Working Virtually



building confidence and competence

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BESIG 2013





Context

- Business English and international communication
- UK-based and overseas training
- One-to-one/small groups
- Middle to senior management
- International virtual teams
- Presentations, telcos, relationships
- High-frequency written communication





Confidence and competence

The challenges

Competences

Training tasks

Working Virtually







Challenges

It's hard to express exactly what I want to because I don't have the words.

Some people are too wordy. I prefer to keep it brief

Waste of time! The person running the call doesn't seem able to keep control. Chaotic!!

The irregular quality of the line makes it very difficult...

I have problems understanding native English speakers: they speak unclearly, too fast, using expressions I've never heard before!

Key competences

Writing
Relationship-building
Facilitating
Adapting

Clarity
Assertiveness
Voice
Multi-channel approach







Writing

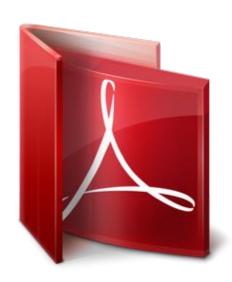


Hello. Thank you very much for the information



hi, thanks for the info.











Writing and culture







Culture Place, organisation and personality

SEQUENTIAL TIME SYNCHRONOUS

We need to keep to time limits - one thing at once!!

DIFFUSE



SPECIFIC

I haven't got time to waste on what people did at the weekend

NEUTRAL



EMOTIONAL

....a bit excitable – never uses 10 words when 100 are possible





Practical tasks

Tasks

- Emailing
- Messaging
- Conference calls: collaborative
- Conference call: simulations
- Online presentations
- Information transfer: T-L or L-T
- VISUALS but NO TEXT

Feeding back: T-L and L-L (...and L-T)





Real-time emailing

Dear Mrs. Zuegner, I am a consultant working for Genentech at their offices in San Francisco I will be visiting your plant sometime in late November in order to exabout operational and quality issues. I would like to know which dates are the most suitable the 20th and the 30th, and would like to spend I would be grateful i well as any informal arrangements.

Thank

Dear Mr. Winterson,

Thanksforyourem

I checked the sche Michael's schedu Please be so king pool service for) (http://www.lan

I'll organize al,

If you need r response.

> Bestrega' Uta Zueg L

Dear Mr. Winterson,

Thanks for your email. I'm pleasure pleased to help you. It would be a pleasure to...

I checked the schedule of Michael Clever. It would be a suitable date on 24th and 26th. I blocked Michael's schedule for your visiting to our plant. Please be so kind and as to give me your travel details. I'll arrange a taxi transfer from our

· wocked

car pool service from the airport to the hotel. I'll book the hotel "Landgasthof Iffeldorf"

I'll also organize the daily transfer from the hotel to our plant.

If you need (require) more help, please don't hesitate for to contact me. I'm looking Best regards,

Uta Zuegner







Conference call simulation

Below is a selection of comments made by different members of the teams at various times regarding the functioning of the virtual team

"I have to repeat myself three times just to get the message through!" "I think we need more leadership, a little more encouragement...our conf calls are chaotic!!

"They're alright to work with, certainly efficient...but a bit rude....no real warmth there."

"I get the feeling I need to read between the lines when I receive documents from the Brits"

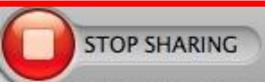


"They don't listen when I'm trying to explain something. Are they doing something else?"

"A lot of time is wasted at the start of our calls. I don't need to know how Javier's weekend went!"



















Participants



Chat







Who I am

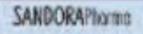
My name is Sergio Márques.

I'm Mexican, married, with two sons and a daughter.

Working for Sandora since 1980, mainly in Latin America.

Currently F&C Mar

Compliance and legal



Hobbies: Having fun! (eating, drinking, reading, skilng, playing tennis, even working...!)



Sara Haas



Sara Haas, Spanish/Swiss, born in Burgos, 38 years old, married, living in Switzerland

