Virtual Management

Cultivating better managers,
today

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Virtual Management

Virtual Management utilises leading multi-media technology to enable participants to interact in real life management simulations designed to specifically identify their:

- People management skills
- Decision making style
- Reactions to pressure/stress situations and;
- Core values.

The simulations and interactions all contain:

- Logic and emotional dilemmas
- Perceptions, imagery and reality

Why is Virtual Management So Powerful?

Research has shown that lasting influence takes place when a person is actively involved in experiences using both logic and feelings. The stories in Virtual Management create both emotional commitment and involvement in the way interactions in our actual work place create these.

Virtual Management assists in new learning. Where past experience shapes a manager's response, Virtual Management enables managers to learn through experiencing the consequences of their actions. People using Virtual management end up with a multi-media personal file that they can use to review and reflect upon the consequences of their actions. They can also observe how alternative actions may have resulted in different outcomes.

ESAP – The Virtual Management Assessment Model

Virtual Management has been based partly on the research of Daniel Goleman and his investigations of emotional intelligence. However other research has also influenced Virtual Management providing multi-faceted insight that can assist in explaining leadership and management behaviour when participants are involved in the 'rigour' of day-to-day management.

Features and Benefits of Virtual Management

Feature	Benefit
Multi-purpose tool for HR Departments and line managers	Virtual Management can be conducted as an: 1. Individual development activity 2. Group Development activity and/or; 3. As part of a recruitment/selection process and as; 4. Part of an assessment centre process for new and existing employees.
Management Dilemmas 	Virtual Management provides challenges to participants to address common management problems in a variety of everyday formal and informal management situations. Virtual Management covers issues to do with management and leadership behaviours in relation to: - Non performing staff members - Managing departmental and inter-departmental staff conflict and 'office politics' and; - Meeting deadlines and expectations of colleagues and senior management.
On Screen Feedback - Graphical and Text Outputs	Virtual Management provides on-screen interpretation and analysis of participants *management style* in the form of text and graphical outputs supported by participant manuals for further insight.
Virtual Management provides the link between 'potential' and 'actual' performance	Virtual Management provides the link between the potential for performance (which can be determined through psychometric testing) and actual performance.
Uses Multi-Media Technology	Virtual management uses multi-media technology and participants interact with their colleagues in a way which involves the use of both - Rational and; - Emotional competencies
Flexibility	Virtual management provides flexibility for participants as it can be completed either: - From their home or; - In the workplace
IT Costs Eliminated	No infrastructure maintenance costs, network alterations, or administration costs are required to run Virtual Management.
Training Cost Reductions	Expensive classroom style training can be reduced by up to 60% (in terms of direct and indirect costs). **Figures based on existing international Virtual Management client base.*

Feature	Benefit
Data Encryption and Password Protection	Virtual Management uses data encryption to store participant's files and these files can only be opened when they are imported into Virtual Management. Staff files cannot be breached as the system is password protected.

Applications of Virtual Management

Recruitment

As An Exercise in Assessment

- Participants require 45-60 minutes to complete Virtual Management
- Virtual Management can be conducted either with or without an 'observer'
- Virtual management will produce graphical and text outputs of the participants results
- If an 'observer' remains with the participant during the simulations they will be able to augment the outputs of the system with their own observations
- If the activity is conducted without an 'observer' the decisions taken at each stage of the assessment can be observed using Virtual Management's playback function.

Staff and Management Development

As A Group Exercise

- Virtual Management can be conducted as a group exercise for up to 10 people
- An observer is required to facilitate the group through the decision making process and to lead the debrief
- Virtual Management enables a group to follow the consequences of each and every management decision and to 'see' the future outcomes of decisions made during the course of everyday 'real' situations.

As An Individual Exercise

Virtual Management enables staff and management development to be conducted as a self-paced individual exercise. This is because:

- Virtual Management can be loaded from any PC with a CD ROM

- Virtual Management's flexibility enables the development process to be conducted in a participant's own time and in their 'home environment'
- Virtual Management records decisions made by the participant within the program reducing the need for any paper files/records
- A participant's Virtual Management file can be kept and reviewed by their mentor and/or coach
- Virtual Management provides feed back for the participant and this feedback is based on the decisions made by the participant and the implications that these decisions will have – in other words the feedback is relevant to the individual.

Outputs Generated by Virtual Management

Virtual Management provides on-screen feedback that is supported by debriefing manuals provided to participants.

The feedback to participants includes an overview of the entire ESAP model which provides the parameters within which the assessment of management style is made.

