



ThinkAbout Teams

The Business of Thinking® Series

Section 5: Go Whole Brain® Virtually!

Facilitator Guide



Herrmann International

Better Thinking. Better Performance. Better Results.

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Learning Objectives

Section 5: Go Whole Brain® Virtually!

1. Use Whole Brain® Thinking to manage virtual team challenges.
2. Establish an environment of trust within a virtual team.
3. Interact as a more Whole Brain® virtual team.

Section at a Glance

Notes

Section 5: Go Whole Brain® Virtually!

| Time | Topic/Activity | Resources/ Materials |
|-------------------------------|---|-------------------------|
| 2 min. | Introduction | |
| 10 min. | Challenges | Online poll |
| 15 min. | Trust | |
| 15 min. | Making Virtual Teams Work <ul style="list-style-type: none"> Options for Virtual Interaction | |
| 15 min. | Team Action Plan – Go Whole Brain® Virtually | |
| 3 min. | Debrief and Action Plan | |
| Total Time: 60 minutes | | |

| Time | Topic/Activity | Resources/ Materials |
|------------------------------|----------------|-------------------------|
| 5 min. | Wrap-Up | |
| Total Time: 5 minutes | | |

Preparation Checklist

Notes

ASSEMBLE these additional materials before conducting the course:

- n/a

PREPARE the following:

- Replace the indicated four slides for this optional Section 5 in the full **ThinkAbout Teams** deck. Insert the remainder of this deck into the full deck.
- Send workbook pages to participants and have an online means of showing the PowerPoint deck.
- Prepare the polling question for the Challenges activity. (If using Poll Everywhere, you can sign up for the free plan.)
- Replace Challenges with Virtual Teams screen capture, with correct code to text poll answers to, and response codes

Introduction (2 min.)



Note to Facilitator: This optional section of **ThinkAbout Teams** is available to use for teams with a virtual aspect. The section puts Whole Brain Technology® to work, pointing out what each online team member needs depending on their thinking preferences and online needs.

This section is designed to be held completely online using some of the methods that would be encouraged among a virtual team. However, this section can also be facilitated in a classroom with all participants present in the room.

The team members should be online via videoconference or in some form of chat room (i.e.: MS Lync, webinar, etc.)

The PowerPoint slides for this Virtual Teams session are included in the **ThinkAbout Teams** deck. Additional preparation may need to be done in advance of the session for online polls, mind mapping screens, etc.

In advance of the session distribute the participant workbooks and walk-around templates to all team members electronically. This will be especially important to the remote members of the team who will need to have these materials ready during the session, either by organizing the materials into an online folder or printing out for their use.

SAY In this final section of **ThinkAbout Teams**, Go Whole Brain® Virtually!, we will put Whole Brain Technology® to work in a virtual environment.

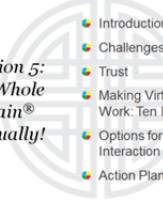


SHOW slides: Agenda and Learning Objectives – Review the slides.



REFER participants to their workbooks.

Notes



Section 5: Go Whole Brain® Virtually!

- Introduction
- Challenges
- Trust
- Making Virtual Teams Work: Ten Basic Principles
- Options for Virtual Interaction
- Action Plan

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Learning Objectives

At the end of this section, you will be able to:

- Use Whole Brain® Thinking to manage virtual team challenges.
- Establish an environment of trust within a virtual team.
- Interact as a more Whole Brain® virtual team.

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Challenges (10 min.)



Note to Facilitator: Prepare this poll question in advance of the live session. A poll unique to the organization might be developed in lieu of the sample poll included here. Questions might include issues that the organization is currently having regarding virtual teams and remote workers.

The way you conduct the online poll itself will depend on the interactive mechanism you choose for this virtual session. Some online systems include a polling system. If not, you can find a free polling system, such as www.pollev everywhere.com and show the results on screen through your virtual session.



SHOW slide: Challenges with Virtual Teams.

