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Virtual global collaboration: Cultural intelligence and beyond - Presentation 45 mins -

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Abstract

Globalization and new collaborative/networking technologies are revolutionizing the world of work. The 'workplace' is morphing into agile 'workwebs' that are virtual and protean. One form of *workweb* is the global virtual team consisting of people distributed across time and space whose task is to collaborate – primarily via technology - on achieving shared goals. Difficult economic times are driving many businesses toward increased dependence on global virtual teams, but too often virtual team leaders and members are given little or no guidance for making them work effectively. This is unfortunate given that such teams typically require more attention, discipline and effort than co-located teams.

Based on the presenter's over 15 years of experience in working on or with global virtual teams, this session examines an integrated set of virtual team performance indicators: Cooperation, Convergence, Coordination, Capability, Communication, and Cultural Intelligence. These 'Six Cs' help provide those working on global virtual teams with a common vocabulary for talking about, for example, team performance measures, developmental priorities, and improvement strategies.

Learning outcomes for participants

- Real world insights into how businesses are utilizing new technologies to transform the workplace.
- Understanding of the primary challenges facing global virtual teams and of key countermeasures
- Practical guidance on how to help global virtual teams define a common performance language and fulfil their potential

Profile

Terence Brake is President of TMA World, Americas, a global talent development company that operates virtually. He has authored several books in the field of global business including: *The Global Leader* (McGraw-Hill, 1997), *Managing Globally* (Dorling Kindersley, 2002), and his latest *Where in the World is My Team? Making a Success of Your Virtual Global Workplace* (Wiley/Jossey-Bass, 2009) – what he calls an instructional soap opera. He has also contributed chapters to others including 'How are global leaders different from local leaders' in *The Pfeiffer Annual: Leadership Development*, 2009.

Mr. Brake has designed, developed, and delivered professional development workshops in global leadership, global cultural diversity, and global teamwork for some of the world's top global companies, including: ArcelorMittal, Hewlett Packard, and IBM. A main interest of his at the current time is utilizing new technologies to create and deliver powerful learning tools and experiences.