

Virtual Team Manager

MASTERCLASS

Wellington 26 March 2012
Auckland 27 March 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

Registration & Coffee	8.30am	-	9.00am
Morning Tea	10.30am	-	10.45am
Lunch	12.30pm	-	1.30pm
Afternoon Tea	3.00pm	-	3.15pm
Finish	5.00pm		
Networking Drinks	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) 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 Asia Pacific 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.

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

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VENUES

WELLINGTON

26 March 2012
COPTHORNE HOTEL
WELLINGTON
Oriental Bay
100 Oriental Bay
Wellington
Tel: (04) 385 0279

AUCKLAND

27 March 2012
THE SEBEL SUITES
AUCKLAND
85 - 89 Customs Street
Auckland 1010
Tel: (09) 978 4000

IN-HOUSE

If delivered in house this course can be tailored to your requirements. For further information contact Alan Moor at PICS on +613 9835 8900 or alanmoor@pics.com.au

Registration and enquiries, please contact:

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PO Box 1040
Hawthorn, Vic 3122
T: +613 9835 8900
F: +613 9835 8999
E: registrations@pics.com.au

Register Online:
www.pics.com.au

Fee: The registration fee is A\$900 per attendee including lunches, refreshments, workshop papers. For groups of three or more from the same organisation the fee is A\$800 per attendee. Fees must be paid no later than one week prior to commencement of the workshop.

Fee Payment: On receipt of your registration an invoice will be issued by PICS. Payment, in Australian dollars only, may be made by cheque, payable to PICS Pty. Ltd., credit card or electronic transfer. PICS Pty. Ltd. is an exempt company from New Zealand Non-resident Contractors Withholding Tax under the 62 day clause and the double tax agreement between Australia and New Zealand.

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:

Wellington	COPTHORNE HOTEL WELLINGTON	Tel: (04) 385 0279
Auckland	THE SEBEL SUITES AUCKLAND	Tel: (09) 978 4000

REGISTRATION FORM

PICS ABN: 15 062 943 766

One form per person.
Photocopy if necessary.

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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: **WELLINGTON** **AUCKLAND**

Discount: **LIANZA DISCOUNT** - MEMBERSHIP NO. _____

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

VISA **MASTERCARD** **AMEX**

Account Number _____

Name (Please Print) _____ Expiry Date _____

Authorised Signature _____ Authorised Amount _____

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