



Is it for me?

- Are you managing teams or project groups operating in several locations?
- Do you work for an international operation or geographically spread operation within a country where travel and use of communication technologies are common?
- Do you regularly travel to other countries or locations on business or manage a distributed network of business relationships i.e. distributors?
- Do you give service or technical support remotely?
- Are you managing or working in distributed teams?

Your Benefits from Leading Remote & Virtual Teams

Improved team and project kick-off

- faster projects and other deliverables, lower costs

Reduced traveling

- save time and expense

Improved communication

- more effective and shorter meetings and communication through technology

Objectives

- To develop knowledge and understanding about the additional management challenges and dilemmas in managing remote teams
- To develop the skills required to carry out some common management tasks more effectively in a remote environment.
- To develop an approach to selecting the best technologies for a range of management tasks
- To develop understanding of how to resolve the dilemmas of managing remotely in the process of developing your own team
- To identify those areas where managers and teams need to change their ways of operating to improve their effectiveness when working remotely

Content/Format

The programme is a combination of online pre- and post-study and face-to-face training. The pre-study includes a Welcome Pack (to introduce the concepts in advance, with a case study and questionnaire) and a module on Communicating Through Technology. Completing this is likely to take about 4 hours.

The two-day workshop takes participants through a teambuilding process involving a number of interactive exercises and simulations. The main task on day 1 involves outdoor work so participants should bring outdoor clothing, a mobile phone if they have one and some money for local taxis etc. As the workshop runs into the evening on day 1 you should be prepared to stay late (up to 10 p.m. possible) that day. The agenda for the two-day programme is attached.

Preparation

The pre-study comprises a Welcome Pack and Learning Module for each participant. It also includes a welcome pack for the participant's manager. The welcome pack and pre-learning take between two and four hours for the participant to complete.

1) Participants Welcome Pack

This introduces participants to the content of the programme, and prepares them for the workshop. It contains a worksheet including a case study, and also a team diagnostic questionnaire. These all test understanding of working remotely and allow the face-to-face activities in the workshop to focus on learning and application.

- Team Diagnostic Questionnaire – This questionnaire is to be completed by the team members and the participant. Its purpose is to provide the participant with feedback on the general “health” of the team, and provide focus for the workshop learning.
- Quality Begins at Home – Participants read and make comments, which will be used during the workshop.

2) Manager Welcome Pack

This is for the manager of the participant on the programme. The primary purpose is to help the manager understand the purpose of the training and to get their involvement so that the participant will be encouraged to use the skills developed during the workshop.

3) Communication through Technology

This module introduces participants to the challenges faced when communicating as a remote team and offers advice and tips on effective communication through technology. It takes about 30 minutes to one hour.

Course Programme

Day 1	Day 2
<p>09:00 Introductions, welcome and objectives</p> <p>09:45 What are the problems of remote management?</p> <ul style="list-style-type: none"> ■ The three dilemmas and 4 barriers to success <p>Remote Management Exercise - Traffic Jam</p> <ul style="list-style-type: none"> ■ Task, debrief and discussion based around a “typical case” of remote management breakdown - the problems of remoteness. <p>10:45 Debrief</p> <ul style="list-style-type: none"> ■ Participants compare their learning in a “real” task to their theoretical experience from the pre-work case study <p>11:15 3 Dilemmas in Action</p> <ul style="list-style-type: none"> ■ Locating your orientation to the dilemmas - discussion of the business issues arising. The process of making strategic choices around the dilemmas, illustration & case study. Data from other organisations <p>12:30 Lunch</p> <p>Creating Community - What is different in preparing a team for remoteness?</p> <p>13:15 Tools and techniques - using the Team Diagnostic Questionnaire</p> <p>14:00 Attracting and aligning scarce resources</p> <ul style="list-style-type: none"> ■ Marketing and Visibility - preparing to deliver a shared consistent messages on team purpose and value <p>15:00 Building Productive Relationships</p> <ul style="list-style-type: none"> ■ Creating co-operation ■ Trust and reputation <p>15:45 Agreeing levels of interdependence</p> <ul style="list-style-type: none"> ■ What community are we trying to build? <p>16:30 Remote Task</p> <ul style="list-style-type: none"> ■ Preparations: Selecting for diversity, Creating a communication plan. ■ Remote management task <p>Continues into early evening and dinner</p>	<p>08:30 Task debrief</p> <ul style="list-style-type: none"> ■ Coaching for learning from the evening task <p>Managing Activity</p> <p>09:30 Adding value to others</p> <ul style="list-style-type: none"> ■ Remote Coaching, input, skill practice and feedback ■ Impact of remoteness on Performance appraisal ■ Developing a Community Level Agreement <p>12:30 Lunch</p> <p>Integrating the Global with the Local</p> <p>13:15 Improving Connections</p> <ul style="list-style-type: none"> ■ Cross-cultural communication ■ Available technologies ■ Sharing best practice on integrated Communications Plans <p>14:15 Facilitating Learning</p> <ul style="list-style-type: none"> ■ How learning happens in distributed organisations. ■ Challenge how you are learning and applying what you learn <p>15:00 Review the Tools & techniques</p> <ul style="list-style-type: none"> ■ Using the workbook with your team <p>15:15 Remote Surgery</p> <ul style="list-style-type: none"> ■ Workshop session on remaining issues from participant needs ■ Developing a personal action plan <p>16:30 Seminar Review, Questions and Discussion</p> <p>Seminar Close</p>

Price and conditions

- Duration: 2 days
- Registration fee: 900,- Euro (excl. VAT)

The course fee includes a group dinner on evening of day 1.

We will also help you arranging the accommodations.

For further information on available dates, seats, booking and details please contact

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WABCO Vehicle Control Systems ist einer der weltweit führenden Anbieter von elektronischen Brems- und Fahrzeugregelsystemen sowie von Federungs- und Antriebssystemen für Nutzfahrzeuge. Die Produkte des Unternehmens kommen außerdem zunehmend in Automobilen der Luxusklasse und in Sport Utility Vehicles (SUVs) zum Einsatz. Zu den Kunden zählen die bekanntesten Hersteller von Nutzfahrzeugen, Bussen und Pkw. 1869 als Westinghouse Air Brake Company in

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