

Justice Institute of British Columbia
COURSE OUTLINE

Course Code:	MGMT183
Course Title:	Working with Teams in a Virtual Environment
Prerequisite Courses:	None
School:	Community and Social Justice
Division/Academy/Centre:	Centre for Leadership
Previous Course Code & Title:	From a Distance: Leading Remote or Dispersed Teams and From a Distance: Leading Virtual or Remote Teams
Course First Offered:	September 2009

# of Credits:	1.0
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Course Description:

Advances in workplace technology, a focus on work/life balance, and reduced budgets are all leading to an increase in the prevalence of remote or virtual teams. Virtual team members may work from home, in dispersed offices, or “hot desk” in different offices or regions. This shift is creating challenges to the way we work, manage and assess performance. In this course, you’ll learn new skills and perspectives that will help you effectively manage virtual or remote teams, foster the behaviours of high-performing virtual teams, and assess barriers and opportunities for using virtual teams. You’ll develop core influence skills to manage the politics of leading virtual teams. You’ll define communication needs, coordinate and facilitate solutions to accomplish team tasks, and learn best practices that can be immediately applied to your workplace.

Course Goal(s):

This two-day action learning workshop will provide you with “best practices” guidance and “best practice” in handling virtual or remote teams effectively.

Learning Outcomes:

Upon successful completion of this course, the learner will be able to:

1. Introduce a balanced scorecard for measuring and assessing virtual team performance
2. Manage performance of a virtual team and its members based on specific outputs
3. Identify and apply “best practices” for remote working
4. Foster the behaviours of high-performing virtual teams
5. Deliver a virtual teams strategy for deployment in any size business
6. Assess barriers and opportunities for using virtual teams
7. Develop core influence skills to manage the politics of leading and managing virtual teams
8. Define communication needs, coordinate and facilitate solutions to accomplishment of tasks
9. Select the appropriate technology to support collaborative teamwork

Course Topics/Content:

- Defining the unique characteristics of virtual or remote teams and its use in any size business
- How to lead and manage virtual and remote teams
- Challenges of virtual working
- Cultural implications
- Developing and maintaining trust
- Virtual team communication
- Team technologies
- Performance management and measurement
- Virtual Team Orientation Assessment
- Action planning

Text and Resource Materials: Use APA style; specify chapters where applicable. ([APA Style Guidelines](#))

Required:

Recommended:

Course Level:

	First Year		Second Year		Third Year		Fourth Year
	Graduate		Other (describe): Professional Path				

Equivalent Course(s) within the JIBC: None

Class Delivery Methods: Some courses are delivered using a range of methods within one class (course section) or alternative methods in different classes. Please outline the most common delivery options used for this course. The total class hours should be the same for each option.

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	7			
Simulation/Lab	7			
Practicum/Fieldwork				
Online				
Correspondence				
Total Class Hours	14			

Comments on Delivery Methods:

This course is participatory in nature and includes a variety of small group discussions, case studies, role plays, and large group discussion/lecture.

Course Grading System:

Letter Grades	Percentage	Pass/Fail
Complete/Incomplete	Attendance Only	

Passing Grade:	Pass
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Evaluation Activities and Weighting:

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

Comments on Evaluation Activities and Weighting: You must attend the full course to receive credit.

Other Course Guidelines, Procedures and Comments: None

View official versions of related JIBC academic regulations and student policies in the *JIBC Calendar* on the following pages of the JIBC website:

Academic Regulations:

<http://www.jibc.ca/programs-courses/jibc-calendar/academic-regulations>

Student Academic Integrity Policy
 Academic Progression Policy
 Admissions Policy
 Academic Appeals Policy
 Evaluation Policy
 Grading Policy

Student Policies:

<http://www.jibc.ca/programs-courses/jibc-calendar/student-policies>

Access Policy
 Harassment Policy – Students
 Student Records Policy
 Student Code of Conduct Policy

JIBC Core Competencies

The JIBC promotes the development of core and specialized competencies in its programs. Graduates of our programs will demonstrate high levels of competence in the following areas:

Critical thinking

Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods.

Communication, oral and written

Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.

Leadership

Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.

Independent learning

Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.

Problem solving

State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.

Interpersonal relations

Know and manage oneself; recognize and acknowledge the needs and emotions of others including those with diverse backgrounds and capabilities.

Inter-professional teamwork

Understand and work productively within and between groups, respect others' perspectives and provide constructive feedback with special attention to inter-professional relationships.

Information literacy

Recognize and analyze the extent and nature of an information need; efficiently locate and retrieve information; evaluate it and its sources critically, and use information effectively and ethically.