

EMPLOYABILITY LINE

MANAGEMENT & LEADERSHIP WORKSHOP CATALOG

The Employability Line of training centers on frontline workforce employees and those individuals requiring further growth of basic and common workplace capabilities. These courses feature quick and concise development sessions which outline only the core fundamentals of various subjects.

Exceptionally efficient on time and cost, the Employability Line of training provides a unique alternative to standard training sessions where subject relevance and time constraints are commonly an issue.

CONTENTS

Appreciative Inquiry

Code: BB-MGMT-001 Duration: 1 Day_____1

Being a Likeable Boss

Code: BB-MGMT-002 Duration: 1 Day_____2

Change Management

Code: BB-MGMT-003 Duration: 1 Day_____3

Coaching and Mentoring

Code: BB-MGMT-004 Duration: 1 Day_____4

Developing Corporate Behaviour

Code: BB-MGMT-005 Duration: 1 Day_____5

Developing New Managers

Code: BB-MGMT-006 Duration: 1 Day_____6

Employee Motivation

Code: BB-MGMT-007 Duration: 1 Day_____7

Employee Recognition

Code: BB-MGMT-008 Duration: 1 Day_____8

Generation Gaps

Code: BB-MGMT-009 Duration: 1 Day_____9

Hiring Strategies

Code: BB-MGMT-010 Duration: 1 Day_____10

Human Resource Management

Code: BB-MGMT-011 Duration: 1 Day_____11

Knowledge Management

Code: BB-MGMT-012 Duration: 1 Day_____12

Leadership and Influence

Code: BB-MGMT-013 Duration: 1 Day_____13

Manager Management

Code: BB-MGMT-014 Duration: 1 Day_____14

Managing Workplace Anxiety

Code: BB-MGMT-015 Duration: 1 Day_____15

Measuring Results from Training

Code: BB-MGMT-016 Duration: 1 Day_____16

Middle Manager

Code: BB-MGMT-017 Duration: 1 Day_____17

Office Politics for Managers

Code: BB-MGMT-018 Duration: 1 Day_____18

Performance Management

Code: BB-MGMT-019 Duration: 1 Day_____19

Project Management Basics

Code: BB-MGMT-020 Duration: 1 Day_____20

Risk Assessment and Management

Code: BB-MGMT-021 Duration: 1 Day_____21

Supervising Others

Code: BB-MGMT-022 Duration: 1 Day_____22

Talent Management

Code: BB-MGMT-023 Duration: 1 Day_____23

Teamwork and Team Building

Code: BB-MGMT-024 Duration: 1 Day_____24

Train the Trainer

Code: BB-MGMT-025 Duration: 1 Day_____25

Virtual Team Building and Management

Code: BB-MGMT-026 Duration: 1 Day_____26

APPRECIATIVE INQUIRY

Code: BB-MGMT-001 Duration: 1 Day



Organizations can be thought of as living beings made up of the individuals working within it. Appreciative Inquiry has the ability to change a whole organization by changing the people. Through positive questioning, people will be directed to move in a positive direction. Recognizing the strengths and values of what works as opposed to what's wrong will transform the individuals and thus transform an organization.

Appreciative Inquiry is a shift from looking at problems and deficiencies and instead, focusing on strengths and successes. It is a tool for organizational change and it will strengthen relationships. Who doesn't like to share good, positive stories and events? Think about it.

Workshop objectives

- Know the meaning of appreciative inquiry
- Think in positive terms and avoid thinking negatively
- Encourage others to think positively
- Recognize positive attributes in people
- Create positive imagery
- Manage and guide employees in a positive environment

BEING A LIKEABLE BOSS

Code: BB-MGMT-002 Duration: 1 Day



Becoming a more likeable boss can sometimes be a difficult process to describe. It can be one characteristic that facilitates great communication and great employee relationships. It can be the special way that you show confidence among your team members. These and other events can become more easily managed with this great workshop.

With our How to Become a More Likeable Boss workshop, participants will begin to see how important it is to develop better managerial skills. By managing and looking at the way people interact and seeing things in a new light, participants will improve on almost every aspect of their career.