SAY We are going to conduct a poll, and you may select as many responses that are applicable.

ASK Which of the following challenges have you faced when working with remote team members?

- Confusion due to cultural issues
- Misunderstanding due to speech and language
- Disconnect with coworker you haven't met in person
- Lack of "face time" due to time zone conflicts

SAY Text the appropriate code(s) to _____.

DO Display and discuss the results of the poll. Allow participants to elaborate as they can.

Debrief



SHOW slide: Challenges of Working on a Virtual Team.



REFER participants to their workbooks.

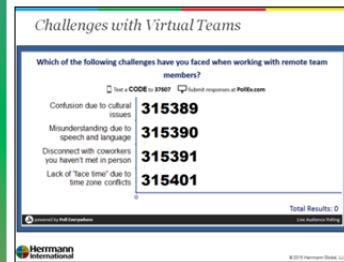


SAY Take a few moments to answer the two questions.

DO Discuss with the larger group.

- What additional challenges have you experienced while on a virtual team?

Notes



Notes

- What have you found that has worked to counter these challenges?

SAY We have all experienced challenges while working with virtual teams or interacting with coworkers remotely. Let's discuss some other aspects of working with others and on a team.

Trust (15 min.)



SHOW slide: Trust.

ASK How do you measure trust among your coworkers?

DO Lead participants to realize that often trust is developed through personally identifying with coworkers, by seeing them and developing a relationship.



SHOW slide: Virtual Teams – Trust.



REFER participants to their workbooks.

DO Read the slide, "In a geographically distributed team, trust is measured almost exclusively in terms of reliability."



ASK (one at a time)

- Do you agree with this statement? How have *you* seen trust or lack of trust impact virtual team interaction?
- How does developing trust in a virtual team differ from doing so within an in-person team?
- How can a virtual team's understanding of Whole Brain® Thinking and their HBDI® Team Profile assist in building trust across the team?

ALLOW participants to respond, including remote texts and comments over video-conferencing.

Debrief

SAY Whole Brain® Thinking helps a team move away from personality conflicts and ineffective team interactions.

Everyone shares the common language, understands the diversity of the team, and strives toward performance.



SHOW slide: To have trust, ...

Trust – Teams and Coworkers

How do you measure TRUST among your coworkers?

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Virtual Teams – Trust

"In a geographically distributed team, trust is measured almost exclusively in terms of reliability."

Erin Meyer
Forbes.com

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A
"I need to know I am dealing with someone who 'knows their stuff and has the right expertise.'"

B
"Reliability and 'coming through as planned' are essential for me to feel trust."

C
"I need to have the freedom to be myself and feel that my uniqueness adds value."

D
"I need to feel good about the person, to sense that they understand my point of view."

To have trust, ...

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Notes

DO Read the walk-around.



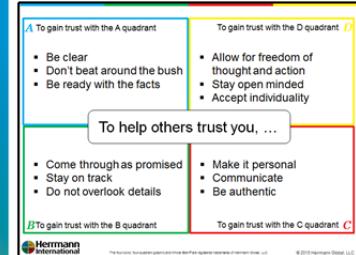
SHOW slide: To help others trust you, ...



REFER participants to their workbooks.

DO Read the walk-around.

ASK Do any of these resonate with you?



Making Virtual Teams Work (15 min.)



SHOW slide: Making Virtual Teams Work.



REFER participants to their workbooks.

SAY Let's take a look at 10 Basic Principles to successful virtual teams.

DO Divide the participants into groups which may include pairs or triads depending on the number of participants.



