Print) \_\_\_\_\_ Expiry Date \_\_\_\_\_

Authorised Signature \_\_\_\_\_ Authorised Amount \_\_\_\_\_

**PICS is 100% Australian owned and managed**

In the event of unforeseen circumstances, PICS reserves the right to substitute other speakers or otherwise amend the program as necessary.