

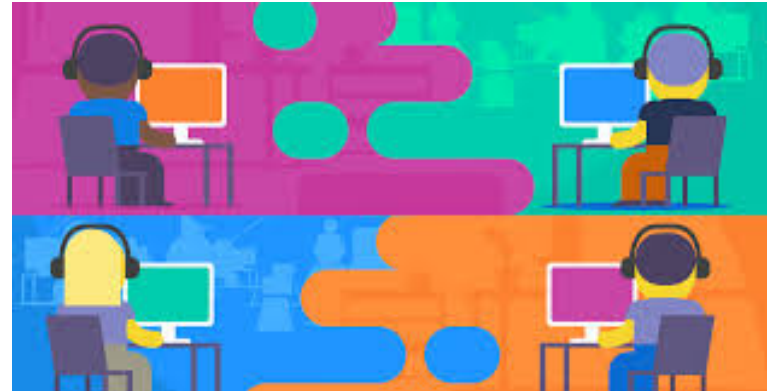
# MODUL 2

## Future of Work is Here to Stay



# ***VIRTUAL TEAM AS THE FUTURE OF WORK***

- ***Virtual team*** term was first appeared as one of the organizational terms in **1990**.
- Virtual Team happened to gather the best talents, who worked from different places – something that has never been known before 1990.



# Virtual Teams...Defined

A virtual team (VT) is:

- ✓ A collection of people **physically separated** by geography, location and/or time.
- ✓ A network of people who are able to work together and interact **using advances in technology**
- ✓ Often temporary in nature, consisting of people **with a range of skills and experiences** who work in different locations to achieve a specific task in a set time period



“A team which works **without the constraints of time, physical location or culture.**”

# WORKING IN A VIRTUAL REALITY

## Group “Half-empty”

What are the **challenges** you find in working in a virtual reality?

## Group “Half-full”

What are the **opportunities** you find in working in a virtual reality?

Have a think and share your inputs in the respective chat-box – 15 min.

HALF  
EMPTY



HALF  
FULL

# Avoiding Dangerous Assumptions

1. **Virtual teams are like normal teams with people based in different places**
2. **Virtual teams are all about technology**
3. **Virtual teams will always work if they have the best people.**



# Which of the dysfunction that you experience now?



**Fear of conflict**

**Absence of trust**



**Lack of commitment**



**Avoidance of accountability**

**Inattention to results**



# The Five Dysfunctions Of A Virtual Team

## **Absence of trust**

The fear of being vulnerable with team members prevents the building of trust within the team.

## **Fear of conflict**

The desire to preserve artificial harmony stifles the occurrence of productive, ideological conflict.

## **Lack of commitment**

The lack of clarity or buy-in prevents team members from making decisions they will stick to.

# The Five Dysfunctions Of A Virtual Team

## Avoidance of accountability

The need to avoid interpersonal discomfort prevents team members from holding one another accountable for their behaviours and performance.

## Inattention to results

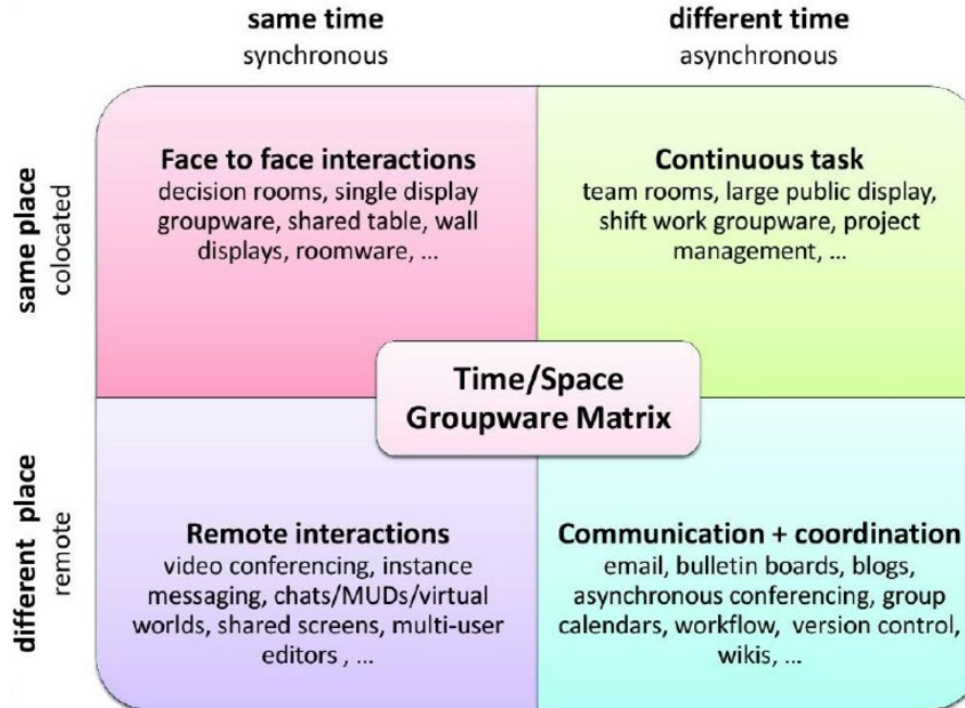
The pursuit of individual goals and personal status erodes the focus on collective success.

