Question1-Identify & explain the communication challenges that global virtual teams face?

Answer-

1.TIME AND CULTURE BARRIER – If there is an employee from India and working offshore. employee may face time difference i.e., if its 12PM IST it will be 2:30 AM EDT because of that productivity may decrease. Moreover, person is not much comfortable with the culture of the country it takes time to set their self-according to the atmosphere.

2.LANGUAGE BARRIER – Individuals are belonging from different nations so they are facing tribulations while communicating with each other. So, they decided to communicate with universal language i.e., English and Spanish. So, there is a fall down in productivity.

3.TRUST ISSUE AND LACK OF PERSONAL CONNECTION - In order for virtual teams to reach peak performance, trust and effective communication among team members must be developed. One critical component of developing robust communication across virtual teams is to ensure team members have a high level of team trust. Accepted definitions of high team trust typically include several components: Team members expect other members to follow through on commitments and interdependencies. There is a willingness to be vulnerable when uncertainty arises. Team members are confident that others take action for the good of the team.

4.TECHNICAL DISTURBANCES-A major cause for physical barriers are disturbance in mediums or technical issues. Technology is a great tool to break time and distance barriers to establish communication but technical disturbances can happen at any time. A faulty phone will create noise or suppress volume, a broken fax machine can prevent a message from coming through, a defective printer can prevent storage of hard copies of data and a crash in the system will delete all the unsaved information.

Question2- Identify & discuss the benefits that diversity in teams offers for the development of ICT systems?

Answer-Greater innovation: -One of the first benefits of diversity isn’t just about gender, age and ethnicity, to be more innovative you must think about getting the most out of having different perspectives in your team along with information processing styles. Having a team from different backgrounds with different skills and experiences means the ideas generated will be diverse. Essentially, it is beneficial to play on every worker strength to provide innovation in your workforce. However, it is vital that you create a relationship with your team to foster psychological safety to ensure they can voice their different views.

Diverse teams perform better: -Having cognitively diverse perspectives in your team can help with problem solving and out of the box thinking when challenges rise Diversity encourages individuals to feel comfortable sharing their ideas and perspectives on situations. For example, if you were to have a team of 10 men and 1 woman, the woman might not feel comfortable enough to share her ideas and remain silent due to a sense of being outnumbered. Therefore, it is ideal that you create a working environment with a diverse team, to increase performance. Ving and supporting diversity, increases they ability to innovate by 83%

Can attract and retain talent: -Another benefit of diversity is making it easier to recruit individuals and reduce employment turnover. Whilst every member brings an inclusive culture to an organization, it is down to the day-to-day manager who has the power to make employees feel like they belong. Company initiatives are a great way to provide diversity culture in the business, but it’s the managers who build trust, develop opportunities and values the difference each employee brings to the team, it’s the little things that matter the most. An inclusive workplace can create positive word of mouth for people you want to hire and develop. The cost of hiring and training a new worker is around 20% or more of a person’s annual salary. Avoiding turnover also gives a powerful message about your culture.

Question 3-Provide one recommendation for global virtual team members to improve their communication? Answer- **Stay in sync** When team members don’t interact face to face, the risk of doing work will be decreased. This will happen for a number of reasons. First, when teams are not in sync, it will be difficult to tell the messages are received and read. Second, communication error can lead to uneven distribution of information among team members. Some of the members can be excluded from an important team email by mistake; it will lead to some disturbances. Third, the lack of frequent in person contact can create an out-of-sight, out-of-mind effect in which team members become distracted by local demands and emergencies and forget to keep their distant teammates informed. When one team member goes silent, the other teammates will think about it. Without accurate information, members often assume worst.A team can overcome these problems by prioritizing keeping everyone in the same path. By maintaining regular communication with the team members. Frequently share information about our situation, including time demands and priorities. For instance, check in with your teammate who hasn’t responded to your time-sensitive message — maybe it hasn’t been received, or perhaps something urgent came up.