

Effective Virtual & Remote Working

Open Programme

The last ten years have seen a rapid rise in the adoption of virtual and remote working among organisations of all types and sizes. In addition to increased productivity and reduced costs, organisations also benefit from a more motivated workforce seeking a better work/life balance. With technological advances such as access to broadband, VoIP and changes in organisational culture facilitating this move, seamless remote connection with colleagues, suppliers and clients across the globe has never been easier.

But is it that simple? Switching from face-to-face interaction to remote and virtual working offers its own unique challenges and pitfalls. When this interaction is international the difficulties are multiplied. Not only are practical issues such as time zones and geographical distance considerations, but cultural variables such as values and attitudes can be much harder to interpret, leading often to confusion, delay or frustration.

"Effective Virtual & Remote Working" has been designed to provide you with an understanding of the challenges posed by remote and virtual working and offers discussion on creating a framework for building positive virtual relationships.

Benefits

This programme provides participants with the tools to:

- Understand the cultural drivers that create different communication styles
- Develop practical strategies to counter the challenges of remote communication
- Select the appropriate medium and communication style for each particular context
- Communicate more effectively with colleagues based overseas

Who should attend?

This programme is aimed at professionals who:

- Have a global function within their organisation
- Are managing teams in one or more overseas location
- Regularly work as part of virtual project teams
- Liaise with clients and colleagues based in overseas locations
- Rely on email, telephone and video conferencing to communicate with international counterparts

Location

Located in the heart of the City of London, Communicaid's training centre is within minutes' walking distance of Liverpool Street, Bank and Aldgate tube and train stations

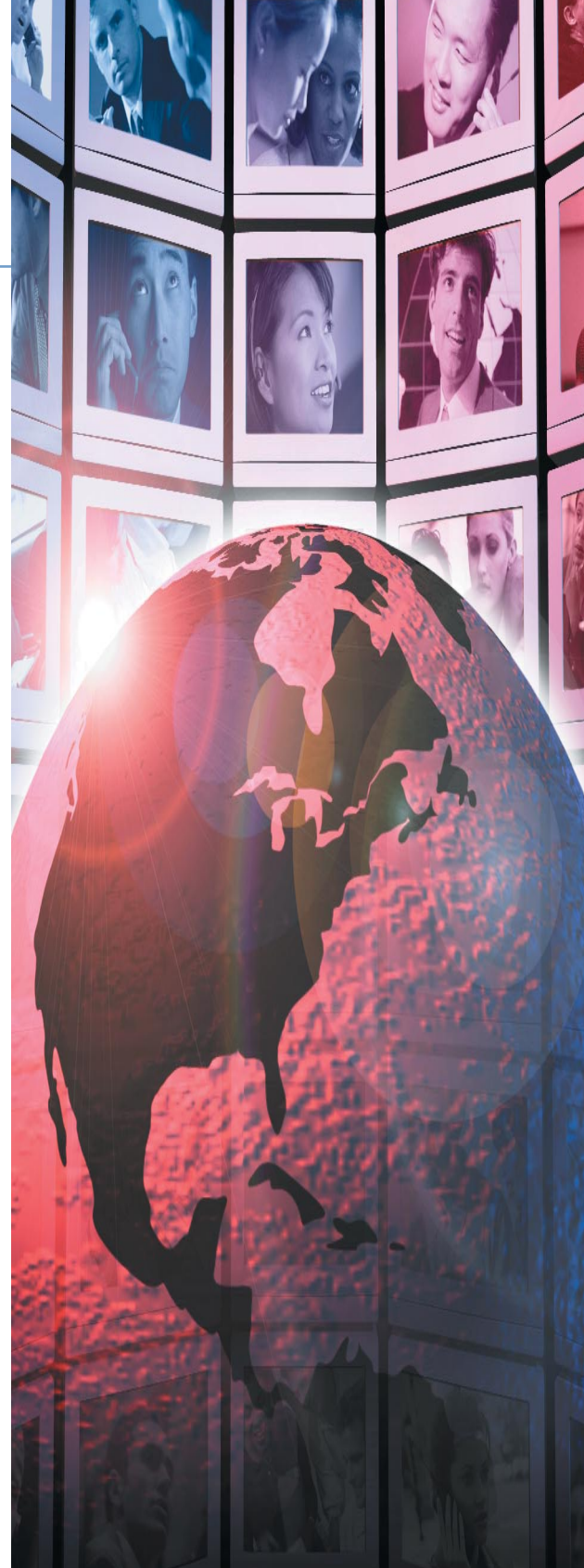
Date & time

Tuesday 18th October 2005 10am - 5pm (6 hours)

Wednesday 9th November 2005 10am - 5pm (6 hours)

Contact Communicaid:

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*Cultural Awareness
Communication Skills
Language Training*

Programme content

Part One

- Key definitions and concepts
- Cross-cultural values and attitudes affecting virtual and remote working
- Styles and perceptions: how we are perceived and how other cultures operate, strengths, weaknesses and opportunities
- Varieties of remote communication
- Practical challenges of virtual and remote working

Part Two

- Forming, managing and measuring virtual relationships
- Matching task to technology
- Keystone principles for effective remote and virtual working
- Recommendations and best practice for gaining competitive advantage from effective virtual and remote working
- Conclusions & action plan

With a maximum of 10 delegates, this programme has been designed to be interactive. It will combine practical activities and case studies with discussion of the challenges posed when working remotely.

Communicaid

Communicaid is a global culture and communications skills training consultancy providing corporate and public sector organisations and their employees with the expertise to build successful relationships across cultures and borders. Founded in 1992, our clients include major financial institutions, manufacturing and consumer goods companies, law firms and government departments. With training centres in London, Paris and Frankfurt and a worldwide network of professionals, we are uniquely placed to meet your culture and communication needs.



Trainer profile

Roland Dunne is an intercultural trainer and management consultant with substantial experience of working in the UK, US and Italy. He specialises in delivering business focused training to senior managers and directors working in an international environment.

Roland spent the 1980s in the UK and Italy working on various marketing communications, segmentation and product development projects for consulting groups, advertising agencies and government policy bodies. In 1991, Roland relocated to the US where he was President of the Chartwell Bass Consulting Group working with blue chip clients to develop strategic marketing and brand development.

Roland now divides his time between Kent and New York where he works as a management consultant and coach as well as a writer and intercultural trainer. Since joining Communicaid's intercultural team, Roland has delivered training to many of our clients including Cadbury Schweppes, Rio Tinto, GSK and Unicredit.

Programme fees

Fee: £550 + VAT per delegate
Group booking: £495 + VAT per delegate (2 or more delegates from the same organisation) Lunch & refreshments included.

How to book

To reserve your place or discuss our tailor-made programmes please contact Nick Hedges on +44 (0)20 7648 2173 or complete the form below and fax or post it back to us.

Effective Remote & Virtual Working

I wish to reserve a place/places for:

Tuesday 18th October 2005

Wednesday 9th November 2005

Name:

Company:

Address:

Telephone:

Email:

Signature:

Position:

Fax:

Date:

Ref: MSC152