# How to Adapt in the Future? Understand...

1. How to Use Modern Systems and Channels
2. How to Communicate in Virtual Reality
3. How to Work with Interpersonal Style
4. How to Work and Lead Based on Trust



# 1. How to Use Modern Systems and Channels



# ACTIVITY (15 mins)

## Kinds of interaction

1. Manage a conflict
2. share information/document
3. brainstorm ideas
4. make a team decision with consensus
5. build strategy
6. delegate a task
7. 1on1 on underperformance
8. schedule meetings
9. collect opinions
10. train a new process/ concept
11. communicate a change that is unfavourable
12. teambuilding
13. monitor progress
14. introduce a new initiative

## Means of interaction

- a) Skype for Business
- b) Gmail
- c) instant messaging (Whatsapp, Telegram)
- d) F2F
- e) Google calendar
- f) Google sheet
- g) Google doc
- h) Jamboard
- i) Slack
- j) Google meet
- k) Google chat
- l) Zoom
- m) Others....

Which interaction with which channel?

## 2. How to Communicate in Virtual Reality

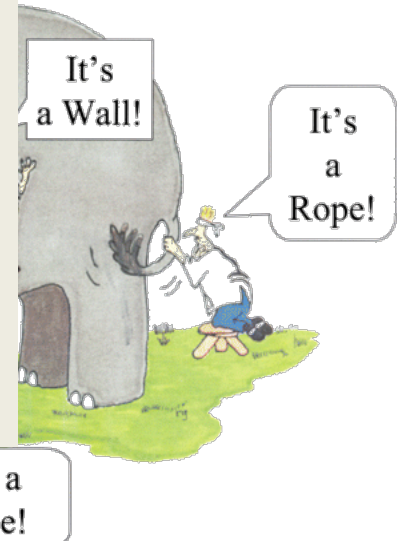
1. It is about **setting the context** so that communication lands the way it is intended

3P's technique for framing – Purpose; Process; Permission

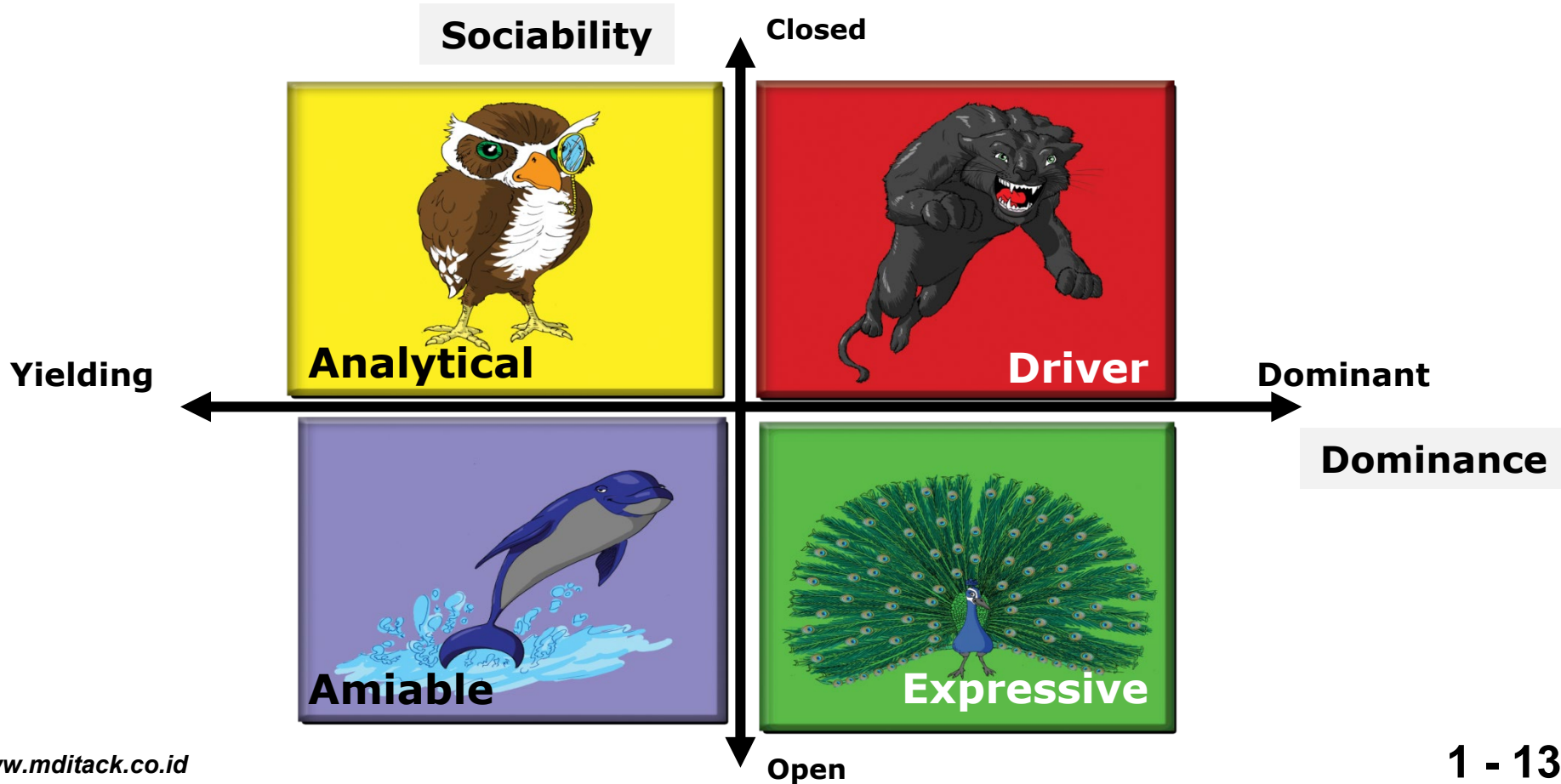
2. It is about **preventively dealing with things that could go wrong**

