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Focused **Workshop**

# INFLUENCING

Virtual Teams

## One Day Focused Workshop



Many managers responsible for remote teams today are asking “how do I make the best of what I’ve been given and by the way, I don’t actually manage these people – they’re managed locally abroad by a manager with different priorities and sometimes questionable competence”.

***Influencing Virtual Teams*** has been designed to address the importance of influence in today’s global complex marketplace. It demonstrates what managers need to do to influence their teams, while building stakeholder alliances through influence strategies such as reciprocity, credibility and persuasion.

Understanding ‘what’ to do is only half the story, if the ‘manner’ in which it is done is not fully understood. This workshop offers participants 20 specific tactical steps to implement immediately for consensus and action, as well as ‘how to’ manage and motivate for long-term results.

*Influencing virtual teams* is based on leading research in the areas of power and influence as well as attitudinal change for meaning in work, when faced with isolation, remoteness and loss. These include *Influence without Authority* by Cohen & Bradford, *Credibility*, by Kouzes & Posner and *The Will to Meaning* by Viktor Frankl.



As theory alone is not enough to drive change, our workshop includes tactics as well as strategies. In order to influence a virtual team to get things done, each tactic is self discovered before being integrated in to virtual team leadership skills in a typical work environment. This focus on experiential learning ensures repeated application and improved retention of our core teachings.

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## Focused Workshop

"The job at which one works is not what counts, but rather the manner in which one does the work. It does not lie with the occupation, but always with us. The meaning and value however is attached to the persons work as a contribution to society, not to the actual occupation".

*Prof. Viktor Frankl (1905 – 1997)*

## Learning Objectives

Upon completion of the workshop, participants will be empowered to:

- Understand and experience 20 specific tactics to influence your virtual team such as the power and use of using *one word, is virtual team behaviour induced by reasons or causes? freedom & responsibility 'from' or 'to'? powerful explanations, what is trust? leaving the perfect voice mail, assertive emails that work, what to do before every meeting.*
- Learn to use 3 strategic techniques (credibility, reciprocity and persuasion) to increase their influence.
- Analyse stakeholders to prepare the appropriate influence strategy.
- Increase and use credibility to achieve business and team goals.
- Craft and deliver a persuasive argument that builds and uses a "personal bank account" of favours with others.
- Recognise and use various sources of influence & power to achieve your virtual team's objectives.

## Target Audience

This workshop is intended for managers and leaders of virtual teams.

## Key Topics Addressed

The core concepts addressed in this workshop include:

- The Influence Basics: What it means to be Influential
- Review of Your Influence Profile
- Credibility: Becoming the kind of Person Others Want to Heed
- Reciprocity: Helping Others Achieve Their Goals as You Achieve Yours
- Persuasion: The Art of Knowing that Logic and Reason are not Enough
- Influence Planning: A Comprehensive Process
- 20 tactics that get things done immediately.

## Learning Tools

- Instructor presentation and large group discussion, Case study.
- Action Planning Tools (meeting agenda, minutes, time zone templates)
- Small group exercises

## ***Do your team members comply or commit?***

**Influence:** Don't want to do it  $\Rightarrow$  want to do it (commitment).  
**Power:** Don't want to do it  $\Rightarrow$  still don't want to do it, but have to (compliance).

*"If we take people as they are we make them worse. If we take them as they ought to be we help them become it"*

Johann Wolfgang von Goethe  
28 August 1749 – 22 March 1832

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**BIS** Business Integrated Solutions

Tel: +353-87-2268271

Web: [www.bts.com](http://www.bts.com)

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