

# MILESTONE

*Providing Stepping Stones  
Along the Path to Success*



A WOMAN-OWNED  
SMALL BUSINESS

LEADING &  
MANAGING  
VIRTUAL TEAMS

In the last 18 months, many of us have gotten a crash course in working virtually. Never before has such an overwhelming majority of the workforce been forced to work remotely. While there are perks of working virtually (who else loved working in their jammies?), there are also drawbacks. Having everyone working remotely made efficient communication even more vital. Managers also had to learn how to manage their team when they may not be working in the same location. Even before the pandemic, there was starting to be a shift to include more virtual teams. The globalization of projects promoted the need for virtual teams that work on the same project, but are not colocated at the same site.

Let's look at some ways to be an successful manager in a virtual world.

### ***Face-to-face meetings***

Make a point to have at least one face-to-face meeting with each team member early in the project, if possible. This will help the communications later when you cannot see the face or body language. Try, if possible, to meet in person over the course of the project.

### ***Technology***

Find the technology that works best for your team to ensure that information is easily and quickly shared among the team. Some possibilities are: Instant messaging/text messaging, satellite or cell phones, voiceless/email, bulletin and discussion boards, blogs/websites, and video/teleconferencing.

### ***Make communication work for everyone***

Good communication planning and stakeholder relationship management will help to identify and resolve communication needs. With virtual teams, it is easy for a team member to feel disconnected. Experiment with available communications and find which works best for your team.

### ***Be aware of the time spent with each stakeholder***

Don't neglect or shortchange those who are not located onsite. Be consistent across all locations. All should attend the meetings, receive the minutes, have the opportunity to ask questions, etc.

### ***Build relationships outside the virtual meeting***

To improve relationships and make teleconferences more personal, use the time off the call to invest in and build relationships with virtual team members. Be informal and encourage them to talk and share their concerns.

Emotional intelligence plays a big role in managing a virtual team due to the communication and relationship challenges. Being able to recognize and interpret the emotions of others will help guide how to manage the team.

Join Dr. Mathis on Friday, December 10 for our free *Leading & Managing Virtual Teams* webinar. If you cannot attend, a replay link will be sent out after the webinar. To register, go to [www.themathisgroup.com/webinars](http://www.themathisgroup.com/webinars).

## UPCOMING FREE WEBINAR

### LEADING & MANAGING VIRTUAL TEAMS

FRIDAY,  
DECEMBER 10

10:00 - 11:00 AM CST

1 PDU

TO REGISTER, GO TO

[www.themathisgroup.com/webinars](http://www.themathisgroup.com/webinars)



SATISFIED CLIENTS  
OF THIS COURSE

FEDERAL AVIATION  
ADMINISTRATION

STATE OF KANSAS

MISSOURI LOTTERY

*PDU's - 19.5*

**PMI's Talent Triangle Breakdown**

Technical - 6.00  
Leadership - 11.50  
Strategic - 2.00



face-to-face



virtual  
instructor-led

**Course Description:** This three-day course will focus on ways project managers can understand and use emotional intelligence in their personal lives and in the workplace. Students will be introduced to the basic concepts of emotional intelligence and will learn how to apply them to their project goals. Students will learn to evaluate themselves, their project teams, and their stakeholders. Students will be able to utilize the concepts in order to lead a high-functioning team to project success.

## **Course Objectives:**

### **Objective 1: Define emotional intelligence**

Define emotional intelligence concepts  
Review the history of emotional intelligence

### **Objective 2: Identify and discuss the benefits of emotional intelligence for the project manager**

List the attributes and skills of an effective project manager  
Identify areas of improvement needed

### **Objective 3: List and define an emotional intelligence framework in project management**

Self-awareness  
Self-management

### **Objective 4: Explore the domain of self-awareness**

Identify the families of emotion and emotional red flags  
Identify and explore techniques to improve self-awareness

### **Objective 5: Explore the domain of self-management**

Discuss self-control  
Identify emotional triggers

### **Objective 6: Explore the domain of social awareness**

Define empathy and learn techniques to improve empathetic listening  
Use an emotional intelligence assessment checklist  
Identify and discuss organizational awareness

### **Objective 7: Explore the domain of relationship management**

Identify relationship competencies for the project manager  
List and discuss the steps to stakeholder relationships  
Explore relationship strategies for developing others

### **Objective 8: Explore the domain of team leadership**

Identify project team leadership competencies  
Explore communicating with emotional intelligence  
Identify and discuss methods of project communications

### **Objective 9: Explore emotional intelligence on multiple/complex projects**

Identify and discuss concerns of project managers for large scale projects  
List and define different leadership styles  
Explore emotional intelligence in virtual teams



A WOMAN-OWNED SMALL BUSINESS (WOSB)



Providing quality, customized training and consulting services that inspire, educate, and equip organizations to be better tomorrow than they are today.

DR. KEITH MATHIS, PMP, PMI-ACP, CSM  
WANDA MATHIS, M.ED. PMI-ACP

# PROJECT MANAGEMENT TRAINING

OVER 60 PROJECT MANAGEMENT COURSES REGISTERED WITH PMI

PRESENTATIONS THE EDUCATE, MOTIVATE, AND INSPIRE

Since 1993, The Mathis Group has been helping organizations change worker productivity and behavior.

PROJECT MANAGEMENT  
MARKETING  
MOTIVATION  
ORGANIZATIONAL BEHAVIOR  
LEADERSHIP  
CUSTOMER SERVICE

## COMPANY MANDATE

The Mathis Group provides training and consulting that will impact the organization and individual while maintaining an outstanding reputation for success and integrity.

## VALUES STATEMENT

Every person has worth and should be treated with respect.

## AREAS OF EXPERTISE

- Curriculum Design
- Project Management
- Organizational Behavior and Development
- Management
- Marketing
- Strategic Planning
- Executive Coaching
- Performance
- Team Building
- Emotional Intelligence
- Leadership
- Customer Service
- Creating Customer Value
- Supervisory Leadership
- Coaching and Counseling

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