



Cross-Functional Team Leadership

Cross-functional workplace teams are becoming more and more prevalent. Leaders benefit from gaining skills in understanding team development, conflict, resistance, collaboration, and facilitation.

Today's manager increasingly finds that traditional management tools based on hierarchical authority and control are inadequate to achieve desired results. As cross-functional, matrix teams become more prevalent, managers must find ways to produce needed outcomes without exerting direct authority.

This two-day workshop enables participants to develop and refine key skills for successful cross-functional team leadership. Participants gain the ability to develop collaborative solutions that meet the critical and often-conflicting needs and objectives of diverse functional groups represented on the team. The workshop uses an interactive setting that emphasizes experiential learning and application to real-life situations.

Seminar Topics

- Handling resistance that normally arises as team members are asked to move beyond habitual, and previously successful, behaviors and goals
- Understanding the five modes for handling conflict
- Steering conflict toward collaborative solutions
- Role-playing appropriate team leadership behaviors
- Planning and facilitating team meetings to get the full contribution from each team member
- Developing an action plan for cross-functional leadership success

To inquire about courses, please contact WD Communications with the information provided below.