



LEADING CROSS-FUNCTIONAL TEAMS FOR COLLABORATIVE SUCCESS TRAINING COURSE

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KUALA LUMPUR

5200 € (PER PERSON)

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COURSE INTRODUCTION / OVERVIEW:

In today's interconnected and fast-paced business environment, the ability to lead teams that span across different functional areas is no longer a niche skill but a core leadership competency. This course is meticulously designed to equip leaders with the strategies and tools necessary to harness the power of diverse expertise and drive collective success. We will move beyond theoretical frameworks to provide practical, actionable insights for fostering genuine collaboration, breaking down organizational silos, and achieving synergistic outcomes. Drawing upon the principles of team effectiveness articulated by scholars like J. Richard Hackman, we will explore the critical conditions for team success. Participants will delve into concepts from influential works such as "The Five Dysfunctions of a Team" by Patrick Lencioni, learning to build trust, manage conflict, and foster commitment. BIG BEN Training Center has developed this program to transform managers into influential leaders who can navigate the complexities of matrix organizations, inspire a shared vision, and ultimately deliver superior results through the power of cross-functional teamwork. This journey will empower you to build and lead high-performing teams that are agile, innovative, and aligned with strategic objectives.

TARGET AUDIENCE / THIS TRAINING COURSE IS SUITABLE FOR:

- Team Leaders and Supervisors.
- Project Managers and Program Managers.
- Department Heads and Functional Managers.
- Product and Marketing Managers.
- Operations and Logistics Managers.
- Research and Development Leaders.
- Individuals aspiring to leadership roles in collaborative environments.
- Scrum Masters and Agile Coaches.

TARGET SECTORS AND INDUSTRIES:

- Technology and Software Development.
- Healthcare and Pharmaceuticals.
- Manufacturing and Engineering.
- Financial Services and Banking.
- Consulting and Professional Services.
- Retail and Consumer Goods.
- Telecommunications.

- Governmental and Public Sector Organizations.

TARGET ORGANIZATIONS DEPARTMENTS:



- Product Development and Management.
- Research and Development (R&D).
- Marketing and Sales.
- Information Technology (IT).
- Operations and Supply Chain.
- Human Resources (HR).
- Finance and Accounting.
- Customer Service and Support.

COURSE OFFERINGS:

By the end of this course, the participants will have able to:

- Develop a strategic framework for building and launching effective cross-functional teams.
- Implement communication strategies that bridge gaps between different functional departments.
- Foster a culture of psychological safety and trust to encourage open dialogue and innovation.
- Navigate and resolve conflicts that arise from competing priorities and diverse perspectives.
- Master techniques for influencing stakeholders and team members without direct authority.
- Establish shared goals and key performance indicators (KPIs) to align team efforts.
- Lead effective meetings and decision-making processes in a multi-disciplinary setting.
- Drive accountability and commitment to achieve collective project and business outcomes.
- Leverage team diversity as a strategic advantage for problem-solving and creativity.

COURSE METHODOLOGY:

This training course employs a dynamic and interactive learning methodology designed for maximum engagement and practical application. At BIG BEN Training Center, we believe that leadership skills are best developed through experience and reflection. The program is built around a blend of expert-led presentations, real-world case study analyses, and intensive group discussions that encourage peer-to-peer learning. Participants will engage in hands-on activities, including role-playing scenarios that simulate common cross-functional challenges, such as negotiating resources and managing conflict. Team-based problem-solving exercises will require participants to apply course concepts to complex business problems, fostering collaborative skills in a controlled environment. A significant portion of the training is dedicated to the development of a personal leadership action plan, with structured feedback from both the facilitator and peers. This approach ensures that participants not only understand the theories of cross-functional leadership but also leave with the confidence and practical tools to implement these strategies effectively within their own organizations.

