



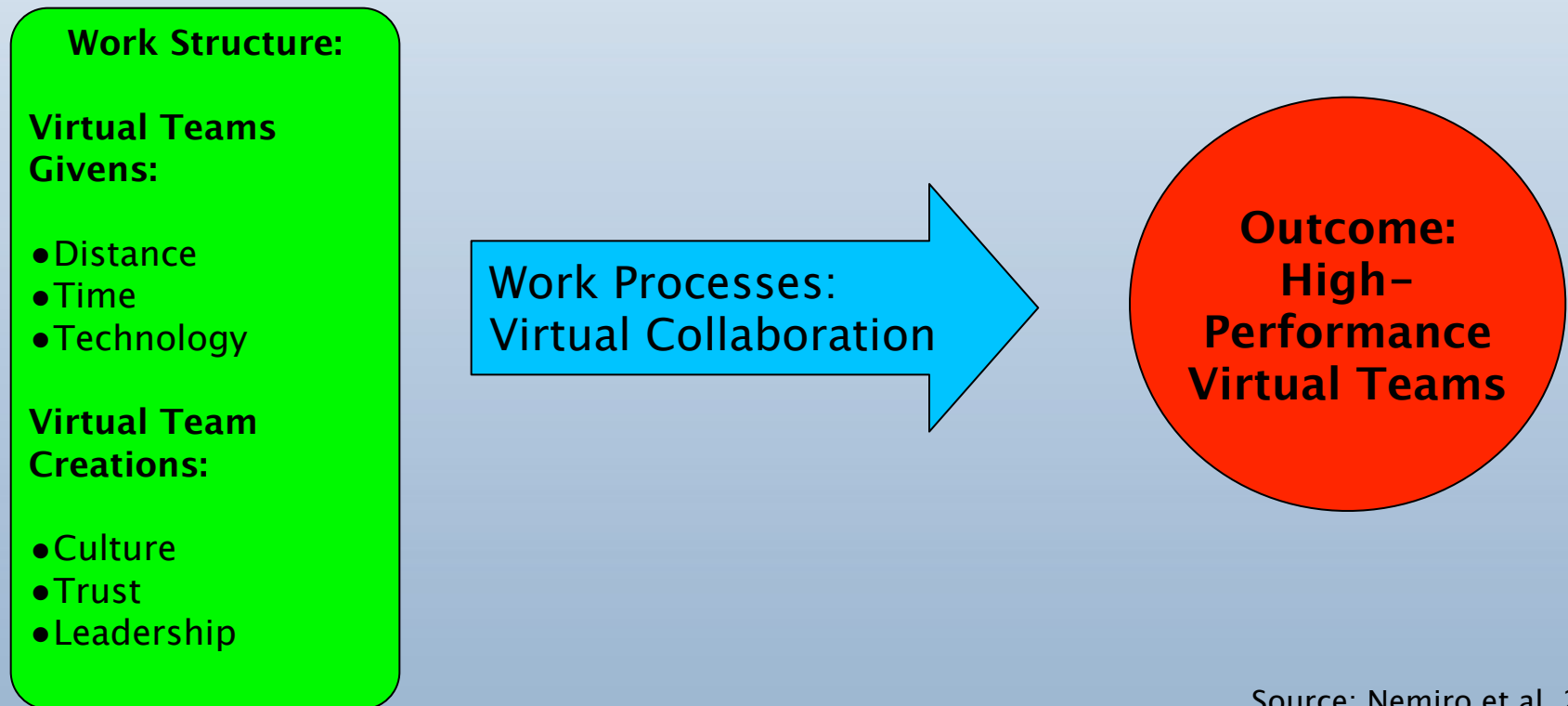
VTMM - Virtual Team Maturity Model Ralf Friedrich