Workshop objectives

- Understand how to develop leadership qualities
- Know how to delegate effectively
- Choose inspirational and engaging tasks for yourself and others
- Use wisdom and understanding to lead others
- Identify the roles of your team

CHANGE MANAGEMENT

Code: BB-MGMT-003 Duration: 1 Day



Change is a constant in many of our lives. All around us, technologies, processes, people, ideas and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and participants will gain some valuable and applicable skills through this workshop.

The Change Management workshop will give any leader the tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Workshop objectives

- List the steps necessary for preparing a change strategy and building support for the change
- Describe the WIFM – the individual motivators for change
- Use needed components to develop change management and communications plans, while identifying various implementation strategies
- Employ strategies for gathering data, addressing concerns and issues, while evaluating options and adapting a change direction
- Utilize methods for leading change during project status meetings, celebrating a successful change implementation and sharing the results and benefits
- Describe the four states of Appreciative Inquiry, its purposes, and sample uses in case studies
- Use strategies for aligning people with a change, appealing to emotions and facts
- Describe the importance of resiliency and flexibility in the context of change

COACHING AND MENTORING

Code: BB-MGMT-004 Duration: 1 Day



You are in your office looking over your performance report and it happened again. Your low performing employee failed to meet their quota this month, even after you spoke with them about the importance of meeting goals. This employee has a great attitude and you know they can do better. You just do not know how to motivate them to reach the goal. Money used to work, but that has worn off. You are baffled and you know being frustrated makes matters worse. What do you do?

The Coaching and Mentoring workshop focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with your employees through not only understanding them, but also through strategic goal setting.

Workshop objectives

- Define coaching, mentoring and the GROW model
- Identify and set appropriate goals using the SMART technique of goal setting
- Identify the steps necessary in defining the current state or reality of your employee's situation
- Identify the steps in developing a finalized plan or wrapping it up and getting your employee motivated to accomplish those plans
- Identify the benefits of building and fostering trust with your employee
- Identify the steps in giving effective feedback while maintaining trust
- Identify and overcome common obstacles
- Identify when coaching is at an end and transition your employee to other growth opportunities
- Identify the difference between mentoring and coaching

DEVELOPING CORPORATE BEHAVIOUR

Code: BB-MGMT-005 Duration: 1 Day



With this workshop, participants will be able to develop a business environment that reflects a positive set of values and ethics. Aligning these characteristics with the standards of conduct is what makes a business entity stand out and seen as leader in the business world.

Through our Developing Corporate Behaviour workshop, participants should see improved team building, better communication and trust. By realizing the benefits of corporate behaviour and developing a successful plan, participants should see a reduction in incidents and an increase in team work and loyalty.

Workshop objectives

- Understand what behaviour is
- Understand the benefits of corporate behaviour
- Know what type of behaviours you want to implement in your company
- Know how to implement corporate behaviours
- Know how to maintain corporate behaviours

DEVELOPING NEW MANAGERS

Code: BB-MGMT-006 Duration: 1 Day



Management must be effective for the success of any business. Unfortunately, it is all too easy to overlook the training and development of new managers. When you provide your managers and employees with the skills and tools they need, you will greatly boost morale and strengthen your organization.

With our Developing New Managers workshop, participants will understand the value of investing in employees and developing management. By focusing on development opportunities, participants will establish a culture that retains top talent and improves succession planning.

Workshop objectives

- Discuss strategies for developing new managers
- Understand the importance of defining a clear management track
- Determine core roles and competencies for managers
- Understand the importance of continuous development for managers
- Apply the principles of manager development to your own organization

EMPLOYEE MOTIVATION

Code: BB-MGMT-007 Duration: 1 Day



When you think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life. The truth is, no matter what we offer people, true motivation must come from within. Regardless of how it is characterized, it is important to get the right balance in order to ensure that you have a motivated workforce.

The Employee Motivation workshop will give participants several types of tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models and how to bring them together to create a customized program.

