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# Building Effective Virtual Teams

with Jon Wagner and Russ Milland

- Learn what makes virtual teams succeed
- Learn how to lead and facilitate virtual teams
- Learn critical software
- *Experience* online teaming

Part 1, March 31/11 (NEW DATE!), 7:15-9:00pm: *online* pre-session

Part 2, 8:30-5:00, April 20/11: *1-day workshop*

Location: Best Western [Primrose Hotel](#), Toronto. [Directions](#).

Part 3: *online* follow-up session (to be scheduled by the group)

Part 4: *online* follow-up session (to be scheduled by the group)

Fee: \$850

[Register online now](#)

The goal of this workshop is help you become a leader or facilitator of virtual teams.

The workshop will help you

- Understand virtual team success factors
- Learn about web-based resources for virtual teams.
- Assess virtual team effectiveness
- Learn intervention strategies and facilitate the development of virtual teams, toward a high performance.

In this workshop, you will learn how to work with virtual teams online, and how to make the most of their real-time experiences to build the foundations that will better sustain the team in its virtual life.

The four parts of this learning experience will give you a solid, practical grounding in online tools and virtual team issues. The combination of

## The Workshop Leaders

**Jon Wagner, BAsc., MAsc.**

Jon Wagner is a pioneer in working virtually. He has been working with and researching virtual teams for 20+ years, including workshops, online seminars and team interventions for global and cross-cultural teams.

This began when Jon was invited to join Hewlett Packard in California, and found that his son had trouble breathing due to poor air quality. He proposed, successfully, that he continue the role for the most part virtually, from his lakefront property in Ontario. Given that those were the days of dial-up connection, that was a challenge, but a challenge that was met successfully and built on for years.

Jon has led virtual teams and worked with dozens of leadership teams.

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online and face-to-face experiences will provide a practical and conceptual base for your work as a virtual team leader or facilitator.

A virtual or remote team, like every team, is a group of people who interact through interdependent tasks and collaboration to achieve a common purpose.

Unlike a conventional team, a virtual or remote team works across space, time and often cultural and organizational boundaries, using interactive communications technologies and services. Virtual and remote teams take many forms. They include executive teams leading global companies, management teams leading business units or functions, sales and service teams, design and engineering teams, project teams, task forces, and action teams. Some are part of a “permanent” organizational structure, and others are short term and project focused.

In over 20 years of researching and working with remote and virtual teams at Hewlett Packard, Agilent Technologies, and with other companies and clients, the workshop facilitators have found that virtual teams have much in common with face-to-face teams – but that there are also important differences. This workshop will underscore virtual team success factors, and provide a solid introduction to online resources.

#### Part 1 (online)

- Understand the components of effective virtual teams.
- Learn about some key online resources.
- Receive an online virtual team assessment tool to help you evaluate your own virtual team’s effectiveness. (If you aren’t part of, or leading, a virtual team, you will receive a case study.)
- Learn an approach to contracting with a virtual or remote team.
- If you wish, participate in the session with members of your own virtual team.

#### Part 2 (1-day workshop)

- Review the results of your online assessment, or if not available, your assessment of the case study.
- Evaluate strengths and weaknesses, and plan an approach and specific activities to help the team improve.
- Experience specific interventions in the class to prepare for follow-up with the team or client.

#### Parts 3 and 4 (online)

- Receive additional exposure to online team support tools.
- Receive coaching to help support the virtual or remote team on its journey to improved effectiveness and performance.

Note: Participants unable to attend a specific online session will receive a link to a recording of the event.

**[Register online now](#)**

**Again, please note the new date for Part 1 (online): 7:15-9:00, March 31/11!**

In 2002 he started J Wagner Consulting Inc. As an organization consultant, he has facilitated large-scale change projects and organizational transformations at HP, Agilent, Alcan, Ontario Public Service, Oracle Clients, and Loblaw.

#### **Russ Milland BAsC., MASc.**

For over 40 years, Russ has worked in senior management roles with major companies such as Imperial Oil and Allied Signal’s Aerospace Equipment Systems Division. He has also coached and provided consulting services to many small and medium sized businesses.

Russ has been a pioneer in the application of advanced information technologies to the transformation of businesses using cross-disciplinary teams.

He has worked with a virtual, cross-disciplinary team to successfully design and implement a new, multi-billion dollar business unit.

As a consultant, he has been involved in developing web-based technologies and communications systems to reach out, develop and engage communities of stakeholders in a number of different businesses – long before the concept became the currently popular “social media” trend.

#### **Other CODI Programs**

- ▶ **OD and Change Essentials: a 2-day intro to OD**
- ▶ **OD and Change Intensive: comprehensive, basic training in the theory and practice of OD. 12 days in 3 modules.**

▶ **Masters Certificate in OD**. In partnership with the Executive Education Centre of the Schulich School of Business, York University.