Course: Facilitating Virtual Teams   credits: 5

Course code	ICVB22TLS4	**Modes of delivery**	Assignment
Name	Facilitating Virtual Teams		
Study year	2022-2023	**Assessments**	Facilitating Virtual Teams - Other assessment
ECTS credits	5		
Language	English		
Coordinator	H. Kiisa-Nijbroek		

Learning outcomes

Content

Virtual working has become a new reality due to the push from COVID lockdowns. The younger generations value a better life/work balance and take environmentally conscious decisions when choosing a job, therefore, remote and hybrid working are here to stay.

Working in global virtual teams, whose members transcend time, space, and culture, requires a different set of skills, knowledge and agility to transfer conventional know-how to digital.

In this new situation – how to stand out? How to be an early adopter instead of tagging along? The course provides students with knowledge and tools preparing them to join a transforming workforce.

The elective is built around the following aspects:
- how to prepare and facilitate virtual meetings efficiently;
- how to manage cross-cultural virtual teams' interactions (problem-solving, team building, trust, online feedback, etc);
- how to stay motivated and take care of your mental health when working online;
- how to do online presentations and interviews

Classes are held online.

Competences Programme learning outcomes Junior professionals:	Programme learning outcomes Junior professionals:	Level 3 (final project phase)	Where assessed?
1. **Context & strategy**	1. Identify relevant developments for the organisation, monitor international and intercultural developments, and translate the implications into communication policy.	**Analyse** relevant developments for the organisation, monitor international and intercultural developments, and translate the implications for the organisation's communication policy.	N/A
1. Monitor developments in the professional field as well as in the national and international media landscape, and are able to translate these insights into communication strategy.	**Monitor** recent developments in the national and international professional field as well in as the media landscape, and use these insights for the organisation's communication strategy.		N/A
1. **Target group & behaviour**	1. Conduct applied research in a methodological way and use suitable research methods.	Conduct research in a methodological way, use suitable research methods and **evaluate** the research.	N/A
1. Investigate the needs and wishes of the target group, and understand the contextual/cultural factors that affect the behaviour of the target group.	**Evaluate** the needs, wishes and (inter)cultural factors of **all relevant** stakeholders, and translate them into a professional product.		N/A
1. Account for communication	**Assess** insights from knowledge and theory		N/A

interventions based on knowledge, theory and research insights.	in order to support effective communication interventions.		
1. **Concept & creation**	1. Elaborate a creative concept tailored to the wishes of the national or international target group and/or the organisation's goals.	**Develop** a creative concept using creative methods and techniques, and **account** for the extent to which the concept is suitable for the target group as well as the organisation's goals.	**Facilitating Virtual Teams**
1. Choose appropriate channels and (digital) tools in order to deliver communication suitable for the target group.	**Account** for the application of channels and (digital) tools in order to deliver communication suitable for the target group.	**Facilitating Virtual Teams**	
1. Create relevant content tailored to the concept and the organisation's goals.	**Create** relevant content and/or a **prototype of a professional product**, and **substantiate** the way that it is/they are tailored to the organisation's goals.	**N/A**	
1. **Planning & organisation**	1. Design the plan for and organise the implementation of professional products, taking into account target groups, goals and budgets.	**Design the communication plan** for and organise the implementation of a **complex** professional product, **taking into account** target groups, goals and budgets.	**N/A**
1. **Persuasion & commitment**	1. Advise on the organisation's communication as an internal and/or external adviser/consultant, taking into account the organisation's communication strategy.	**Advise** on the organisation's communication, taking into account the organisation's goals and communication strategy in a **complex context.**	**N/A**
1. Communicate[1] orally and in writing in a correct, target group-oriented, business-like and concise manner, and consequently create commitment.	**Communicate** orally and in writing in a correct, target group-oriented, business-like and **convincing manner**, and are able to explain their points of view in both internal and external communication.	**N/A**	
1. **Connection & facilitation**	1. Organise interaction and collaboration, arrange	**Organise** interaction and collaboration, arrange	**Facilitating Virtual Teams**

	networking or other meetings, expand their national and international network, and draw on this network for specific knowledge or information.	networking or other meetings, expand their national and international network, and draw on this network for specific knowledge or information requirement.	
1. Recognise opportunities, develop initiatives and dare to experiment.	Are able to think **out of the** box, experiment and create or co-create novel solutions.	**N/A**	

Included in programme(s)

Communication
International Communication

School(s)

School of Communication, Media & IT