Workshop objectives

- Defining motivation, an employer's role in it and how the employee can play a part
- Identifying the importance of employee motivation
- Identifying methods of employee motivation
- Describing the theories which pertain to employee motivation, with particular reference to psychology
- Identifying personality types and how they fit into a plan for employee motivation
- Setting clear and defined goals
- Identifying specific issues in the field and addressing these issues, along with how to maintain success going forward

EMPLOYEE RECOGNITION

Code: BB-MGMT-008 Duration: 1 Day



Recognizing employees through various recognition programs is a fantastic investment. Being appreciated is a basic human feeling and reaps great rewards. Praise and recognition are essential to an outstanding workplace and its employees.

Through our Employee Recognition workshop, participants will recognize the value of implementing even the smallest of plans. The cost of employee recognition is very minimal in relation to the benefits that will be experienced. Employee recognition programs have been shown to increase productivity, employee loyalty and increased safety.

Workshop objectives

- Assess the type of employee recognition programs your company needs to succeed
- Train leadership roles to recognize their employees
- Know when and where recognition is needed
- Construct a culture of recognition
- Maintain an effective employee recognition program

GENERATION GAPS

Code: BB-MGMT-009 Duration: 1 Day



While having various cultures and demographics in one workplace can present communication problems and conflicts, the benefits of such variety in the workplace will often outweigh these shortcomings. The workplace can present challenges to management in terms of handling the different generations present. As older workers delay retiring and younger workers are entering the workforce, the work environment has become a patchwork of varying perspectives and experiences, all valuable to say the least.

The Generation Gaps workshop will help participants understand the various generations present at work, understanding what motivates them and how dealing with them on a daily basis. Both the young and older worker will have many ideas to offer which will help the organization thrive in the marketplace. Learning how to deal with the Generation Gaps at work will help you become a better manager or co-worker.

Workshop objectives

- History behind generation gaps
- What are traditionalists
- What are baby boomers
- What are Generation Xers
- What are Generation Yers
- Differences between each type of generation
- Finding common ground among the generations
- Conflict management between generations
- Leveraging the benefits of generation gaps at work

HIRING STRATEGIES

Code: BB-MGMT-010 Duration: 1 Day



Successful companies are made up of great employees, so why not hire great employees? Hiring and training employees is an expensive venture, so be sure from the start to hire the right person for the right position. Hiring the right person is more about skills and abilities; it is about finding the right combination of skills, attitude and cohesion for your organization's culture.

Hiring Strategies will save your company time and money as you will be recruiting and hiring the right candidates. Your hiring department will benefit from this workshop as it prepares them to seek out that great candidate and ensure that they are a fit for your company. Participants will obtain the fundamental tools required to find that diamond in the rough.

Workshop objectives

- Know how to present the current open position
- Develop a workable hiring strategy
- Know how to determine which candidates to interview
- Steps and techniques to use in an interview
- Welcoming newly hired employees
- Finding potential candidates for a position

HUMAN RESOURCE MANAGEMENT

Code: BB-MGMT-011 Duration: 1 Day



In recent years, tasks that were originally thought to fall under the responsibility of the human resources department have become a routine part of the job descriptions of many managers. The sharing and diffusion of these tasks throughout organizations has had an impact particularly on those that are not equipped with the skills or knowledge to deal with these issues.

The Human Resource Management workshop will give managers the basic tools to handle numerous human resource situations such as interviewing, orientation, safety, harassment, discrimination, violence, discipline and termination. This workshop will provide participants with those skills and assist them with various basic Human Resource situations.

Workshop objectives

- Describe the implications of different aspects of Human Resource Management on your daily responsibilities
- Define human resources terms and subject matter
- Recruit, interview and retain employees more effectively
- Follow up with new employees in a structured manner
- Be an advocate for employee health and safety
- Provide accurate, actionable feedback to employees
- Act appropriately in situations requiring discipline and termination
- Evaluate strengths and opportunities for human resources in your own workplace
- Identify areas for further development within the human resources field as part of a personal action plan

KNOWLEDGE MANAGEMENT

Code: BB-MGMT-012 Duration: 1 Day



Knowledge Management can be defined as the organization of intellectual resources and information systems within a business environment. Sounds pretty simple, right? Take a moment, though, and think about all the information that each person has in their brain. That's a lot of knowledge.

The Knowledge Management workshop will give participants the tools that they will need to begin implementing knowledge management as part of an organizational culture, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored and dispensed as needed.

