Communicating in a Virtual Team Study Guide

How to Use This Study Guide

The Study Guide for this course is designed to help you take notes as you're taking the online course "Communicating in a Virtual Team". It is organized in sections that mirror the elements of the course, with plenty of room to make notes and capture your learning.

The use of the Study Guide is optional. Research shows that different people learn differently, and for many, the act of writing something down as you are learning helps to solidify the information in your brain. If you find the Study Guide helpful, use it. If not, feel free to omit it from your learning process.

Course Overview – Communicating in a Virtual Team

In a virtual work environment, many things are different from working with a team in an office. Some of these factors can be obstacles to communication. It is helpful to be aware of the potential challenges and pitfalls of remote communication with a virtual team to do our best to avoid them.

In this course, we will look at the challenges of communicating in a virtual team, some tips for how to make remote communications more effective and how to choose from the many different tools that support effective virtual communication.

Learning Objectives – Communicating in a Virtual Team

By the end of this course, you will understand the following:

- How to communicate effectively with team members and your manager
- How to choose the right communication channels
- Etiquette for online meetings

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Communicating with Virtual Team Members

Working Across Time Zones

Communicating Without Non-verbal Cues

Building Trust

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Building Relationships

Video Notes

Journaling Activity - Communicating with Virtual Team Members

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Communicating with Your Manager

Idea	Notes
Create some ground rules together	
Communicate about progress and achievements	
Be independent but not remote	

The Power of Words

Video Notes

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Choosing Communication Channels

Video Notes

Journaling Activity - Choosing Communication Channels

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Online Meeting Etiquette

Pick a Good Location

Check your Tech!

Pay Attention to Other People

KOMPAS

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Consider What you are Communicating Non-verbally

Beware Zoom Fatigue!

Discussion Questions

Discussion questions are used by workgroups who are taking courses concurrently and want to engage in a conversation about the course content. The use of discussion questions is optional.

1. What are the current norms around communication for virtual teams in your organization?

2. What are the strengths and weaknesses of your current tools and strategies?

3. Reflecting on what you have learned in this course, what kind of new strategies, agreements or tools do you think would make the greatest positive impact on your team?

4. Which one/s can you implement right away and what would need to be in place for change to happen?