Agenda

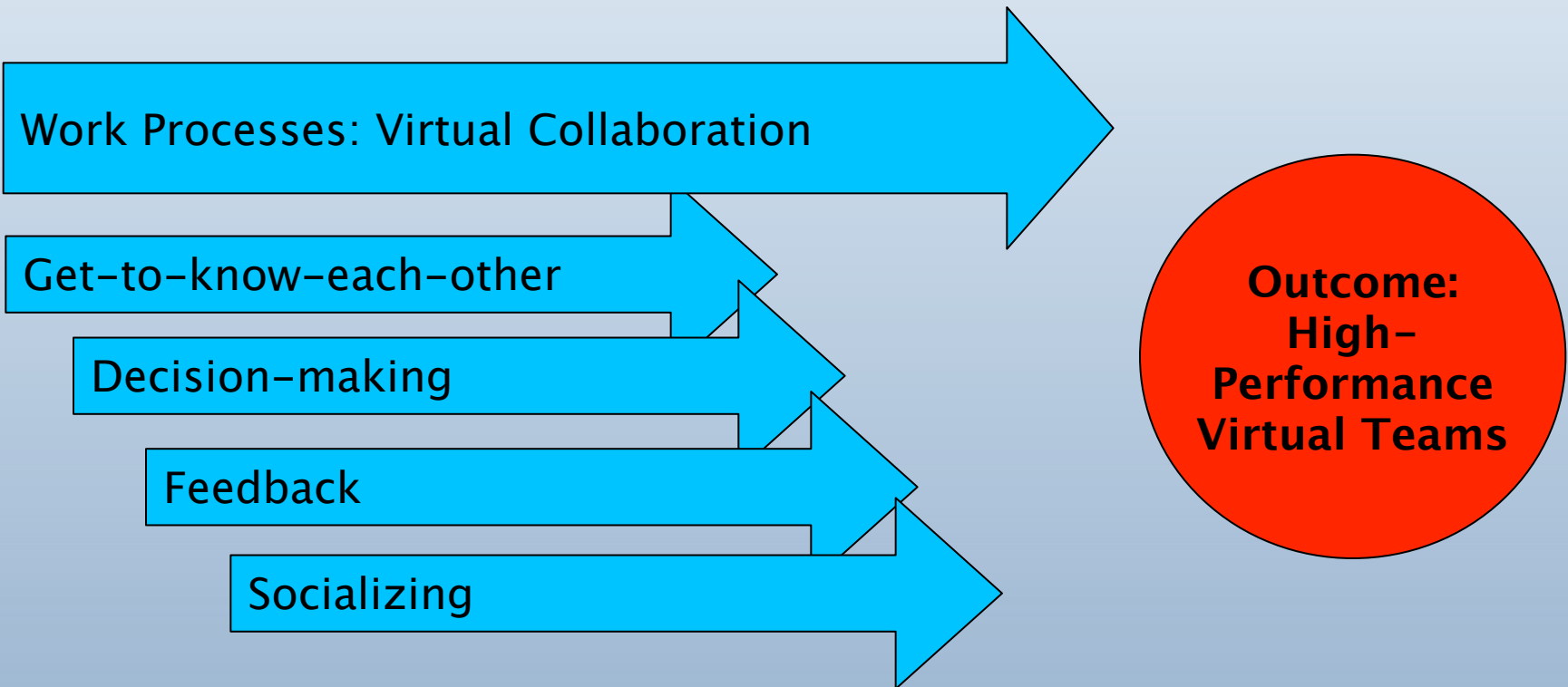
- Overview of the Virtual Team System
- Processes
- Culture
- Tools
- Summary