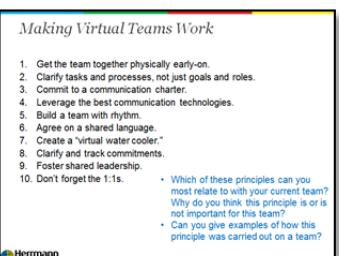
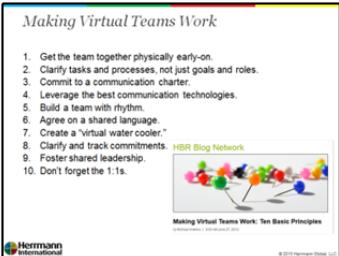
SAY Each group should select one or two of the principles listed, to discuss. Remote group members may break off in a virtual session to hold a private chat about their selected principles. Discuss these principles and suggest how the principle relates to their experiences with teams, currently or teams they have worked with in the past. The questions and space to capture your answers are in your workbook.



SHOW slide: Making Virtual Teams Work.

ALLOW 5 minutes.

DO Discuss any highlights from the small group discussions, asking for volunteers to share. (10 minutes)



Team Action Plan to Go Whole Brain® Virtually (15 min.)



SHOW slide: Options for Virtual Interaction.



REFER participants to their workbooks.

SAY We have learned that individuals think differently. They will also receive information differently and prefer different activities while learning and communicating among the team.

While it may be easier to incorporate various interactions among a team that is located in the same room, face-to-face, there are some methods that we can integrate into a virtual team to make it whole-brained as well.



SAY Take a few moments to underline any methods that your team is already using, and circle any that your team could use to help them succeed as a virtual team. Remote team members can “circle” on the whiteboard screen or text their choices.

SAY Be sure to make this personal for your team. Choose the types of interactions that are realistic for your team and those that will be most beneficial for your team.

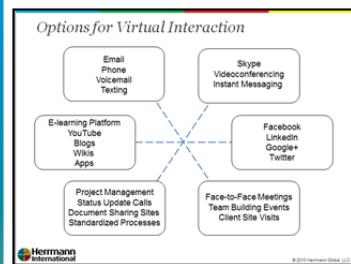
ALLOW a few minutes.

ASK for volunteers to share their suggestions.

ASK What steps would your team would have to take in order to utilize these methods? For example: purchase new technology not currently available to your team, training on new technology.

DO Lead the team to understand that some instructions for non-technological members may be necessary. For example, in order to prepare a virtual team meeting, whiteboards and polls should be done in advance. This may be a new skill for some team members.

Notes





SHOW slide: Key Thoughts.



REFER participants to their workbooks.



DO Share key thoughts:

- Virtual teams present special challenges that need to be addressed in order for the team to succeed.
- Trust must exist between team members and across the entire team to increase effectiveness.
- Using a variety of tools and techniques with help keep virtual team members engaged.

Notes

Key Thoughts



- Virtual teams present special challenges that sometimes do not exist with geographically centralized teams.
- Trust must exist between team members and across the entire team to increase effectiveness.
- Using a variety of tools and techniques with help keep virtual team members engaged.

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Debrief and Action Plan (3 min.)

SAY This ends Section 5, Go Whole Brain® Virtually! This also brings us close to the end of the **ThinkAbout Teams** workshop. Yet this is only the beginning for your team.

SAY After completing this section, you should have achieved these outcomes:



SHOW slide: Learning Objectives → Outcomes.

DO Review each earlier stated objective.

SAY We have completed these topics. All that remains is creating your action plan.

Action Plan

SAY Could you, in fact, use the Whole Brain® Project Mapping Process and a Team Action Plan from section 4 to launch a virtual team initiative?



SHOW slide: Action Plan.



REFER participants to their workbooks.

Learning Objectives → Outcomes

At the end of this section, you will be able to:

- Use Whole Brain® Thinking to manage virtual team challenges.
- Establish an environment of trust within a virtual team.
- Interact as a more Whole Brain® virtual team.



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Action Plan – Go Whole Brain® Virtually



| Action | | At one end | | Action | | At one end | |
|-----------|------------|------------|------------|-----------|------------|------------|------------|
| 1. Action | At one end | 2. Action | At one end | 3. Action | At one end | 4. Action | At one end |
| 1. Action | At one end | 2. Action | At one end | 3. Action | At one end | 4. Action | At one end |

The process: A visualized plan and timeline helps teams increase their team's success.

