
CONTENTS

Checklists ix

Checklists and Tables on the CD-ROM x

Preface xi

The Authors xvii

PART ONE: UNDERSTANDING VIRTUAL TEAMS 1

1 Critical Success Factors for Virtual Teams 3

2 Crossing Technical Boundaries 24

3 Crossing Cultural Boundaries 55

PART TWO: CREATING VIRTUAL TEAMS 73

4 Myths and Realities of Leading Virtual Teams 75

5 Starting a Virtual Team 95

6 Team Member Roles and Competencies 125

7 Building Trust in Virtual Teams	145
-----------------------------------	-----

PART THREE: MASTERING VIRTUAL TEAMS 163

8 Virtual Team Meetings	165
9 Virtual Team Dynamics	187
10 Working Adaptively	212
Notes	225
Further Reading	231
Index	233
How to Use the Accompanying CD-ROM	249