Overview of the Virtual Team System

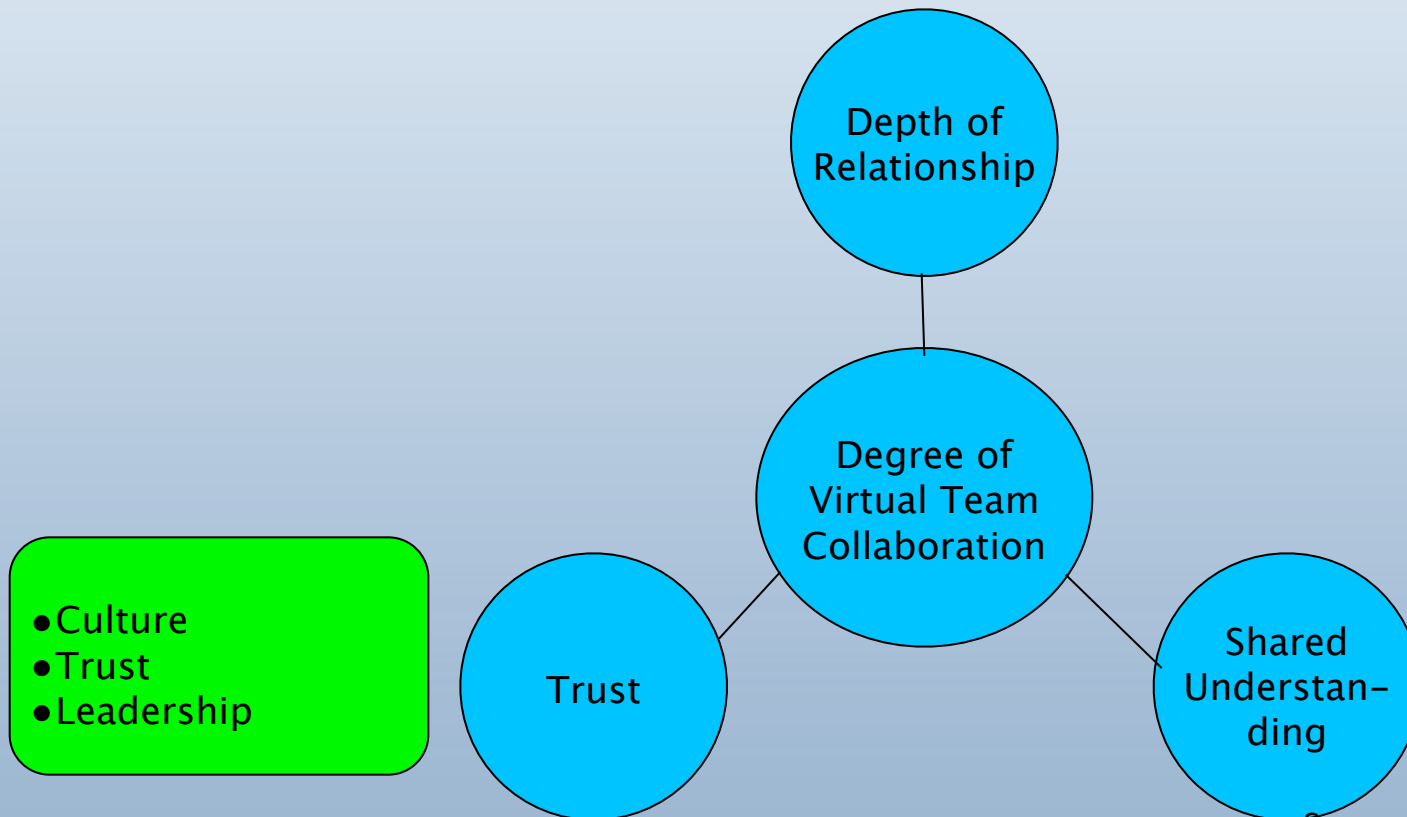


Source: Nemiro et al, 2008

Processes

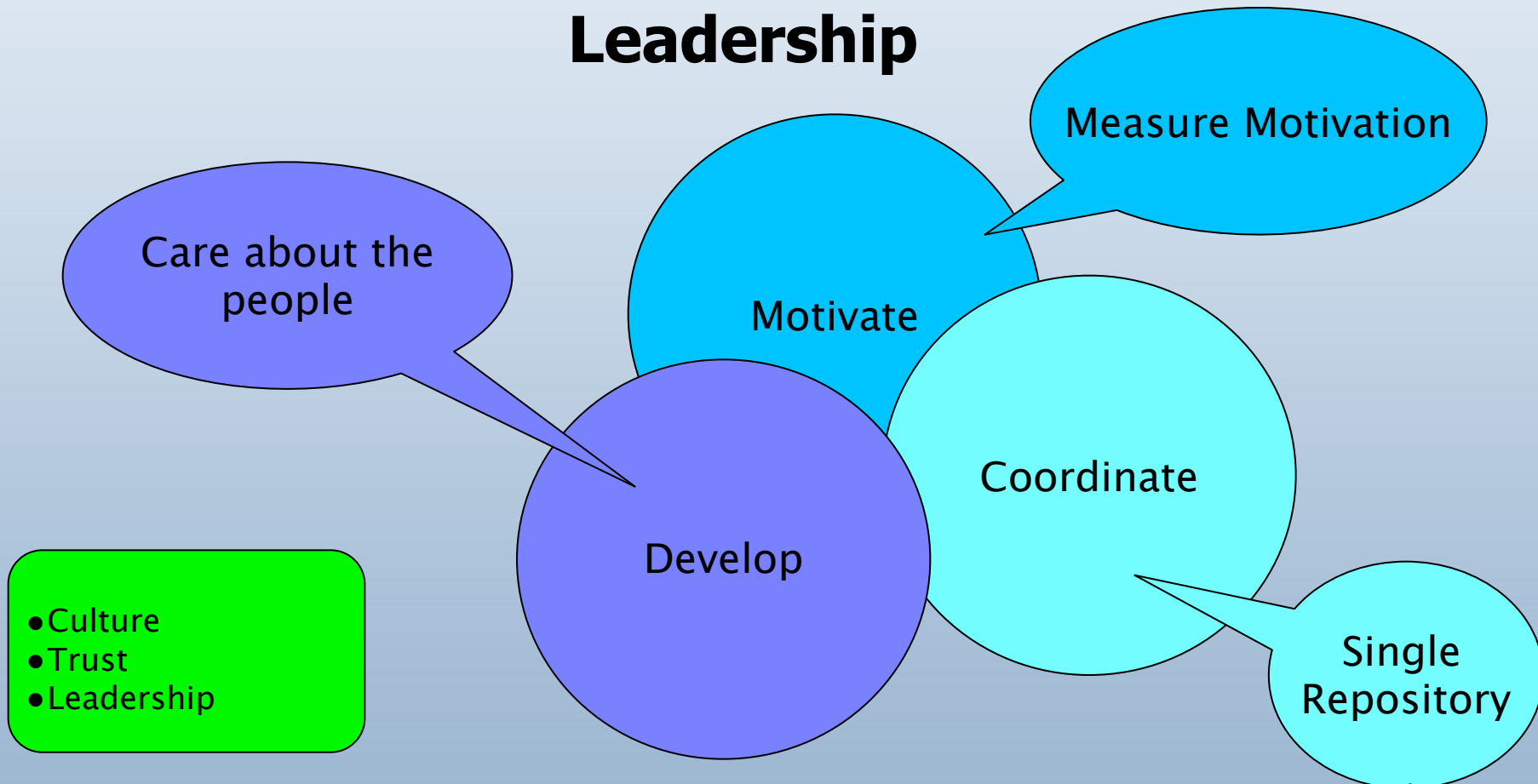


Culture & Trust



Source: Peters and Manz, 2008

Leadership



Source: Nemiro et al, 2008



Elective Leadership, a new approach virtual leadership

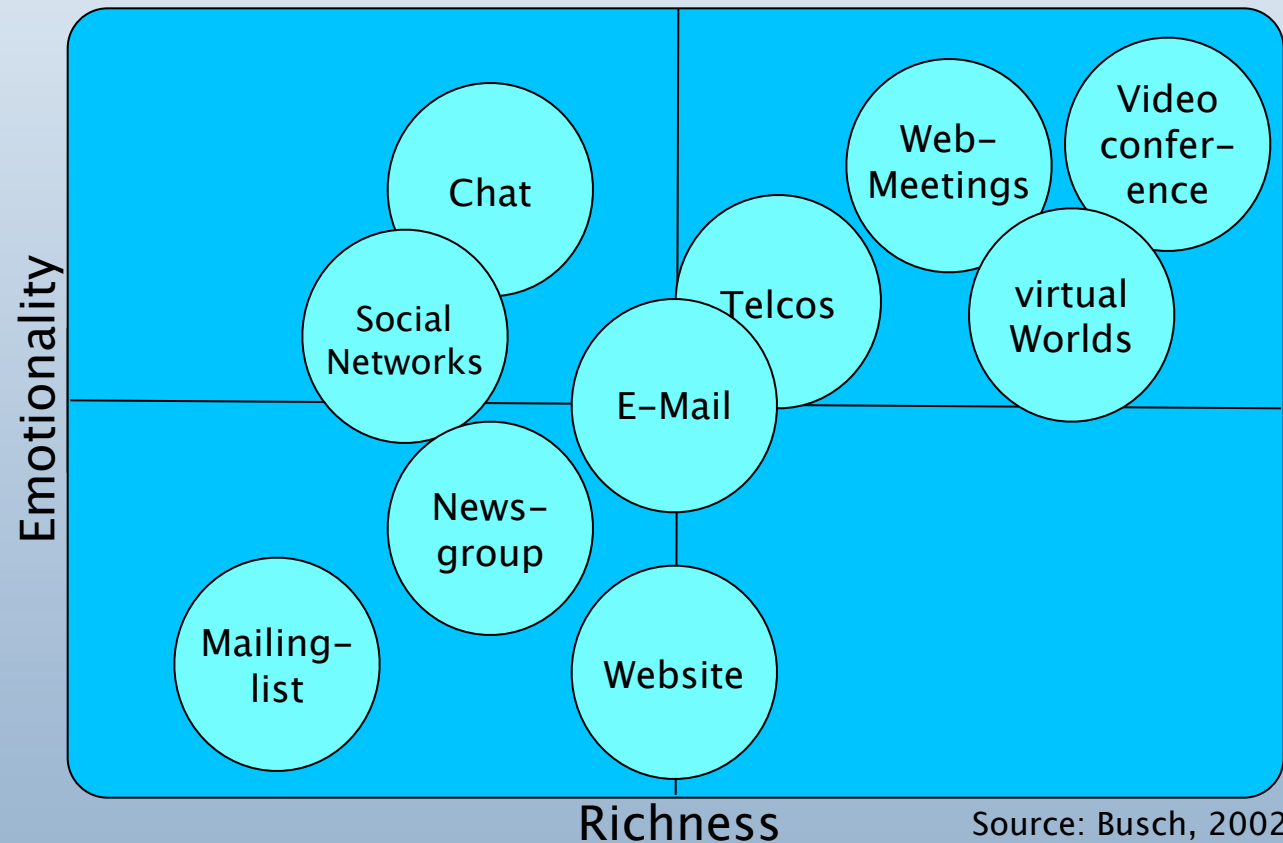
1. Implement democracy on the virtual team
2. Elect a leader
3. Define leadership for the team (Leadership Charter)
4. Provide regular feedback to the leader
5. Re-elect the leader, if the performance does not match the expectations

- Culture
- Trust
- Leadership

Source: Friedrich, 2010

Technology

- Distance
- Time
- **Technology**



Source: Busch, 2002



Summary

Virtual team performance depends on three main elements of the system:

1. Culture (including Leadership)
2. Processes
3. Tools

We assess all these elements and quickly improve the performance of any virtual team!



Questions?

Contact for **Virtual Team Maturity Model**
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