# Leading Cross-Functional Teams and Project Communication Training Course



23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PMP7402_122756

## Course Introduction / Overview:

This course provides a comprehensive framework for mastering the dual challenges of project communication and cross-functional team leadership. In today's matrixed and agile organizations, the ability to lead teams composed of diverse specialists and communicate effectively across departmental silos is no longer a soft skill but a critical driver of project success. This program moves beyond theoretical concepts to offer actionable strategies for fostering collaboration, managing stakeholder expectations, and driving project momentum. Drawing upon principles from thought leaders like Patrick Lencioni, author of "The Five Dysfunctions of a Team," we will explore the foundations of building trust and psychological safety, which are essential for high-performing teams. Participants will learn to develop robust communication plans, facilitate productive meetings, and navigate the complexities of influencing without direct authority. At BIG BEN Training Center, we have designed this immersive experience to equip leaders with the tools to resolve conflicts constructively, align team members toward a shared vision, and deliver project outcomes that meet strategic business objectives. This training is essential for anyone tasked with guiding projects to completion in a collaborative, multi-disciplinary environment.

## Target Audience / This training course is suitable for:

- Project Managers and Program Managers.
- Team Leaders and Supervisors.
- Department Heads and Functional Managers.
- Product Owners and Scrum Masters.
- Operations Managers.
- Engineers and Technical Leads.
- Marketing and Sales Project Leaders.
- Individuals aspiring to leadership roles in project-based environments.

## Target Sectors and Industries:

- Information Technology and Software Development.
- Engineering and Construction.
- Healthcare and Pharmaceuticals.
- Banking, Finance, and Insurance.
- Telecommunications.
- Manufacturing and Logistics.
- Consulting Services.
- Governmental agencies and public sector organizations.

## Target Organizations Departments:

- Project Management Office (PMO).
- Research and Development (R&D).
- Engineering and Operations.
- Marketing and Sales.
- Information Technology (IT).
- Human Resources (HR).
- Product Development.
- Customer Service and Support.

## Course Offerings:

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

- Develop a comprehensive project communication plan tailored to diverse stakeholders.
- Implement strategies for leading and motivating cross-functional teams effectively.
- Master techniques for influencing team members and stakeholders without formal authority.
- Facilitate highly productive meetings and collaborative workshops.
- Apply structured models for resolving conflicts and managing disagreements within teams.
- Build a culture of trust, accountability, and psychological safety.
- Enhance negotiation and persuasion skills for managing stakeholder expectations.
- Provide constructive feedback to improve team performance and individual growth.
- Align cross-functional team efforts with overarching strategic business goals.
- Navigate the unique communication challenges of remote and hybrid team environments.

## 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 utilizes a blended approach, combining expert-led instruction with a variety of engaging activities. Participants will work through practical case studies drawn from various industries, allowing them to analyze complex scenarios and develop viable solutions. Group discussions and team-based exercises will foster peer-to-peer learning and encourage the sharing of diverse perspectives and experiences. Role-playing simulations will provide a safe environment to practice critical skills such as conflict resolution, stakeholder negotiation, and providing feedback. Each module includes opportunities for self-reflection and the creation of a personal action plan, enabling participants to translate their learning directly into their professional roles. Our facilitators are experienced practitioners who guide the learning process, provide personalized coaching, and ensure that the content is both relevant and immediately applicable to the challenges participants face in their organizations.

## Course Agenda (Course Units):

### Unit One: Foundations of Cross-Functional Project Environments

- The anatomy of a cross-functional team.
- Understanding the challenges and benefits of interdepartmental collaboration.
- Core principles of effective project communication.
- The leader's role in setting the vision and establishing team charters.
- Identifying key stakeholders and conducting initial analysis.
- Defining roles, responsibilities, and expectations using RACI charts.
- Establishing team norms and a foundational communication protocol.

### Unit Two: Strategic Communication Planning and Execution

- Developing a comprehensive stakeholder communication plan.
- Choosing the right communication channels for different messages and audiences.
- Crafting clear, concise, and compelling project messages.
- Techniques for active listening and asking powerful questions.
- Managing project information flow and documentation.
- Strategies for effective project reporting to senior leadership.
- Conducting impactful project kickoff and status update meetings.

### Unit Three: Leadership, Influence, and Motivation

- Leading without formal authority in a matrix organization.
- Building credibility and trust with team members and stakeholders.
- Motivational theories and their application in a project context.
- Techniques for persuasion and influencing decision-making.
- Delegating tasks effectively across different functional areas.
- Coaching team members for enhanced performance and skill development.
- Recognizing and celebrating team achievements to boost morale.

## Unit Four: Navigating Team Dynamics and Conflict

- Understanding the stages of team development (Forming, Storming, Norming, Performing).
- Diagnosing and addressing the root causes of team conflict.
- Applying conflict resolution models like Thomas-Kilmann.
- Facilitating difficult conversations and mediating disputes.
- Giving and receiving constructive feedback for growth.
- Building psychological safety to encourage innovation and risk-taking.
- Managing the unique dynamics of virtual and hybrid teams.

## Unit Five: Advanced Leadership and Strategic Alignment

- Aligning project goals with broader organizational strategy.
- Communicating and managing change effectively within the project scope.
- Advanced negotiation skills for resource allocation and scope management.
- Facilitating collaborative problem-solving and decision-making sessions.
- Conducting effective project retrospectives and lessons-learned workshops.
- Developing a personal leadership action plan for continuous improvement.
- Capstone simulation: Leading a cross-functional team through a complex project scenario.

# 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:

How can a leader foster psychological safety within a cross-functional team where members have competing departmental priorities?

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

This course distinguishes itself by deeply integrating the disciplines of project management communication and leadership psychology. While many programs treat these as separate subjects, we recognize that they are intrinsically linked; one cannot succeed without the other in a cross-functional context. Our curriculum moves beyond standard communication templates and project charters to explore the nuanced art of influencing without authority, a critical skill in modern matrix organizations. We place a significant emphasis on building psychological safety, drawing from contemporary organizational behavior research to provide leaders with practical tools to foster an environment of trust and innovation. Rather than just presenting theories, the course is built around realistic, complex scenarios that mirror the challenges participants face daily, such as managing stakeholder conflicts and aligning teams with divergent goals. The focus is on developing adaptive leaders who can diagnose team dynamics, apply the right communication strategy for any situation, and ultimately drive collaboration to achieve superior project outcomes in complex, multi-disciplinary settings.