



# Virtual Teams

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# Outcomes

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- Difference between traditional and virtual teams
- Benefits of VT's
- Review Virtual Team Model
- Assess our preparedness
- Address key challenges
- Set tentative actions
- Commit to implement



# What is a VT

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- Real
- Partnership with customer
- Process design
- Organise delivery
- Matrix structure



# Benefits

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- Customer Focus
- Reflection in the Mirror
- Speed of Design & Delivery
- Best use of Resources
- Build competitive edge
- Partnership and life time value



# VT Model

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**Customer Focus**

**Direction**

**Understanding**

**Accountability to Process**

# VT Model



<b>Customer Focus</b>			
<b>Customer Identity</b>		<b>Precise Expectations</b>	
Direction			
Understanding			
Accountability			

**Customer Identity**

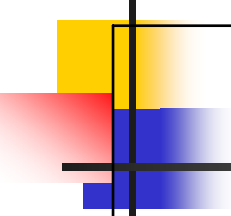
**Precise Expectations**

Direction

Understanding

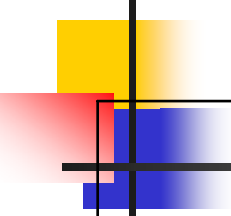
Accountability

# VT Model



Customer Focus			
Customer Identity		Precise Expectations	
<b>Direction</b>			
<b>Charter</b>	<b>Vision</b>	<b>Mission</b>	<b>Goals &amp; Objectives</b>
Understanding			
Accountability			

# VT Model



Customer Focus			
Customer Identity		Precise Expectations	
Direction			
Charter	Vision	Mission	Goals & Objectives
<b>Understanding</b>			
<b>Self</b>	<b>Others</b>	<b>Team Dynamics</b>	<b>Culture</b>
Accountability			

# VT Model

## Customer Focus

Customer Identity

Precise Expectations

## Direction

Charter

Vision

Mission

Goals & Objectives

## Understanding

Self

Others

Team Dynamics

Culture

## **Accountability**

**Values &  
Beliefs**

**Operating  
Processes**

**Projects  
Organised**

**Implementation**



# Challenge: Customer Focus

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- Do we really have a shared understanding of our customers wants?
- Have we a genuine partnership with the customer?
- Ensure that those who never meet the customer support those that do



# Challenge: Direction

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- Start with the end in mind – look at receiving the product from the customer perspective
- We cannot over communicate within the team
- Do we have a shared plan which is measured and monitored



# Challenge: Understanding

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- Do we understand self – SWOT?
- Do we fully understand others?
- Do we facilitate team dynamics
- Are we leveraging the strengths within the culture



# Challenge: Accountability

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- Does our behaviour reflect our values?
- Do we have operating agreements?
- Have we committed to project planning?
- Do we have specific implementation plans in place?



# Summary: Key Points

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- Speed and customer edge
- Based on close to the customer and close to the team
- Facilitation to get the best
- Need to review processes and operations
- Manage change and the culture