WELCOME

Stay on mute until small group discussions in break out rooms.

Utilize the chat for questions.

Take care of your needs.

COMPANY X

SESSION AGENDA

Introduction

Understanding Conflict

Conflict Resolution Strategies

Collaborate Techniques for Virtual Teams

Summary and Reflection

COMPANY X

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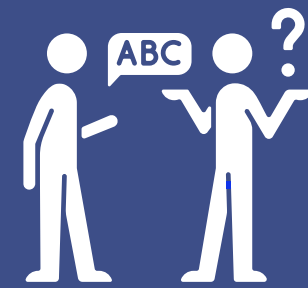COMPANY X

SHARE WITH THE GROUP

Discussion Directions:

- Follow the link provided in chat.

- Enter code: _ _ _ _ _ _ _ _ _

- Answer the question you see on the screen. You may answer more than once.

What communication challenges have you faced in the workplace?

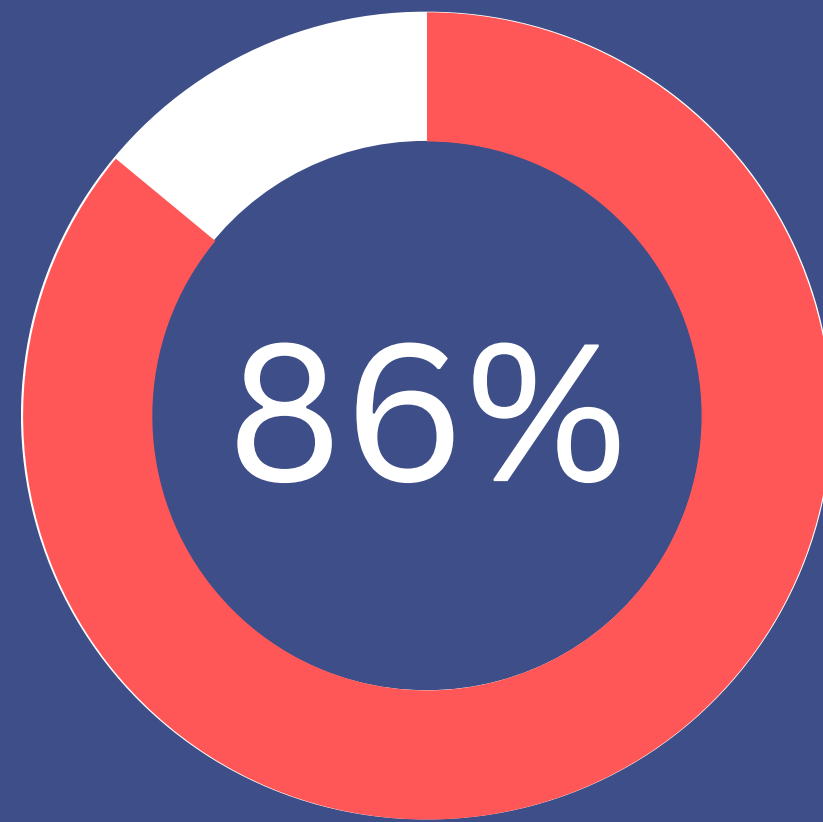# UNDERSTANDING CONFLICT

Miscommunication

Lack of non-verbal cues

Cultural differences

COMPANY X

MISCOMMUNICATION

86% of employees cite the lack of effective collaboration and communication as the main causes for workplace failures.

86%

$37 BILLION

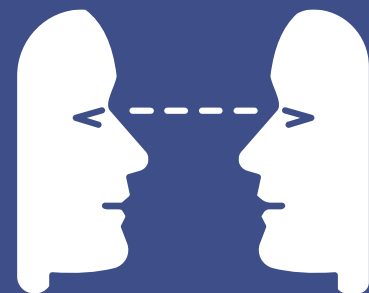Communications barriers could be costing businesses around $37 billion a year.

COMPANY X

-Expert Market, March 2023

NON-VERBAL CUES

Facial expressions

Body language

Eye contact

Tone of voice
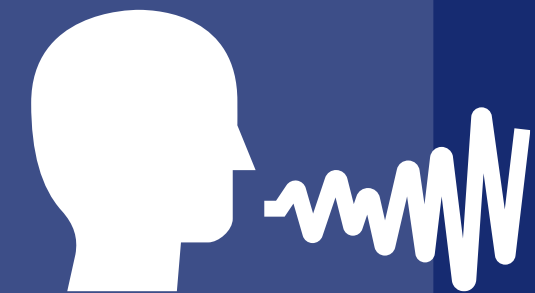
Gestures and hand movements

COMPANY X

REFLECT

Write down any key points you wish to remember from this section.
If you have any questions please ask them in the chat box so we can discuss them at the end.

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EFFECTIVE STRATEGIES TAILORED FOR VIRTUAL TEAMS

Active Listening
Give your full attention without distractions and focusing on what they are saying. Avoid interrupting or judgement.

Empathy
This involves understanding and sharing the speaker's feelings, thoughts, and experiences

Asking Clarifying Questions
Ensure clear and accurate understanding. Encourages the speaker to share more details and eliminate confusion.

Finding Win-Win Solutions
Mutually beneficial outcomes that address the interests and needs of all parties involved move towards common goals.

COMPANY X

DISCUSS

Share any experiences and challenges you have faced with the strategies in the past

Active Listening
Give your full attention without distractions and focusing on what they are saying. Avoid interrupting or judgement.

