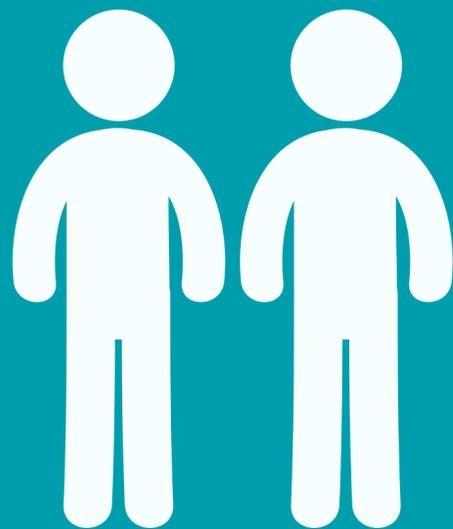


HOW TO DEVELOP A HIGH TRUSTED PERFORMANCE TEAM

Best-practice tips for a successful virtual team



HOW TO DEVELOP A HIGH TRUSTED PERFORMANCE TEAM

Well-functioning virtual teams save time and money. High flight costs, missed arrivals and departures are a thing of the past. Knowledge and know-how can be effectively utilized by several locations. The selection of new employees is based on specific expertise and skills, regardless of time, location, language or culture. Ideally, high performance teams are more productive than local office teams.

Challenges of virtual teams

In order to reach this ideal state, the members of the virtual team face a series of challenges. Virtual collaboration requires a high level of staff self-organisation. It's also harder to identify the entire team with both the organization and the team itself. Often there is a sense of isolation and ambiguity about processes, tasks, roles, responsibilities and priorities. This leads to misunderstandings and conflicts. In addition, virtual teams are clearly dependent on the information and communication used technologies.

Best practice tips for developing a high trusted performance team

The greatest positive impact on the performance of virtual teams can be achieved through improved intercultural communication skills, leadership, clear goals and roles and relationship building.



BEST PRACTICE TIPS FOR A SUCCESSFUL VIRTUAL TEAM

Building and maintaining trust

- Define clear rules for the type, frequency and channel of information sharing.
- Revision and adaptation of the communication rules during further development of the team (virtual get-togethers).
- Visualize work progress, for example, through virtual platforms, schedules or a balanced scorecard to which all team members have access.
- Rotating meeting times to evenly account for all geographic zones, if possible.

Manage virtual work cycles, team progress and meetings

- Always start virtual meetings with relationship maintenance (shared virtual coffee-drinking or similar).
- During the meetings, all team members consciously include in the conversation.
- After the meeting, add the log, decisions, or next scheduled steps to the digital team platform in a timely manner.
- Track communication and information as quickly as possible in the virtual team space or via instant messaging.
- Also celebrate success virtually!

The basic prerequisite for the implementation of these aspects in virtual teams is a low need for control and consequently a high level of confidence. This does not mean that results should not be required, but that work tasks are precisely structured, roles and responsibilities are clearly distributed.



CONCLUSION

In the age of the networked world, virtual teams will become more and more important. Especially with the urge of the digital natives on the job market, this innovation should once again experience a considerable upswing.

Virtual teams need supportive organizational structures and a strong culture of trust and communication in order to develop into virtual high-trust performance teams.

With these best practice tips and the right team members at your side, you will be able to offer your "virtual team" the complete spectrum of success in the networked, global working world.

Need any help? Contact me for further information.

„Sometimes it's just a small step between knowing what to do and the action that follows. Lead by example, go ahead and enjoy success!“

Gertraud Dedek, virtual austrian management consultant for digital marketing and ICT