

MGV490AV: Leading Teams & Collaboration in a Virtual World

- INSTRUCTOR:** Doy Charnsupharindr (charnsupharindr@ucdavis.edu)
- DATE/TIME:** Friday, June 18, 2021 (9am-12:30pm and 1:30pm-5pm PDT)
Saturday, June 19, 2021 (9am-12:30pm and 1:30pm-5pm PDT)
- CLASS FORMAT:** Class will be delivered entirely via Zoom--including lectures, discussions, and breakout sessions.
- CLASS ZOOM:** <https://zoom.us/j/92487267567?pwd=NHFkNzF4QktuZXdYTHBzUHpIL2tQdz09>

COURSE OVERVIEW

The workplace today is rapidly changing. Organizations are constantly adapting to changes and uncertainty. Most teams work remotely and rarely get to meet in-person. To lead in a virtual world, leaders must be highly aware of themselves, their people, and the changing world around them. They must be adaptive and responsive to changes, while keeping a clear vision for the future of their team and organization. People look to their leaders to be role models and lead with courage, conviction, compassion, and clarity.

Leaders who can effectively manage and communicate change to stakeholders are able to provide clear direction and build confidence. One of the most important skills they need is the ability to effectively communicate and engage with their people through an online platform. They must be able to create cooperation among those who work with them, advocate ideas and visions, and represent what the organization stands for to extremal stakeholders.

In this course, students will learn how to authentically engage in today's business environment with their audience and build trust with their internal teams as well as with external stakeholders. Students will explore the active communicating skills and the different ways to communicate in 1:1, small group, and large group settings. They will increase self-confidence when communicating with others, learn how to think fast and clear under pressure, use voice and body more effectively, and learn to be *deep and brief* with their content.

BASIS FOR FINAL GRADE

- **Attendance and class participation** (50% of final grade)
- **Completing In-class exercises** (40% of final grade)
- **Submission of Written Assignments** (10% of final grade)

COURSE OUTLINE

Day 1: Friday, June 18, 2021

9:00am-12:30pm PDT

Leading with Authenticity

Show up and choose to be present.

- Definition of Impactful Leadership
- Five Powers of Authentic Leadership
- Who am I as a leader
- Trust Equation
- Authentic Leadership Presence
- Being “Deep & Brief”

1:30pm-5:00pm PDT

Leading with Awareness

Pay attention to what has heart and meaning.

- Self-Awareness vs Awareness of Others
- Empathy and understanding of others
- Active listening skills
- The art of a meaningful dialogue
- Roles of the Leader

Day 2: Saturday, June 19, 2021

9:00am-12:30pm PDT

Leading without Assumption

Tell the truth without blame or judgment.

- Building a resilient team
- Creating an inclusive team culture
- People want to be seen, be heard, be appreciated and make a contribution
- Effective virtual team meetings
- Four Universal Communication Principles

1:30pm-5:00pm PDT

Leading without Attachment

Be open to outcome, not attached to outcome.

- Leading through uncertainty
- Agility & Adaptability - Responding vs reacting to change
- The Art of Possibility
- Leadership vision and commitments

ASSIGNMENTS

For Day 1

- Read Greater Good Magazine article: “***How to Be More Authentic at Work***”
[https://greatergood.berkeley.edu/article/item/how_to_be_more_authentic_at_work]
- Watch **Amanda Gorman**’s TED Talk “***Using Your Voice is a Political Choice***”
[<https://www.youtube.com/watch?v=pIU-QpcEsw0>]
- Read WSJ article: “***Do You Have E-Charisma on Zoom? Here’s How to Get It***”
[<https://www.wsj.com/articles/do-you-have-e-charisma-on-zoom-heres-how-to-get-it-11606651200>]

For Day 2

- Watch **Chimamanda Ngozi Adichie**’s TED Talk: “***The Danger of a Single Story***”
[https://www.ted.com/talks/chimamanda_adichie_the_danger_of_a_single_story]
- Read **David Maister et al.**: “***The Trust Equation***” from *The Trusted Advisor*.
- Read WSJ article: “***Companies Offer Creative Solutions to Worker Burnout During the Pandemic***” [<https://www.wsj.com/articles/companies-offer-creative-solutions-to-worker-burnout-during-the-pandemic-11604836834>]

FACULTY PROFILE

Doy Charnsupharindr is an executive coach and an instructor of MBA-level courses on developing leadership, communication, and coaching skills. He has taught at UC Davis Graduate School of Management, UC Berkeley Haas School of Business, UC Berkeley Goldman School of Public Policy, and the Berkeley Executive Education. He has also guest lectured at the Berlin School of Creative Leadership (Germany), Nanyang Business School (Singapore) and the Thailand Management Association (Thailand). As an instructor and consultant, Doy draws upon his prior professional experiences in management, customer service, business strategy, operations, and product management for the financial services and high technology industry.

Today, Doy is the CEO of the Berkeley Executive Coaching Institute. He is also on the Forbes Coaches Council. He has spoken at TEDx and has coached other speakers. He is an executive coach and leads workshops for some of the largest corporations, as well as nonprofit and governmental organizations worldwide. The clients he has worked with include Adobe, Amazon, Apple, Cisco, DHL, Facebook, Genentech, Google, McKinsey, Moody's, Novartis, PG&E, Pixar, Procter & Gamble, and Salesforce.

Doy has an MBA from UC Berkeley's Haas Business School (2011) and a BA in Economics from Stanford University (2000). He's a former musical director of Stanford's Mixed Company a cappella and a winner of the 2001 Contemporary A Cappella Recording Award (CARA). His love for the performing arts extended to other stages as an actor. He has appeared in many stage productions with Bay Area theatre companies. Doy utilizes his extensive experiences in the performing arts to enable others to develop their communication skills and leadership presence. His goal as a coach and instructor is to be the catalyst for others to become authentic leaders, change makers, and leaders who create a culture of inclusion.