The feedback is in an 'easy to read' format which enables participants to:

- Review the decisions which were made at each stage of their workday, and;
- Observe how different decisions result in different outcomes.

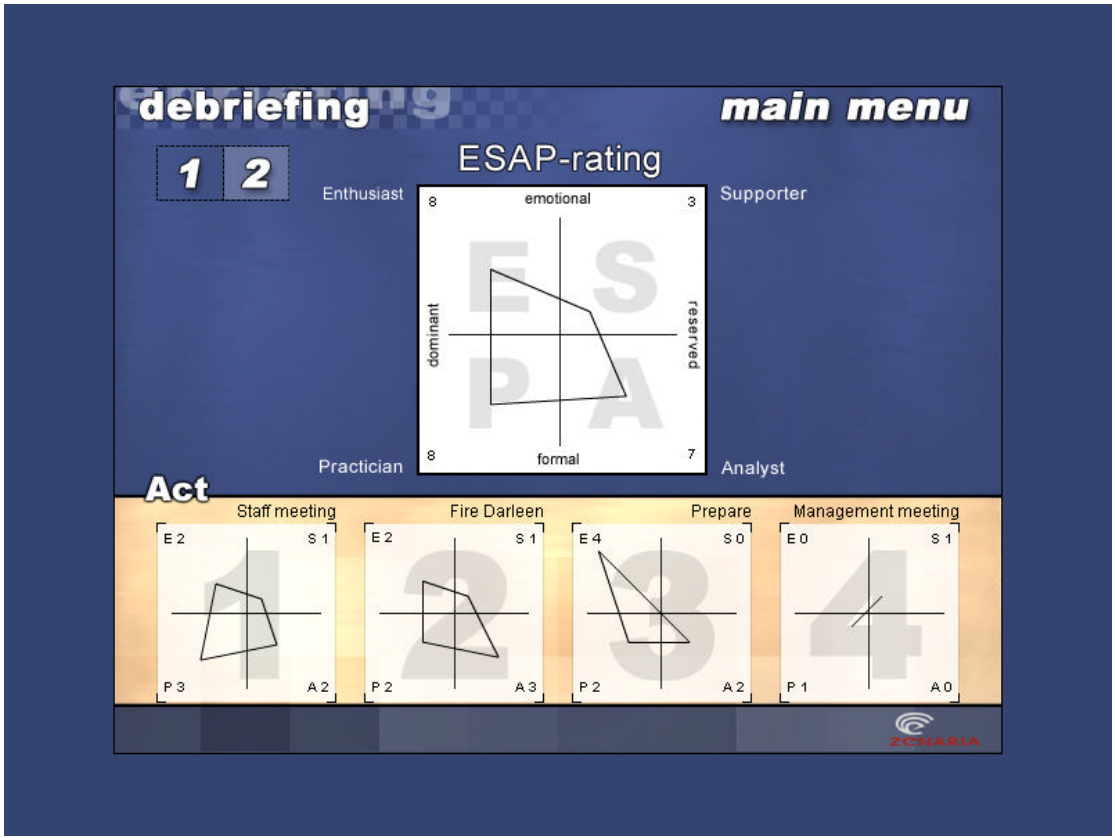


Feedback on 4 Management Scenarios

There are four situations that participants encounter in Virtual Management. These concern:

1. Conducting and participating in a staff meeting
2. Managing a staff performance review
3. Preparing for a meeting (under time constraints, changing objectives and priorities) and;
4. Being involved in a senior management meeting.

Virtual Management provides participants with:



- Feedback concerning their management style in each of the above four situations (graphical, text and 'live' virtual reality formats)
- The ability to review the decisions that were made and;

  See the impact of these decisions on their colleagues.



Implementing Virtual Management

Virtual Management is offered on a lease arrangement and incorporates the following:

- An organization has unlimited use of both the software and training program
- Full phone, on-site and technical support is provided
- Upgrades released during the lease period
- All training manuals and other documentation is provided
- A two day training program for administrators and other relevant staff which covers the interpretation of results and feedback
- All manuals and material associated with feedback and managing Virtual Management.

Accreditation Workshop

A program of accreditation enables our clients to administer Virtual Management for both staff and management development and recruitment purposes.

3 Day Workshop

This program covers the skills required to conduct Virtual Management as a group and individual exercise for staff and management development.

2 Day Workshop

This program covers the skills required to conduct Virtual Management as a recruitment and assessment tool.

Fees

A quotation can be provided upon request.