Leading High-Performance Cross-Functional Teams Training Course

28 Dec 2026 - 01 Jan 2027

Kuala Lumpur

5200 € (Per Person)

Ref: #LE5755_152457

Course Introduction / Overview:

In today's interconnected and fast-paced business environment, the ability to lead and manage cross-functional teams is no longer a niche skill but a core competency for organizational success. This training course is meticulously designed to equip leaders with the strategies and tools necessary to break down departmental silos, foster genuine collaboration, and drive innovation. We will explore the intricate dynamics of teams composed of individuals from various functional areas, each with unique perspectives, priorities, and communication styles. The curriculum delves into the principles of collaborative leadership, moving beyond traditional hierarchical models to a more inclusive and empowering approach. Drawing on seminal works like "The Fearless Organization" by Amy Edmondson, this course emphasizes the critical role of psychological safety in unlocking a team's full potential. Participants will learn to build trust, navigate conflict, and influence stakeholders without relying on formal authority. BIG BEN Training Center has developed this program to provide a practical, hands-on learning experience, ensuring that leaders can immediately apply these advanced techniques to build cohesive, high-performing teams that deliver exceptional results and create a sustainable competitive advantage.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Project Managers and Program Managers.
- Department Heads and Functional Managers.
- Product Managers and Development Leads.
- Scrum Masters and Agile Coaches.
- Emerging leaders and high-potential employees.
- Executives seeking to foster a more collaborative culture.

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.
- Governmental and Public Sector Organizations.
- Telecommunications and Media.

Target Organizations Departments:

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

Course Offerings:

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

- Develop a clear vision and shared goals that align diverse functional experts.
- Implement strategies to build psychological safety and trust within the team.
- Master techniques for influencing peers and stakeholders without direct authority.
- Facilitate effective communication and decision-making processes across departments.
- Apply proven models for constructively managing and resolving conflicts.
- Design and implement performance metrics tailored for cross-functional teams.
- Lead effective meetings that drive progress and ensure accountability.
- Foster a culture of innovation by leveraging the team's diverse perspectives.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered. We believe that adult learning is most effective when it connects theory to real-world application. This course moves beyond traditional lectures to immerse participants in a dynamic learning environment. The program is built upon a foundation of practical case studies derived from various industries, allowing participants to analyze complex cross-functional challenges and develop viable solutions. A significant portion of the training will be dedicated to group discussions, collaborative problem-solving exercises, and role-playing scenarios that simulate common team leadership situations, such as navigating conflict or gaining stakeholder buy-in. Participants will receive constructive feedback from both the instructor and their peers, fostering a supportive environment for skill development. We will utilize interactive workshops and practical toolkits that can be immediately implemented in the workplace. This hands-on approach ensures that participants not only understand the concepts of collaborative leadership but also gain the confidence to apply them effectively within their own organizations.

Course Agenda (Course Units):

Unit One: Foundations of Collaborative Leadership

- The strategic importance of cross-functional teams in modern organizations.
- Defining collaborative leadership versus traditional command-and-control models.
- Understanding the key stages of cross-functional team development.
- Identifying common challenges and pitfalls in cross-functional collaboration.
- The leader's role in breaking down organizational silos.
- Assessing your personal collaborative leadership style.
- Core competencies for leading without direct authority.

Unit Two: Building the High-Performance Cross-Functional Team

- Architecting the team for success: composition, skills, and diversity.
- Establishing a compelling shared vision and purpose.
- Co-creating a team charter with clear goals and ground rules.
- Defining roles and responsibilities using tools like the RACI matrix.
- Techniques for building trust and rapport among team members.
- Fostering an environment of psychological safety based on Amy Edmondson's work.
- Onboarding new members into an existing cross-functional team.

Unit Three: Mastering Communication and Influence

- Developing a multi-faceted communication plan for the team.
- Strategies for active listening and ensuring all voices are heard.
- Navigating different communication styles across functions.
- The art of influencing stakeholders without formal power.
- Techniques for building consensus and making inclusive decisions.
- Managing stakeholder expectations and reporting progress effectively.
- Leveraging technology to enhance communication in virtual and hybrid teams.

Unit Four: Navigating Conflict and Driving Innovation

- Understanding the sources of conflict in cross-functional settings.
- Applying conflict resolution models like Thomas-Kilmann.
- Facilitating constructive debate to challenge assumptions.
- Transforming destructive conflict into a catalyst for growth.
- Creating a culture where experimentation and failure are learning opportunities.
- Leveraging cognitive diversity to spark creative problem-solving.
- Implementing brainstorming and ideation techniques for innovation.

Unit Five: Measuring Performance and Sustaining Momentum

- Developing meaningful Key Performance Indicators (KPIs) for the team.
- Balancing individual accountability with collective team ownership.
- Conducting effective team performance reviews and feedback sessions.
- Strategies for recognizing and celebrating team successes.
- Diagnosing team health and implementing continuous improvement cycles.
- Planning for knowledge transfer and scaling successful practices.
- Creating a long-term roadmap for sustained cross-functional excellence.

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:

What unique qualities does this course offer compared to other courses?

How can a leader effectively balance the strategic objectives of different departments when they appear to conflict within a cross-functional project?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by moving beyond theoretical leadership frameworks to provide a deeply practical and psychologically-informed approach to managing cross-functional teams. While many courses focus on project management tools and processes, our curriculum uniquely integrates the critical human elements of influence, trust, and psychological safety, drawing from contemporary organizational psychology research. We place a significant emphasis on the nuanced skill of "influencing without authority," a crucial competency in modern matrix organizations where formal power is diffuse. Participants will engage in realistic simulations that mirror the complex interpersonal and political dynamics they face daily, allowing them to practice navigating conflict and building consensus in a safe environment. Furthermore, the course content is specifically structured to address the challenges of both co-located and virtual teams, providing strategies that are relevant to today's hybrid work models. The focus is not just on completing a project but on building a sustainable culture of collaboration that breaks down silos and fosters innovation long after the training is complete, creating a lasting impact on both the leader and the organization.