



Ten Best Practices For Successful Global Teams

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Global Teams Definition – Benefits - Problem

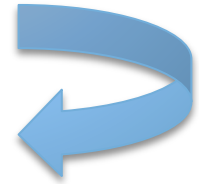
Definition: “Global Teams is a group of geographically dispersed individuals who work across time, space, and organizational boundaries with links strengthened by webs of communication technology. They have complementary skills and are committed to a common purpose ... ” (I)

Benefits of Global Teams: Collaboration, gathered expertise, productivity, responsiveness to priorities

Problem: Teams can spin out of control, exceed budget, underperform



Group Discussion on Types of Teams



Question: Have you ever been a member of a team?

- Who was on the team?
- What was the type of team?
- What did you work on?
- What was the outcome?

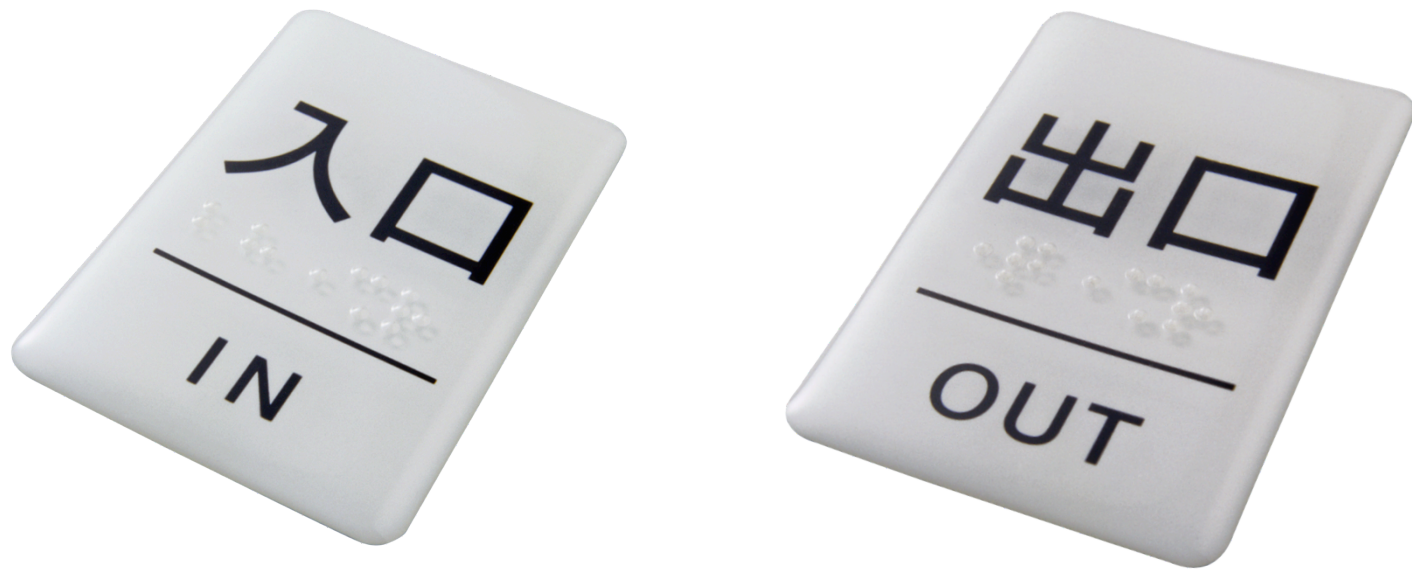
Global Team Success Starts with Team Formation

Key indicator of success for global team performance
depends on how well you form the team



The essential first stage

Forming the Global Team



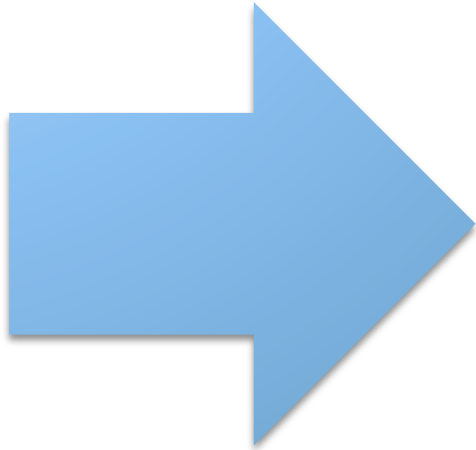
Input Equals Output



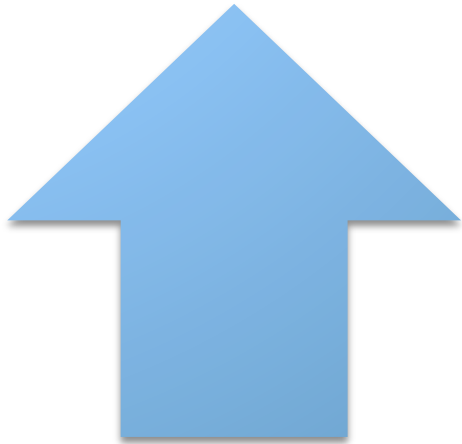
Ten Best Practices For Successful Global Teams

- Sponsorship
- Team Leader
- Team Selection
- Team Characteristic
- Objectives
- Process (Technology)
- Communication
- Trust
- Project Management
- Best Practice Sharing

#1 Best Practice Supportive Sponsors



The more critical the team...