*“1 ounce of pre-framing is worth more than a ton of re-framing/ post-framing”*

3. Letting **people know where we are** – what have we covered/ accomplished and where we are headed?
4. Giving your **full attention to what is going on here and now**



# 3. How to Work with Interpersonal Style



# Summary of style elements

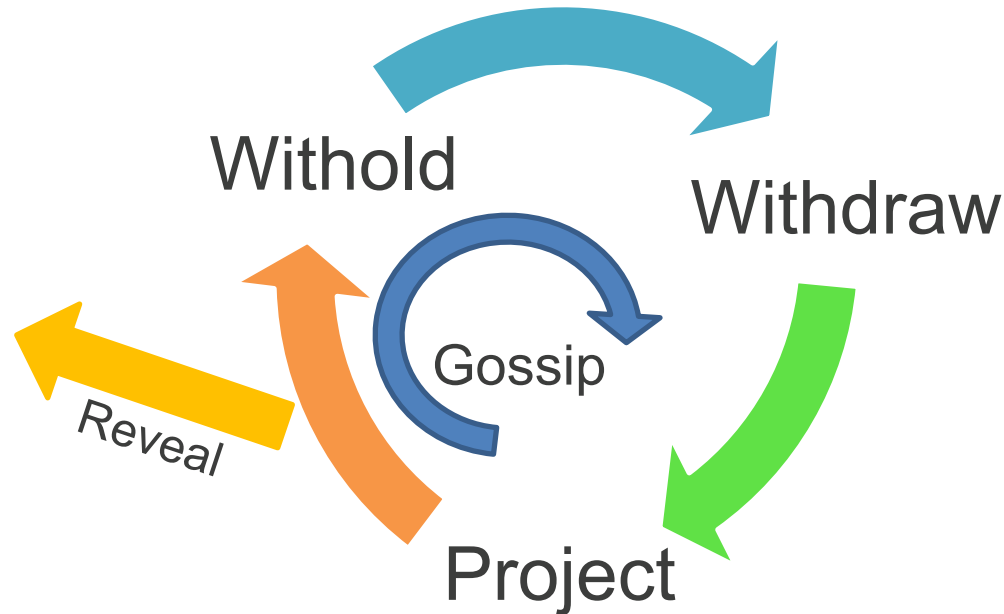
Style	Driver	Amiable	Expressive	Analytical
<b>Basic orientation</b>	Action	Relationships	Intuition	Thinking
<b>Use of time</b>	Immediate	Present	Future	Historical
<b>Relating to others</b>	Task first	Key priority	Likes an audience	Cautious actions
<b>Tasks</b>	Primary importance	Relationships most important	Must be exciting	Process takes priority
<b>Decision making</b>	Quick, goal oriented	Slow, people oriented	Fast, intuition oriented	Slow, process oriented
<b>Action planning questions</b>	What?	Why?	Who?	How?

# Summary of style elements

Style	Driver	Amiable	Expressive	Analytical
<b>Maximum effort toward others</b>	Control	Relationships	Involvement	Process
<b>First priority</b>	Achievement	Teamwork	Leadership	Planning
<b>Uncomfortable with or a source of tension</b>	Inaction	Conflict	Isolation	Involvement
<b>Major strength</b>	Decisive	Supportive	Enthusiastic	Thorough
<b>Major weakness</b>	Tends to be Insensitive to others' feelings	Tends to avoid confrontation	Tends to act impulsively	May be reluctant to improvise
<b>Fall-back behaviour</b>	Autocratic	Acquiesce	Attack	Avoid

## 4. How to Work and Lead Based on Trust

Revealing and the no-gossip Rule



# PERSONAL ACTION PLAN

Preparation for the Future of Work	Your Action Plan
1. How to Use Modern Systems and Channels	
2. How to Communicate in Virtual Reality	
3. How to Work with Interpersonal Style	
4. How to Work and Lead Based on Trust	