Empathy
This involves understanding and sharing the speaker's feelings, thoughts, and experiences

Asking Clarifying Questions
Ensure clear and accurate understanding. Encourages the speaker to share more details and eliminate confusion.

Finding Win-Win Solutions
Mutually beneficial outcomes that address the interests and needs of all parties involved move towards common goals.

DEBRIEF
KEY POINTS

Time alotted: 3 minutes

REFLECT

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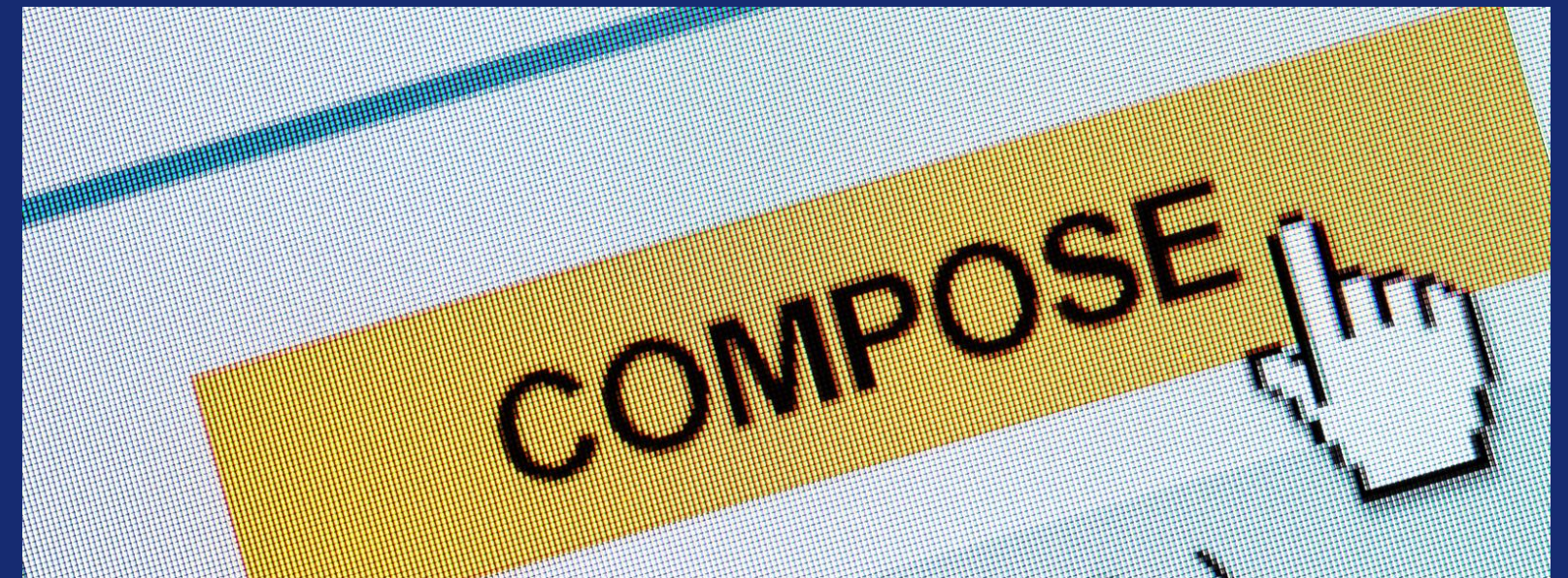
EFFECTIVE COMMUNICATION

ORGANIZE INFORMATION

PROOFREAD AND EDIT

TONE AND LANGUAGE

EXAMPLES AND EXPLANATIONS

COMPANY X

BUILDING TRUST

- Team Check-ins
- Team Building Activities
- Transparent Conversations
- Clear Understanding of Roles

HUMAN RESOURCES

OPERATIONS MANAGEMENT

COMPANY X

VIRTUAL COLLABORATION TOOLS

MICROSOFT TEAMS

- Chat
- Video Meetings
- File Sharing
- App Integration

BASECAMP

- Task Management
- Document Sharing
- Message Boards
- Central Project Communication

JIRA

- Agile Project Management
- Issue Tracking
- Software Development
- Manage Tasks
- Track Progress

COMPANY X

REFLECT

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SESSION AGENDA

Introduction

_____

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_____

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_____

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COMPANY X

QUESTION & ANSWER

Producer will choose 4 questions from the chat to be answered during the live session and enter them here.

Be sure and read the follow up email for more answers to your questions. You will also see contact information if you have more questions after our session today.

COMPANY X

CONFLICT RESOLUTION

- Proactive Communication
- Preventing Conflict
- Finding Neutrality and Wins
- Asking Questions

COLLABORATIVE TECHNIQUES

- Various Modes of Communication
- Effective Written and Verbal Skills
- Regular Check-ins
- Virtual Collaboration Tools

COMPANY X

REFLECT

Write down how you will implement this learning in your communication within Company X.
Scan the QR code to submit suggestions on how we can foster a collaborative community between departments.

Producer will replacewith correct QR code directing to company survey.

COMPANY X

Conflict resolution and collaboration are ongoing processes.

Please contact us with any follow up questions.

EMAIL ADDRESS
name@xcompany.com

WEBSITE
www.xcompany.com

COMPANY X
123 Anywhere St., Any City

THANK YOU

The quality of our lives depends not on whether or not we have conflicts, but on how we respond to them.
— Thomas Crum