

Virtual Team Leadership 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 "Virtual Team Leadership". 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 – Virtual Team Leadership

As our world continues to change rapidly, more teams than ever are being managed remotely. As a virtual team leader, extra effort is needed to get to know the individual personalities, understand them to connect with your team, and build a healthy team culture founded on trust, good communication and clear boundaries.

Managing a team online means doing a few things differently than you would do if you were working together in a physical office space. Virtual leaders can't check in with workers the same way in-office managers do, so they must put their trust in the workers' capabilities, set clear expectations and goals, find effective patterns and channels for communication, and create a culture of accountability.

During this course, we will explore some of the key areas to pay attention to as a virtual team leader, if you want to get the best out of your team and retain the talent you have brought together.

Learning Objectives – Virtual Team Leadership

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

- What we mean by virtual team leadership
- Why it is important to lead by example
- How to get to know and support your team remotely
- How to cultivate trust with your virtual team
- How to encourage and model healthy boundaries in a virtual team

Virtual Team Leadership

Study Guide

Lead by Example

Aspects	Examples
Communication	
Punctuality	
Respect and Inclusion	
Boundaries and Work/Life Balance	
Care for Others	
Transparency and Accountability	
Consistency	
Curiosity	
Setting Realistic Expectations	

Know & Support Your Team

Understand Personality Styles

Myers-Briggs Type Indicator

Type A and B Personalities

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Understand Individual Employee Motivation

Factors Affecting Motivation in Work

Factors	Notes
Trusted Leaders	
Feeling Valued	
Proving Ourselves	
Career Progression	
Safety and Security	
Ego	
Impact	
Happiness	

Virtual Team Leadership Study Guide

Exercise – Team Motivation

Trust & Communication

What are the key factors that lead us to trust in the workplace?

Factors	Notes
Ability	
Benevolence	
Integrity	

Journaling – Being Trustworthy

Virtual Team Leadership

Study Guide

Building Trust in a Virtual Team

Ways to Build Trust	Notes
Set common goals	
Transparency	
Feedback	
Empathy	
Empower others	
Results-oriented	

Video Notes

Journaling Exercise – Being Trustworthy

Understanding Boundaries for Virtual Teams

Principles	Notes
Physical Space	
Routine	
Personal Life	
Communication	
Digital Security	

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. In what ways do you lead by example when managing your virtual team? In what areas could you improve on this?
2. How would you rate the levels of trust within your team? How do you know that this is so?
3. Where is communication working well in your virtual team? Where is it causing problems that you can address?
4. How healthy are your boundaries between home and work as a virtual team? In what ways might you change things for yourself and your team to improve this?