

Our Context

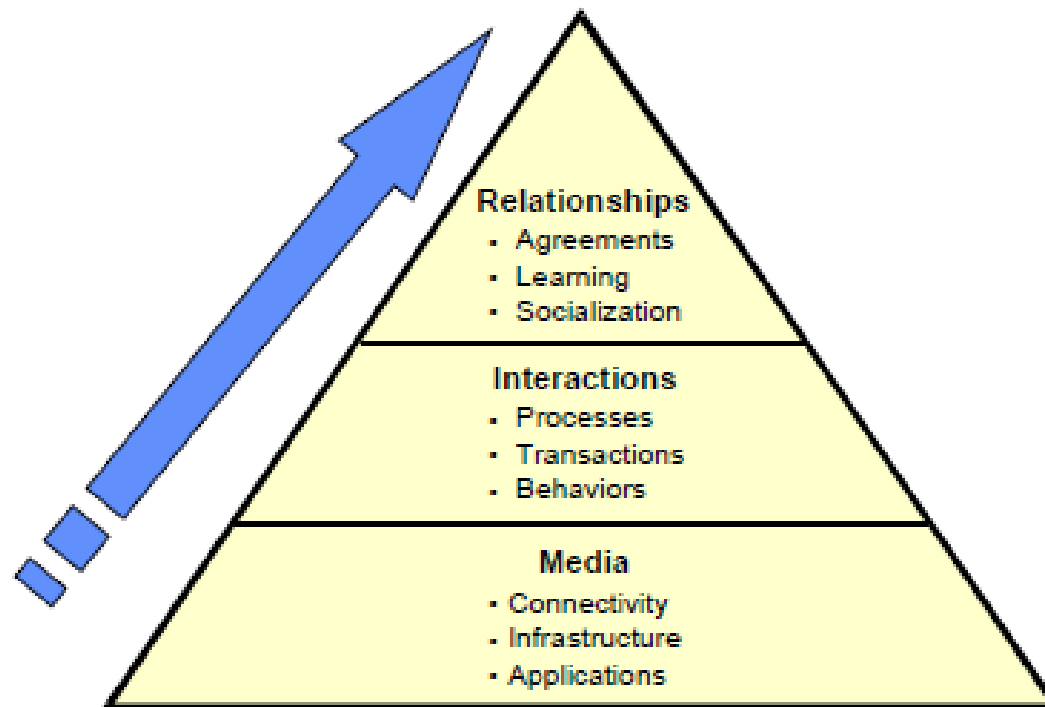
- Virtual team:
 - Team members in different locations
 - Time zone difference
- Cross cultural:
 - Different languages
 - Different cultures
- Consequences:
 - Have to manage communication
 - Have to manage language and cultural barriers
 - Trust is more fragile

Causes of Problems in Virtual Teams



- Communication issues
 - Ambiguity
 - Loss of trust
 - Fears (crainte) of meeting expectations and goals
-
- “Share the pain” !
 - Engager un expert en Virtuals Teams

Issues Facing Virtual and Cross-Cultural Teams



Source: "Virtual Teams: Reaching Across Space, Time and Organizations With Technology," J. Lipnack and J. Stamps