The higher level of leadership is needed

#1 Best Practice Supportive Sponsors



- Validate team objective is aligned with organization strategy
- Understand impact of outcome on customer or end user
- Display public and private support of the team
- Be active in tracking team objectives
- Ensure team has resources to complete team objective

#2 Best Practice Competent Team Leader



Team Leader Most Critical Position

Trusted key leader within project scope

Create or manifest vision and objective

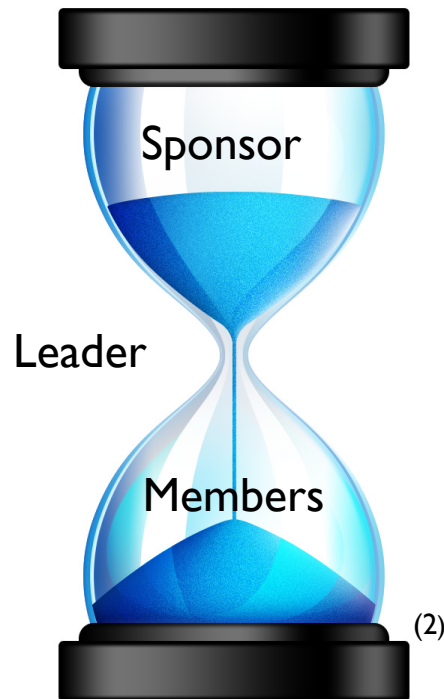
Main point of contact for outcome

Realign team when necessary

#2 Best Practice Competent Team Leader

Hourglass Team StrategySM

Strategy,
Objective, and
Resources +



= Results and
Team Outcome

#3 Best Practice Team Member Selection



Selection Criteria

- Team objective
- Resources

Assessment before selection

- Skills and capabilities
- Emotional characteristics

How Many

- Number of members [smallest possible]
- Reduced size may increase team's output

#3 Best Practice Team Member Selection



- Select Project Manager – milestones are critical
- Encourage members to support success and development
- Increase teambuilding (members know who was chosen/why)
- Foster team synergy through relationship building
- Diversify team--gender, location, time in position, background

#3 Best Practice Team Member Selection

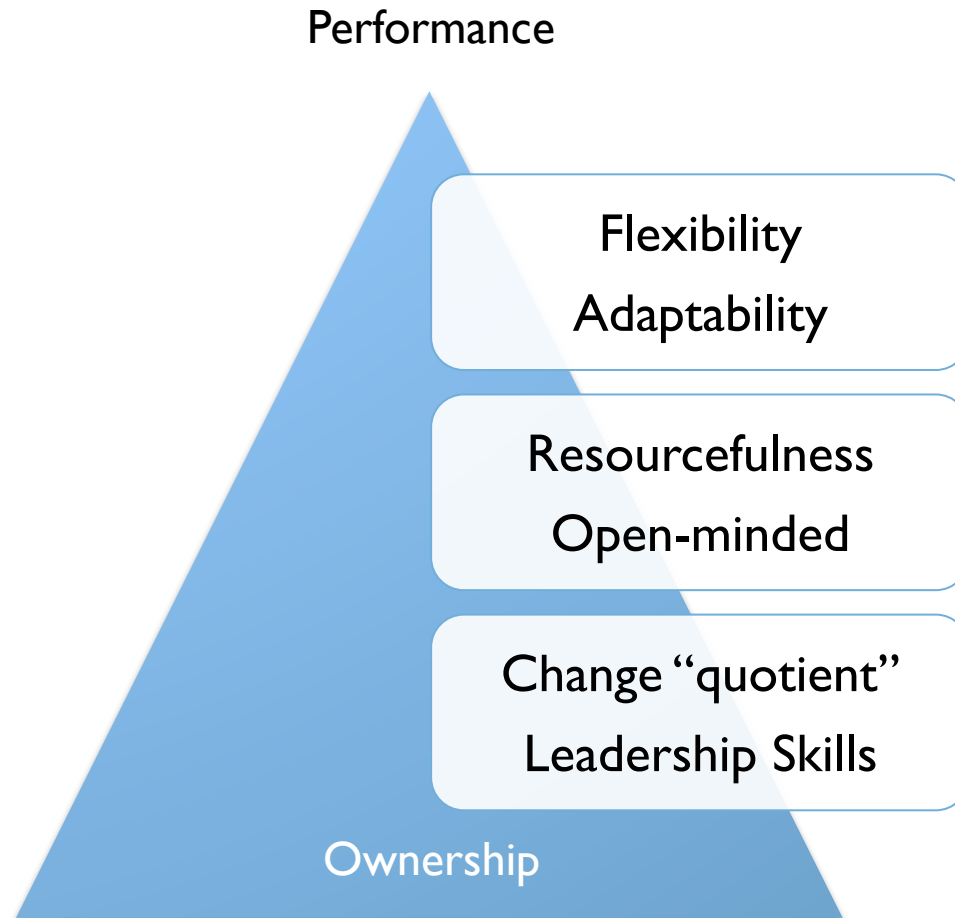
Empowerment –

Members with a vested interest in team objective and support from direct supervisor or leader align quickly and add value



What is your True North?