Workshop objectives

- Understand the basic concept of knowledge management
- Identify the do's and don'ts of knowledge management
- Identify the knowledge management life cycle
- Identify the new knowledge management paradigm
- Identify the knowledge management models
- Understand how to build a knowledge management rational for your company
- Understand how to customize knowledge management definitions
- Identify the steps to implementing knowledge management in your organization
- Identify tips for knowledge management success
- Understand the advanced topics in knowledge management

LEADERSHIP AND INFLUENCE

Code: BB-MGMT-013 Duration: 1 Day



They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring.

Once you learn the techniques of true Leadership and Influence, you will be able to build the confidence required to take the lead. The more exposure you have to acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges. However, it can become natural and rewarding experience.

Workshop objectives

- Define "leadership"
- Explain the Great Man Theory
- Explain the Trait Theory
- Understand Transformational Leadership
- Understand the people you lead and how to adapt your leadership styles
- Leading by Directing
- Leading by Participating
- Leading by Delegating
- Kouzes and Posner
- Conduct a personal inventory
- Create an action plan
- Establish personal goals

MANAGER MANAGEMENT

Code: BB-MGMT-014 Duration: 1 Day



With this course you will be able to provide the skills, guidance and empowerment to your team of managers. They will then be better suited in leading and motivating their own teams, thus producing fantastic results. To be a successful manager requires having a wide range of skills. Through this workshop you will be able to disperse your knowledge and experience throughout your leadership team.

Manager Management takes a special type of leader. This workshop will expand the participant's knowledge and provide ways for each of them to teach and lead new and experienced managers. As every manager knows that learning never stops, this workshop will have something for everyone.

Workshop objectives

- Welcoming and orientating new managers
- Ways to successfully coach and mentor
- Ways to measure and evaluate performance
- How to handle complications
- Communicate between employees and their managers

MANAGING WORKPLACE ANXIETY

Code: BB-MGMT-015 Duration: 1 Day



The workplace is one of the leading locations where people experience stress and anxiety. Every employee will encounter it at some point during their career. Everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it accordingly.

Our Managing Workplace Anxiety workshop will provide participants with the important skills and resources necessary to recognize and manage workplace anxiety. By identifying these symptoms and coping skills, employees and managers will be better suited in dealing with these common situations. Through this workshop participants will be better suited to the challenges that the workplace can often bring.

Workshop objectives

- Explore different types of workplace anxieties
- Learn to recognize symptoms and warning signs
- Determine ways of coping with and managing problems
- Recognize common triggers and accelerants
- Learn the difference between anxiety and common nervousness

MEASURING RESULTS FROM TRAINING

Code: BB-MGMT-016 Duration: 1 Day



Although we all know that training can have many amazing benefits, sometimes it can be hard to prove those benefits and attach a dollar value to training. Some topics, such as sales training or time management, may have direct, tangible benefits. Other topics, such as communication or leadership, may have benefits that you can't put a dollar value on.

Our Measuring Results from Training workshop will cover the different ways to evaluate training progress and how to use those findings to demonstrate the results that training brings. For instance, once a training initiative has been evaluated, the next step may be to modify and update your training program to maintain a curriculum that is best suited to your participants.

Workshop objectives

- Understand Kolb's learning styles and learning cycle
- Understand Kirkpatrick's levels of evaluation
- Be familiar with many types of evaluation tools, including goal setting, tests, reactionary sheets, interviews, observations, hip-pocket assessments, skill assessments and learning journals
- Understand when to use each type of training evaluation tool
- Be able to perform a training needs assessment
- Know how to write learning objectives and link them to evaluation activities
- Write evaluation plans to evaluate learning at each stage of the training and beyond
- Know how to identify the costs, benefits and return on investment of training

MIDDLE MANAGER

Code: BB-MGMT-017 Duration: 1 Day



Traditionally, middle managers make up the largest managerial layer in an organization. The Middle Manager is responsible to those above them and those below them. They head a variety of departments and projects. In order for a company to operate smoothly, it is essential that those in middle management be committed to the goals of the organization and understand how to effectively execute these goals.