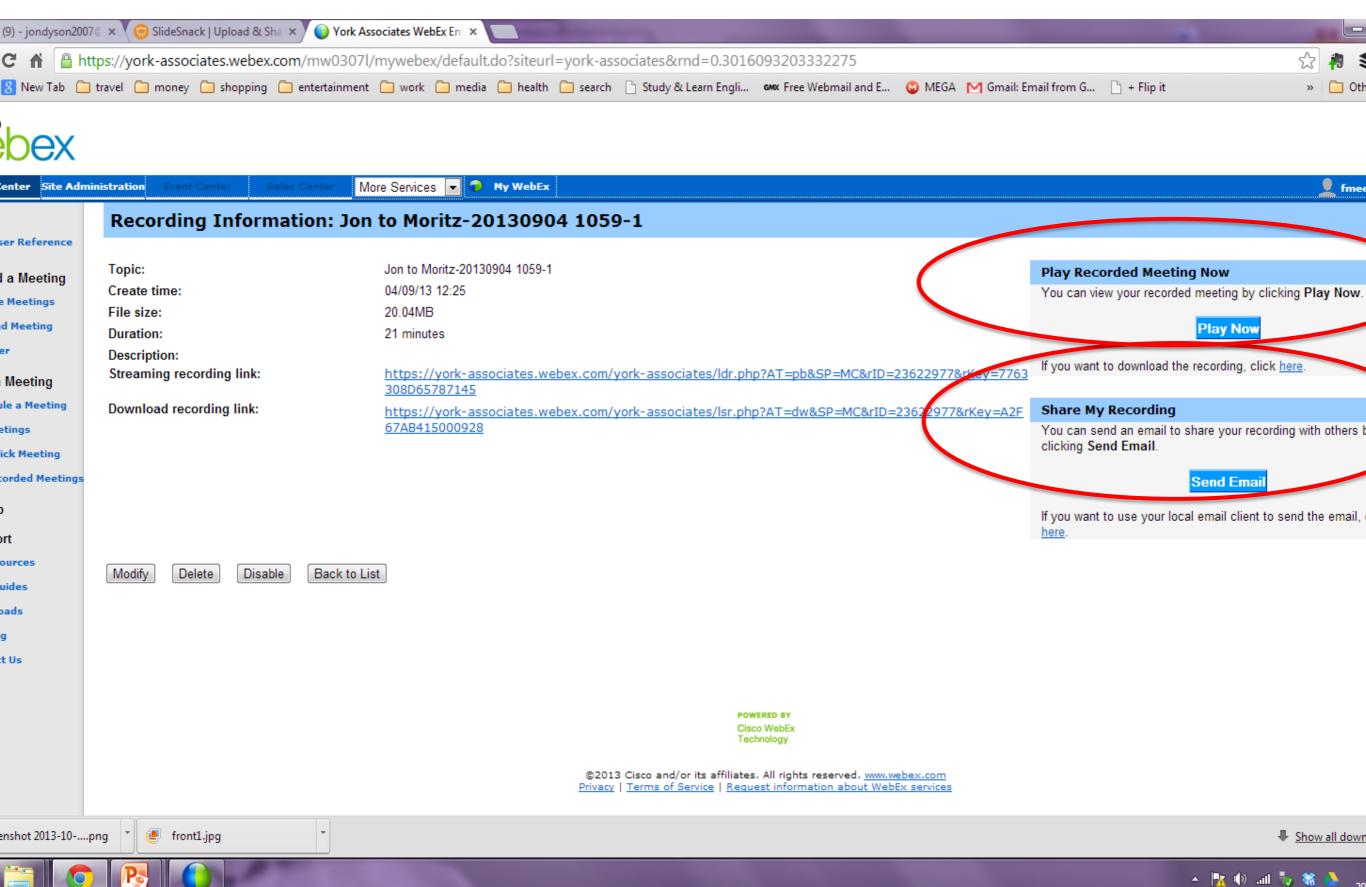
Business background with wide operational and strategic experience in consulting, purchasing and marketing. International MBA, Frankfurt, 1998

2010-	AKTUALTECH Brand Manager
2006-2010	Copavis Head of Purchasing
2003-2006	Copavis Product Manager
1999-2003	E-commerce consulting Partner
1993-1997	Principality Hotels Marketing Manager
1985-1993	Hill Organization Marketing Assistant



Innovation, progress, perfection

Giving feedback



Technology and communication



Can't talk now – I'm in a web conference about improving communication with technology





Software























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Practical considerations

Meeting Information: test

Meeting status: Started

Starting date: Saturday, 9 November 2013

Starting time: 12:00, GMT Time (London, GMT)

Duration: 1 hour

Host's name: Fiona Mee

Host's Email: fccmee@gmail.com

Meeting number: 845 488 202

Meeting password: jond

Host key: 262261

Audio conference: To receive a call back, provide your phone number when you join the meeting, or call the number

below and enter the access code.

Call-in toll-free number (UK): 0800-051-3810

Call-in toll number (UK): +44-203-478-5289

Show all global call-in numbers
Show toll free dialing restrictions

Access code: 845 488 202

Less Info

By joining this meeting, you are accepting the Cisco WebEx Terms of Service and Privacy Statement.

...not forgetting...













Working Virtually

- Challenges
- Learner Competences
- Tasks / Confidence
- Technical practicalities
- Training/Learning environment











Thank you





