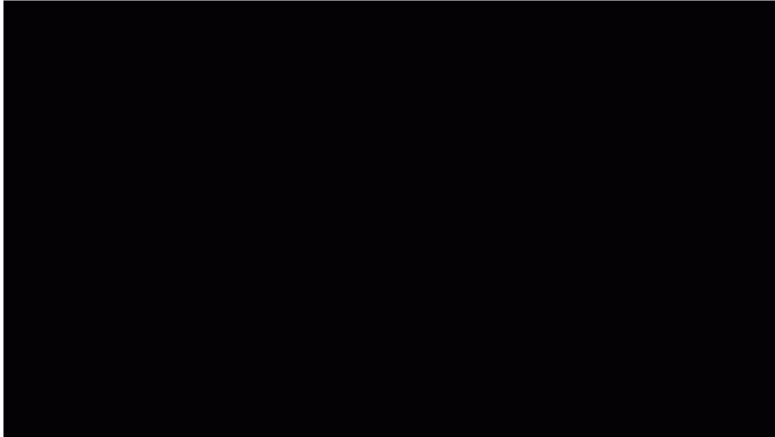


Virtual Leadership for Managers: Best Practices (Part 5)

1. Course Opening

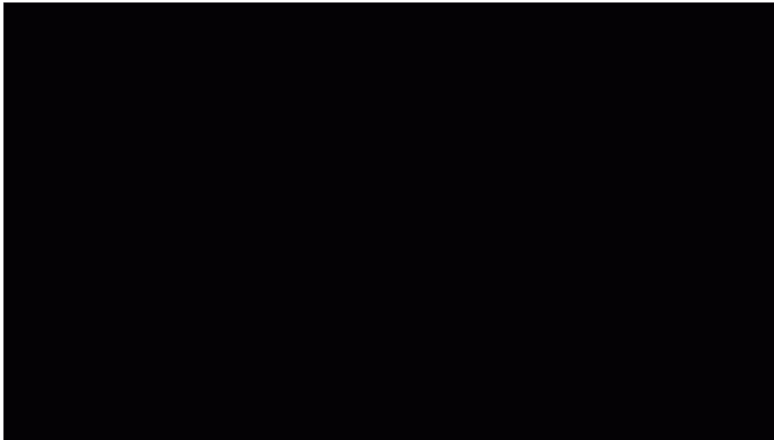
1.1 Welcome Slide



Notes:

Welcome to part five of the Virtual Leadership for Managers Best Practices Training Series provided by the Human Resources Administration Division of the Georgia Department of Administrative Services. This section reviews the importance of developing trust within a virtual team.

1.2 Part Five: Developing Trust in a Virtual Team



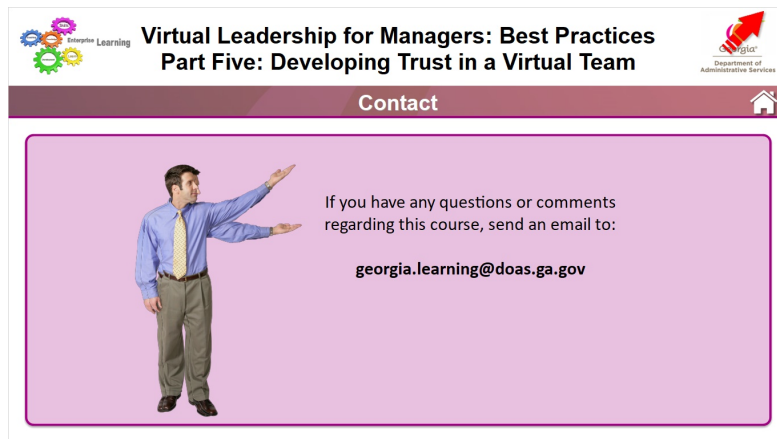
Notes:

In the previous video, you reviewed essentials for helping the virtual team perform at a high level. Part Five of this training series reviews the four types of trust necessary for fully developing a virtual team. Developing trust within the virtual team is a primary component to virtual leadership. This helps you as a leader: Minimize conflicting information or inadequate data within the team. Avoid costly mistakes and potential re-work for team members. Provide deliverables on schedule and within budget. There are four types of trust that should exist within a virtual team. One type is known as “Honesty Trust”. This means you trust the team member to tell you the truth. For example, if the team member makes a mistake, he/she admits it and makes the necessary corrections or if the team member cannot make a deliverable, he/she notifies you and works towards a solution. Another type is known as “Competence Trust”. This means you trust the team member knows what he/she is doing and possesses the different capabilities and skills to get the work done. For example, you assign the team member specific tasks within an established deadline that are required for the timely completion of a critical project. Another type is known as “Commitment

Trust”. This means you trust the team member to follow through on his/her word. For example, the team member promises to respond to an issue before the end of the business day and follows through on this commitment. Another type is known as “Representation Trust”. This means you trust the team member to represent the agency in a positive manner, even when not physically present. For example, the team member performs in a professional manner in virtual meetings with fellow team members or with vendors. Following these guidelines and best practices to virtual leadership help you as a remote manager: Establish consistent commitment in team members. Arrange the assigned completion of tasks appropriately. Promote a level of trust between you and team members.

2. Course Closing



2.1 Contacts




Notes:

Click on the Resources link for downloading a transcript of the course. If you have any questions or comments regarding this course, send an email to: georgia.learning@doas.ga.gov


2.2 Course End

**Virtual Leadership for Managers: Best Practices**
Part Five: Developing Trust in a Virtual Team

Closing

Congratulations! You've completed part five of the Virtual Leadership for Managers series! You are now ready to:

- Recognize the importance of developing trust in a virtual team
- Identify the four types of trust within a successful virtual team



Notes: