



# Virtual Teams: Mastering Communication and Collaboration in the Digital Age

By Terri R. Kurtzberg

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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)

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About the Author

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

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