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Notes

SAY Consider some of the ongoing challenges you face within your virtual team. What actions can be taken to counter those challenges in a Whole Brain® Thinking manner?



SAY You've already noted some methods that could be used for virtual interactions and started thinking about steps that would need to be taken to implement them. Start by plotting those ideas on the Team Action Plan walk-around, and then add others that come to mind. This chart also has space for assigning tasks and deadlines, to ensure that action is taken.

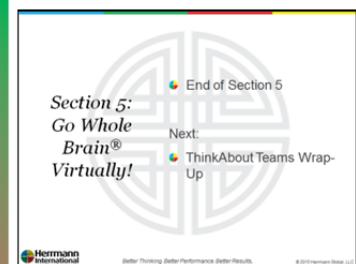
ASK Are there any other Whole Brain® tools you can leverage for virtual teams? Add those to your Action Plan too.

Note to Facilitator: If appropriate, suggest a follow-up meeting to continue the brainstorming, share these ideas with the team's leaders and plan implementation.



SHOW slide: End of Section 5.

SAY Let's wrap up the workshop.



ThinkAbout Teams Wrap-Up (5 min.)



SHOW slide: Four Levels of Application.

SAY Whole Brain Technology® is used beyond individuals and teams. The Whole Brain® Thinking tools and methods you have used here can be extended throughout your organizations and even beyond to your clients.



SHOW slide: ThinkAbout Teams.

SAY Let's review:

- What We've Covered
- How We Did It
- Who Benefits
- Why Whole Brain® Thinking



SHOW slides for each of the four quadrants and review.



SHOW slide: Questions?

ASK Are there any questions?



SHOW slide: HBDI App.

SAY Be sure to download the HBDI App from the App Store on your mobile device. You can explore your own profile, share it on social media, and make guesstimates about others' profiles by identifying clues.



SHOW slide: The Business of Thinking®.

SAY Thank you for your active participation. This has been just one of the workshops in the Business of Thinking® Series.

Notes

Four Levels of Application of Whole Brain Technology®:
Better Thinking. Better Performance. Better Results for:

ThinkAbout Teams

| | | | |
|--|--------------------|---|---------------------------|
| A | What We've Covered | D | Why Whole Brain® Thinking |
| B | How We Did It | C | Who Benefits |
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Questions?

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HBDI APP

Better Thinking, In Hand

- UNDERSTAND YOUR HBDI PROFILE
- APPLY THE INSIGHTS
- SHARE YOUR THINKING

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The Business of Thinking®

ThinkAbout Teams

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The Business of Thinking® Series

- Start Thinking
- ThinkAbout Teams
- ThinkAbout Communicating

- ThinkAbout Creative Thinking
- ThinkAbout Decision Making
- ThinkAbout Problem Solving
- ThinkAbout Your Customer

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Optional: (5 min.)



SHOW slide: The Business of Thinking® Series.



SAY You may want to improve your communication and that of your team members in our Business of Thinking® module,

ThinkAbout Communicating. In this module, the Whole Brain® Thinking methods are put to use to assist in one-on-one communication and more broad organizational communication, both verbal and written communication.



SHOW slide: Evaluation.

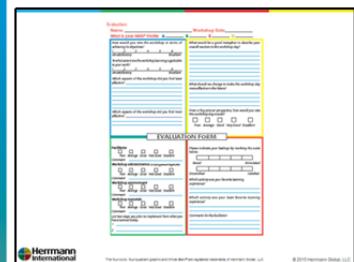
SAY Please take a few moments to give us your feedback on this evaluation walk-around.

DO Distribute, then collect evaluation forms.



SHOW slide: Herrmann International (as people are completing the evaluation form and leaving.)

Notes



Notes

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Originators and trailblazers of Whole Brain® Thinking, powered by the Herrmann Brain Dominance Instrument® (HBDI®)
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