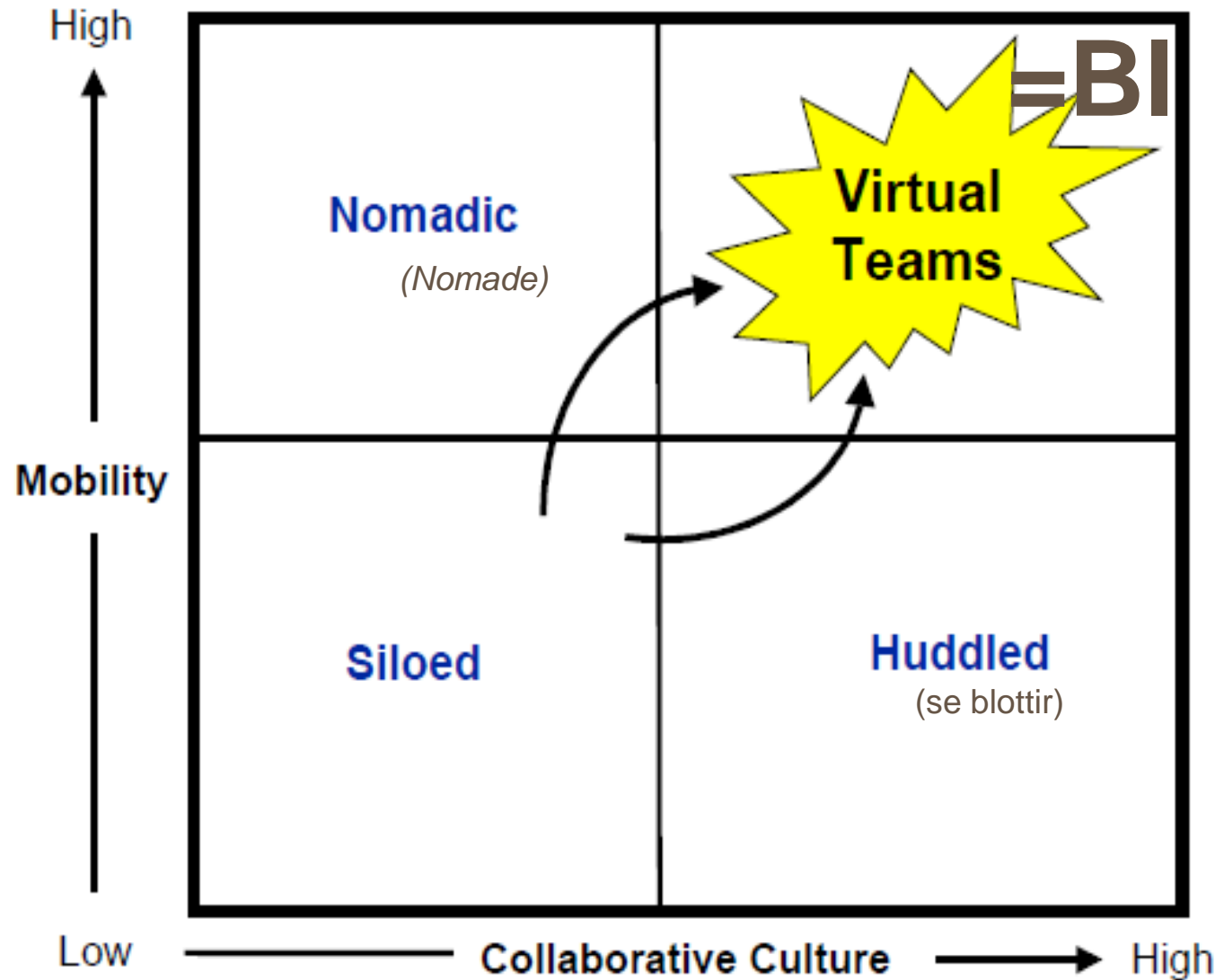
Figure 5. Team Linkages — From Media to Relationships

Mitigating Communication Obstacles



- Between 60% and 80% of the communication is non-verbal (lost in a virtual team environment)
- The divergence/convergence cycle is natural for the virtual team
- Over communicate:
 - Verbalization (same level of comprehension)
 - Reflection (everyone feels that progress is being made)
 - Ask questions
- Combine the media:
 - ZOOM, TEAMS
 - TelePresence System
 - E-mail
 - E-room
 - Desktop sharing utilities

Collaboration and Mobility Drive Virtual Teams



Cisco TelePresence System TP3010:

- The existing Rio Tinto Installations use the top end configuration (both device and room specification)



Installation Options:

Three different units available

System Attributes	<u>TP1100</u>	<u>TP1300</u>	<u>TP3010</u>
Seats	2	6	6
Screens	1	1	3
Cameras	1	3	3
Content Sharing	Presentation in Picture	Presentation in Picture	Below Screen on separate LCD

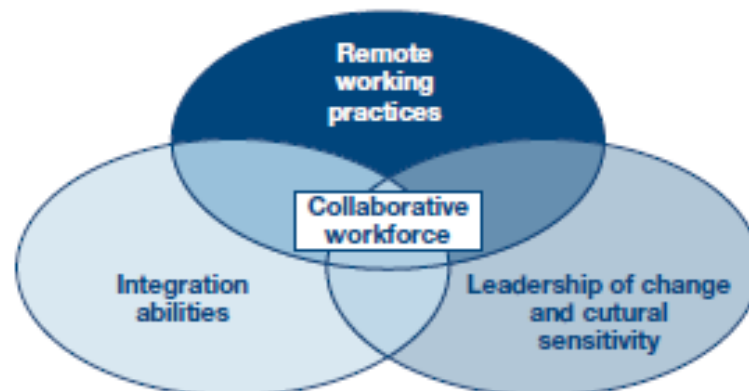
Cisco TelePresence System TP1300



To build a collaborative workforce across organizational and geographic boundaries, the CIO must put strategies into place that address the need for the following:

- Remote working practices
- Development of integration abilities
- Leadership of change and cultural sensitivity

Creating a collaborative workforce



Mitigating Cultural/Language Differences



- Cultural diversity can be leveraged to become an advantage
- Avoid jokes, expressions, colloquialisms, acronyms. If cannot be avoided:
 - Explain the meaning
 - Document (create paper trail)
- Speak slower and clearer