It is crucial for businesses to focus on these essential managers and provide them with the opportunities to succeed. No matter the organization's structure or size, it will benefit from employing well-trained middle managers. Having a middle manager understand their role in the organization is very important. They are in communication with a very large percentage of the company and will have a large impact throughout the organization.

Workshop objectives

- Define management
- Understand ethics in the workplace
- Manage information and make decisions
- Be familiar with the control process
- Use organizational strategies to facilitate change
- Create structures and processes to manage teams
- Manage as a leader

OFFICE POLITICS FOR MANAGERS

Code: BB-MGMT-018 Duration: 1 Day



You have likely experienced some form of Office Politics. Working with different personalities, opinions, backgrounds and values is a challenge in any environment. It is an inevitable fact that when people are working together, personalities can and will clash. No one is an island, so working together as a team is incredibly important for the organization and every employee.

Office Politics is about creating and maintaining better relationships. It is about communicating and working with your peers and colleagues in a way that is mutually beneficial. Employees who understand the positive aspects of Office Politics are better team members and end up being more successful and productive.

Workshop objectives

- Understand the purpose and benefits of office politics
- Setting boundaries and ground rules for new employees
- Learn to interact and influence among colleagues
- Learn how to manage various personality types in the office
- Determine how to gain support and effectively network
- Recognize how you are a part of a group and how you function

PERFORMANCE MANAGEMENT

Code: BB-MGMT-019 Duration: 1 Day



Performance Management is making sure the employee and the organization are focused on the same priorities. It touches on the organization itself by improving production and reducing waste. It helps the employee or individual set and meet their goals, resulting in improved employee-manager relationships. The key in keeping an organization and employee aligned, which improves performance and productivity, is Performance Management.

When changes occur, Performance Management helps the transition to be smoother and less hectic. It helps the organization and employee have a streamlined relationship which improves communication and interactions between the two groups. It will help close any gaps that exist in an employee's skill-set and make them a more valuable employee continuous through feedback and coaching.

Workshop objectives

- Define performance management
- Understand how performance management works and the tools needed to make it work
- Learn the three phases of performance management and how to assess each phase
- Discuss effective goal-setting
- Learn how to give feedback during performance management
- Identify Kolb's Learning Cycle
- Recognize the importance of motivation
- Develop a performance journal and performance plan

PROJECT MANAGEMENT BASICS

Code: BB-MGMT-020 Duration: 1 Day



In the past few decades, organizations have discovered something incredible: the principles that have been used to create enormous successes in large projects can be applied to projects of any size to create amazing success. As a result, many employees are expected to understand project management techniques and how to apply them to projects of any size.

The Project Management workshop will give participants an overview of the entire project management process, as well as key project management tools that they can use every day. Working with project planning documents, such as needs assessments, risk management plans, and communication plans will provide benefits throughout your organization.

Workshop objectives

- Define projects, project management and project managers
- Identify the five process groups and nine knowledge areas as defined by the PMI
- Describe the triple constraint
- Perform a project needs assessment, writing goals, requirements and deliverables
- Create key project documents
- Build a project schedule by estimating time, costs and resources
- Understand and use the work breakdown structure
- Create project planning documents, such as schedules, risk management plans and communication plans
- Use planning tools, including Gantt charts, network diagrams, and RACI charts
- Establish and use baselines
- Monitor and maintain projects
- Perform basic management tasks, including leading status meetings and ensuring all documents are complete at the end of a project

RISK ASSESSMENT AND MANAGEMENT

Code: BB-MGMT-021 Duration: 1 Day



It is not possible to control, manage or eliminate 100% of risk. However, knowing what do before, during and after an event will often mitigate the potential damage and harm. Identifying potential hazards and risks and making it a part of day-to-day operations is important. Safety should be the first priority as every business must face the reality of risks and hazards.

Through the Risk Assessment and Management workshop, participants will be made aware of the hazards and risks around the workplace. Identifying hazards through proper procedures will provide participants with the ability to prevent accidents and incidents before they occur. Limiting and removing potential dangers through Risk Assessment will be an incredible investment.

Workshop objectives

- Identify hazards and risks
- Update control measures
- Grasp the fundamentals of accident and incident reports
- Identify risk management techniques
- Outline a disaster recovery plan
- Communicate risk assessment and management to the organization

SUPERVISING OTHERS

Code: BB-MGMT-022 Duration: 1 Day



Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks and helping other supervisors, your day can fill up before you know it.

