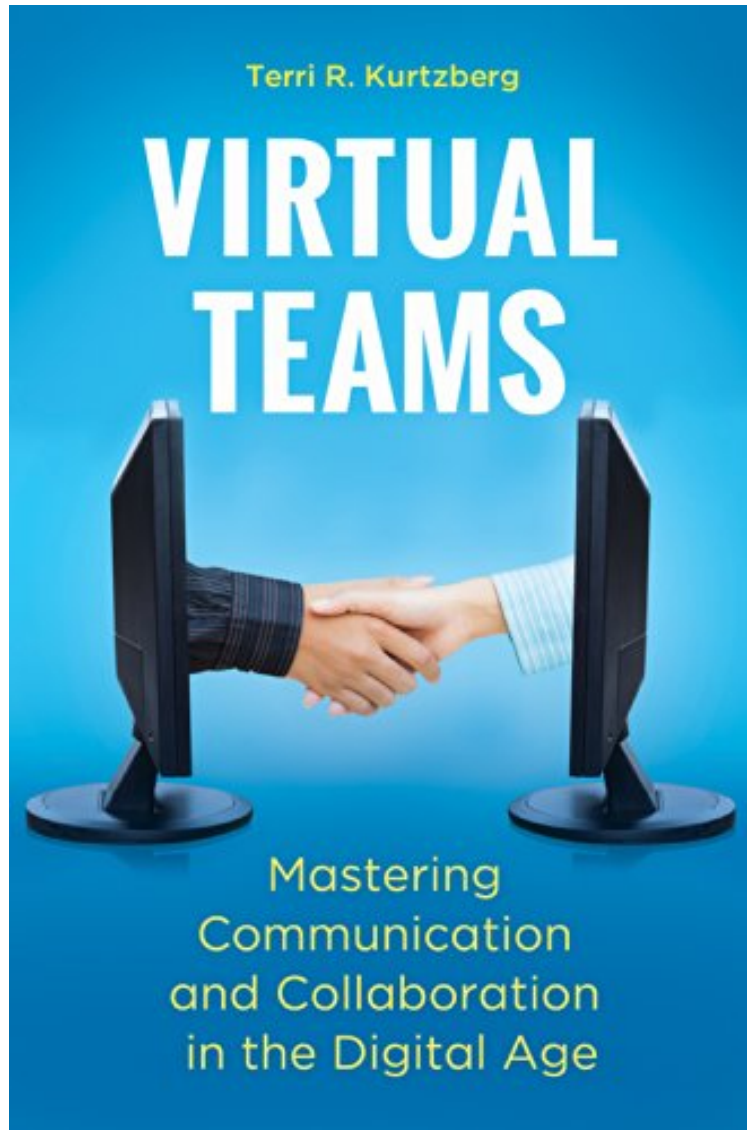


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Virtual Teams: Mastering Communication and Collaboration in the Digital Age

Terri Kurtzberg

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Lieberman Terri Kurtzberg knows her stuff. This book is well worth the money. It's filled with great insights and tips that will resonate with you whether you're a team leader or a member. It's the complete deal: it covers everything from basic text and email skills to advanced teamwork issues. And it's filled with practical examples that will help you apply these lessons to your work and your life.

To advance in today's workplace requires virtual team skills. Most individuals assume their face-to-face skills will translate, but competency with virtual communication and teamwork requires an entirely new set of skills. This book guides readers down the path to success. • Explains how virtual communication has significantly changed the way people interact and rewritten many aspects of the "rulebook" on how business is done • Defines how team dynamics change when the interaction shifts from in-person to electronic and how to correct for these tendencies to avoid unintended offense or misunderstanding • Instructs readers on building trust, addressing fairness, and dealing with conflict in an online environment • Provides relevant, instructive anecdotes based on the experiences of dozens of managers, allowing readers to learn from their real-world successes (and disasters)

About the Author Terri R. Kurtzberg, PhD, is associate professor of management and global business at Rutgers Business School Newark and New Brunswick, NJ.