COURSE AGENDA (COURSE UNITS):

UNIT ONE: FOUNDATIONS OF CROSS-FUNCTIONAL LEADERSHIP

- The strategic importance of cross-functional teams in modern organizations.
- Defining the role and core competencies of a cross-functional leader.
- Understanding the key differences between functional and cross-functional team dynamics.
- The Tuckman model of team development (Forming, Storming, Norming, Performing).
- Identifying and avoiding the common pitfalls of cross-functional collaboration.
- Case study analysis of successful and unsuccessful cross-functional projects.
- Setting the foundation for a high-performance team culture.



UNIT TWO: BUILDING AND LAUNCHING HIGH-IMPACT TEAMS

- Designing the optimal team composition and selecting the right members.
- Establishing clear roles, responsibilities, and accountabilities (RACI matrix).
- Crafting a compelling team charter with a shared vision and purpose.
- The art of setting SMART goals that align departmental and project objectives.
- Facilitating an effective team kick-off meeting to build initial momentum.
- Techniques for building trust and psychological safety from day one.
- Integrating team members from different organizational cultures and work styles.

UNIT THREE: MASTERING COMMUNICATION AND INFLUENCE

- Developing a multi-channel communication plan for diverse stakeholders.
- Techniques for active listening and providing constructive feedback across functions.
- The principles of influencing without formal authority.
- Navigating organizational politics and managing stakeholder expectations.
- Presenting ideas and project updates to diverse audiences effectively.
- Facilitating meetings that are inclusive, productive, and action-oriented.
- Managing information flow in virtual and hybrid cross-functional teams.

UNIT FOUR: NAVIGATING CONFLICT AND DRIVING DECISIONS

- Identifying the root causes of cross-functional conflict.
- Applying conflict resolution models like the Thomas-Kilmann Instrument.
- Mediating disputes over resources, priorities, and technical approaches.
- Fostering healthy debate to drive innovation and avoid groupthink.
- Exploring different decision-making frameworks (e.g., consensus, consultative, command).
- Making timely and effective decisions with incomplete information.
- Building consensus and securing buy-in from all team members.

UNIT FIVE: SUSTAINING PERFORMANCE AND DRIVING INNOVATION

- Developing metrics to measure cross-functional team performance and health.
- Conducting effective performance reviews and after-action reviews.
- Recognizing and rewarding both individual contributions and collective success.

- Leveraging diversity of thought to foster creativity and solve complex problems.
- Implementing continuous improvement processes within the team.
- Strategies for maintaining momentum and engagement over long project cycles.
- Transitioning team leadership and ensuring knowledge transfer.



FAQ:

QUALIFICATIONS REQUIRED FOR REGISTERING TO THIS COURSE?

There are no requirements.

HOW LONG IS EACH DAILY SESSION, AND WHAT IS THE TOTAL NUMBER OF TRAINING HOURS FOR THE COURSE?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

SOMETHING TO THINK ABOUT:

Reflection Question: How can a leader effectively balance the need for deep functional expertise within their team against the imperative for broad, collaborative synergy without undermining individual authority or team cohesion?

WHAT UNIQUE QUALITIES DOES THIS COURSE OFFER COMPARED TO OTHER COURSES?

This course distinguishes itself by moving beyond the standard curriculum of team management to address the nuanced and complex realities of leading in a matrixed organization. While many programs focus on the mechanics of project management, our curriculum places a profound emphasis on the human dynamics that determine success, such as building psychological safety and mastering the art of influencing without authority. We dedicate significant time to navigating the inherent conflicts that arise from competing departmental priorities, providing participants with sophisticated conflict resolution and negotiation frameworks. The methodology is intensely practical, prioritizing interactive simulations and peer-to-peer problem-solving over passive lectures. Participants will not just learn about leadership theories; they will practice them in realistic scenarios that mirror the challenges they face at work. Furthermore, the course content is designed to foster a strategic mindset, enabling leaders to align their team's efforts with broader organizational goals and to champion the value of cross-functional collaboration to senior leadership, ensuring a lasting impact.