The Supervising Others workshop will help supervisors become more efficient and proficient with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict and administering discipline.

Workshop objectives

- Define requirements for particular tasks
- Set expectations for your staff
- Set SMART goals for yourself
- Help your staff set SMART goals
- Assign work and delegate appropriately
- Provide effective, appropriate feedback to your staff
- Manage your time more efficiently
- Help your team resolve conflicts
- Understand how to manage effectively in particular situations
- Understand what new supervisors need to do to get started on the right path

TALENT MANAGEMENT

Code: BB-MGMT-023 Duration: 1 Day



Talent Management is an investment. Every company wants to have the best and brightest employees. With Talent Management, that can be achieved. The item that usually accounts for the highest cost for a company is its work force. With a company's workforce being the highest cost centre, does it not make sense to invest in it? With Talent Management, you are developing a more skilled workforce and attracting a higher calibre of new employee.

We all know that training and retraining costs money. Talent Management can reduce these costs. Recruiting the correct people and keeping a talented workforce is a priority in today's business environment. Having a talented group of employees has always been a key to success, as it will translate into cost savings and higher productivity. Talent Management is the investment that will pay dividends over the course of its use.

Workshop objectives

- Define talent and talent management
- Understand the benefits of talent management
- Recognize performance management and ways to review talent
- Identify employee engagement
- Create assessments and training programs
- Learn how to improve employee retention

TEAMWORK AND TEAM BUILDING

Code: BB-MGMT-024 Duration: 1 Day



For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to streamlined successes.

The Teamwork and Team Building workshop will encourage participants to explore the different aspects of a team, as well as the ways that they can become a contributing and effective team performer. Participants will be given the details and concepts of what makes up a team, and what factors into being a successful team and team member.

Workshop objectives

- Describe the concept of a team and its factors for success
- Explain the four phases of the Tuckman Team Development Model and define their characteristics
- List the three types of teams
- Describe actions to take as a leader and as a follower for each phase of development
- Discuss the uses, benefits and disadvantages of various team-building activities
- Describe several team-building activities that you can use in various settings
- Follow strategies for setting and leading team meetings
- Detail problem-solving strategies using the Six Thinking Hats model
- Use consensus-building approaches to solve team problems
- List actions to pursue and to avoid when encouraging teamwork

TRAIN THE TRAINER

Code: BB-MGMT-025 Duration: 1 Day



Whether you are preparing to be a professional trainer or you are someone who does a bit of training as a part of their job, you'll want to be prepared for the training that you do. Your trainees will soon begin the process of becoming trainers themselves and need to understand that training is a process where skills, knowledge and attitudes are applied.

The Train-The-Trainer workshop will give all types of trainers the tools to help them create and deliver engaging, compelling workshops that will encourage trainees to come back for more. Skills such as facilitating, needs analyses, understanding participant needs and managing tough topics will give your trainees what they require to become effective trainers themselves.

Workshop objectives

- Define training, facilitating and presenting
- Understand how to identify the training needs of your participants
- Create lesson plans that incorporate the range of learning preferences
- Create an active, engaging learning environment
- Develop visual aids and supporting materials
- Manage difficult participants and tough topics

VIRTUAL TEAM BUILDING AND MANAGEMENT

Code: BB-MGMT-026 Duration: 1 Day



We are currently estimated to be at well over one billion virtual workers in today's world, and the number is expected to continue climbing into the future. With a global workforce, you are provided with a cost effective and talented pool of employees to draw from, but may be required to operate with a 'Follow the Sun' production environment stacked with virtual teams.

With a virtual team you have the normal issues of a localized team, with the additional challenges of distance and cultural differences. Virtual Team Building and Management will give participants the knowledge needed to work with these challenges and succeed in a growing global workforce.

Workshop objectives

- Know the keys to establishing a virtual team
- Learn how to hold effective virtual meetings and group sessions
- Learn effective ways to communicate with remote team members
- Use tools to build trust and confidence among remote employees
- Know how to handle poor performing remote employees
- Know how to manage a virtual team during any project