#4 Best Practice Team Member Traits



#4 Best Practice Team Member Traits



- Schedule team building activity early in formation
- Encourage personal and professional relationship building
- Face-to-face enhances team trust (photo for virtual)



Group Discussion – Team Member Traits



Think back to a team that you were on --

- What did a team member do that was helpful?
- What did a team member do that hurt the team's work?
- What are some of the skills or traits that you bring to a team?

#5 Best Practice Team Objectives

Lack of Clear Objective Kills Team Performance



- Clear, concise objectives
- Agreement on objectives
- Ability to verbalize objective
- Objectives support end user
- Conflicting objectives

#5 Best Practice Team Objectives



- Establish team objective as filter for decision-making
- Ensure team objectives are written down
- Check for agreement and understanding of objective
- Pulse check agreement throughout the team cycle

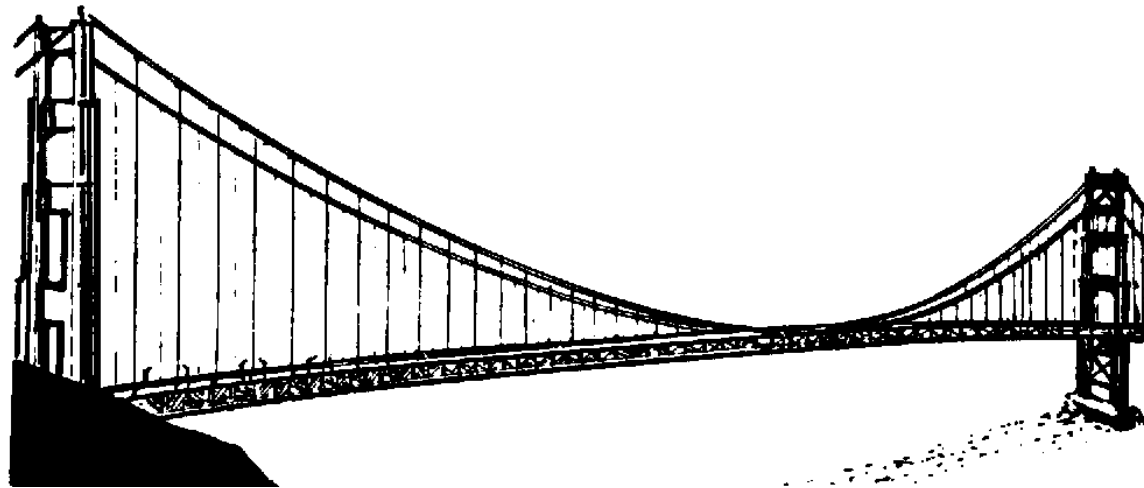
#6 Best Practice Process and Technology

- Different team processes are used successfully
- Best suited to support team objectives
- Leader perform technology assessment
- Open to new ways of doing things and flexible



#6 Best Practice Process and Technology

Technology is a bridge for
global process and communication challenges



#7 Best Practice Team Trust

SWIFT



TRUST

Swift trust is needed when a diverse group of experts is brought together in a temporary organization such as a virtual team created for an urgent project.

#7 Best Practice Team Trust

Team Members ...

- use different primary languages
- have different cultures, time zones, customs
- work in all types of organizations
- live in far-away countries



However, they come together for one purpose

#7 Best Practice Team Trust



- Create cultural awareness – celebrate it
- Encourage personal & professional relationships with members
- Create a work protocol – discipline enhances trust
- Take periodic pulse regarding team collaboration
- Establish team norms (reduces disruption in later stages)



#8 Best Practice Communication

- Leader and member both have communication responsibility
- Communicate method of decision-making (early)
- Eliminate or reduce conflicting goals
- Establish communication protocol



#9 Best Practice Project Management

What is Project Management (PM)?

- Manages the team's objectives
- Determines the critical path to the outcome
- Communicates to key team sponsors and supervisors
- Provides timely reporting to the team
- Measures progress



#9 Best Practice Project Management

Why is Project Management important for teams?

- Global teams are often in different locations
- Team members may have conflicting responsibilities
- PM can reduce risk, cut costs, and improve success rates
- Since the 2008-9 recession more organizations use PM
- Less option for failed projects

#10 Best Practice Share Best Practices

Best Teams Share Best Practices



Team leaders make similar mistakes

Existing leaders support new leaders

- Share best practices with Sponsor and Global Team Leaders
- Set up a process to integrate best practices – saves time and money

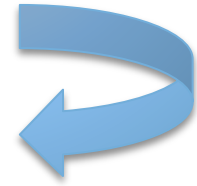


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Group Discussion – Best Practices



Of the ten best practices discussed
for successful global teams, which best practice
do you think is most important
and why?



WorldWideTeams Consulting

...Specializes in business expansion
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to increase sales and profits,
solve problems, and capture opportunities

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