

An Abstract of the Master of Arts in Interdisciplinary Studies Thesis of:

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Combining Forces: Addressing the Challenges of Building a Global Virtual Team from the United States and India.

For several companies in the United States the establishment of global virtual teams from the United States and India has become an increasingly common team configuration (Krishna, Sahay, & Walsham, 2004). This is particularly true for information technology and software development services (Krishna, Sahay, & Walsham, 2004). The desire to reduce costs and enrich corporate cultural diversity is often what attracts companies to adopt organizational structures that cross the United States and India. Yet, the reduction in labor costs and the benefits of cross-cultural collaboration is often not realized (Krishna, Sahay, & Walsham, 2004). Many companies fail to take into consideration the unique challenges of global virtual teams and further they often do not address the cultural differences between the United States and India. These variances effect communication, trust, collaboration and ultimately team effectiveness. This thesis will present a global team development plan that addresses the challenges of establishing global virtual teams from the United States and India. This plan will include the effective implementation and use of communications software, establishing team interaction norms, and staffing considerations for global virtual teams.