# BUILDING COLLABORATION SKILLS & STRATEGIES FOR PROJECTS



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# Introduction

Building Collaboration Skills and Strategies for Projects examines how project teams work across functions, disciplines, and organizations without losing accountability. This Training Course covers collaboration design, interface management, trust building, and conflict handling in delivery settings. Participants study the PMBOK Guide stakeholder engagement and team performance domains, the Tuckman team development model, the Thomas-Kilmann conflict modes, the Lencioni model of team dysfunction, RACI and interface responsibility matrices, the SCARF model of social threat and reward, Nonviolent Communication and Radical Candor frameworks, the Speed of Trust behaviours, negotiation fundamentals from the Harvard Principled Negotiation approach, virtual team collaboration practice, and psychological safety research by Amy Edmondson. Furthermore, the programme connects behaviour to delivery through collaboration simulations, interface mapping labs, and difficult-conversation practice. As a result, delegates leave able to build collaboration that shortens delivery rather than adding meetings.

# Building Collaboration Skills & Strategies for Projects Course Objectives

- Define collaboration, coordination, and cooperation and their differences.
- Apply the PMBOK Guide stakeholder engagement and team domains.
- Map interfaces and dependencies across project functions.
- Apply the Tuckman model to team formation stages.
- Identify and manage the five team dysfunctions.
- Diagnose and handle conflict using the Thomas-Kilmann modes.
- Apply RACI and interface responsibility matrices to clarify ownership.
- Apply the SCARF model to reduce social threat in teams.
- Use Nonviolent Communication and Radical Candor in difficult conversations.
- Design collaboration routines, agreements, and virtual team practice.

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## Course Methodology

- Interactive workshops using real project interface scenarios.
- Interface mapping and responsibility matrix labs.
- Conflict mode and difficult conversation role-play.
- Trust and psychological safety exercise workshops.
- Virtual collaboration and routine design simulations.
- Action planning that converts each session into a workplace commitment.

## Who Should Take This Course

- Project managers and team leaders.
- Programme and portfolio managers.
- PMO analysts coordinating multiple teams.
- Engineering and technical leads on projects.
- Functional managers contributing resources.
- Contract and supplier relationship managers.
- Team members working in virtual or matrix structures.

## Building Collaboration Skills & Strategies for Projects Course Outlines

## Day 1: Foundations of Project Collaboration

- Collaboration, coordination, and cooperation defined.
- The PMBOK Guide stakeholder engagement and team domains.
- Why silos and interfaces slow delivery.

- The Tuckman model: forming, storming, norming, performing.
- The five team dysfunctions from the Lencioni model.
- Common failures: meetings without decisions, unclear ownership.
- Building the collaboration framework pack.

## Day 2: Interface Mapping and Shared Ownership

- Identifying internal and external project interfaces.
- Interface responsibility matrices and RACI application.
- Dependency mapping and hand-off agreements.
- Cross-functional decision rights and escalation paths.
- Supplier and partner interface management.
- Communication plans and information flows.
- Building the interface map.

## Day 3: Trust, Safety, and Difficult Conversations

- The Speed of Trust behaviours and trust building practice.
- Psychological safety and its effect on error reporting.
- The SCARF model: status, certainty, autonomy, relatedness, fairness.
- Nonviolent Communication: observation, feeling, need, request.
- Radical Candor: care personally, challenge directly.
- Giving and receiving feedback across hierarchy.
- Building the trust and conversation pack.

## Day 4: Conflict Handling and Negotiation in Projects

- Sources of conflict in delivery: scope, resources, priorities.

- The Thomas-Kilmann conflict modes and their appropriate use.
- Interest-based negotiation from the Harvard approach.
- Handling disagreement between contractor and client teams.
- Managing escalation without damaging relationships.
- Building consensus and documenting agreements.
- Building the conflict and negotiation pack.

## Day 5: Collaboration Routines and Virtual Teams

- Designing collaboration routines: cadence, agenda, and decision logs.
- Team charters, operating rules, and working agreements.
- Virtual and distributed team collaboration practice.
- Tools and information sharing discipline.
- Measuring collaboration health and adjusting the routine.
- Sustaining collaboration through change and turnover.
- Personal action plan and continuous improvement.

## Conclusion

By successfully completing Building Collaboration Skills and Strategies for Projects, participants will have acquired a practical command of interface mapping, responsibility clarification, trust and psychological safety practice, conflict handling, interest-based negotiation, and collaboration routine design. They will know how to turn a matrix of teams into a working interface agreement, hold difficult conversations without damaging the relationship, and negotiate priorities without escalation. In addition, the course prepares delegates to make virtual collaboration work through routines rather than hoping it happens. As a result, they return to work ready to build collaboration that speeds delivery. Gentex Training Center delivers this Training Course with a practical, standards-based approach.

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# FAQs for the Building Collaboration Skills & Strategies for Projects course

## Q1 What is the "Building Collaboration Skills & Strategies for Projects" course about?

It is a five-day programme on how project teams work across functions, disciplines, and organizations without losing accountability. It covers the PMBOK Guide stakeholder and team domains, the Tuckman model, the Lencioni dysfunctions, interface mapping and RACI, the Thomas-Kilmann conflict modes, the SCARF model, Nonviolent Communication, Radical Candor, and virtual collaboration practice.

## Q2 What are the key benefits of the "Building Collaboration Skills & Strategies for Projects" course?

Participants gain the ability to turn a matrix of teams into a working interface agreement, hold difficult conversations without damaging the relationship, and negotiate priorities without escalation. They also learn to make virtual collaboration work through routines rather than hoping it happens.

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# Q3 What skills will I gain from the "Building Collaboration Skills & Strategies for Projects" course?

Collaboration foundations with PMBOK stakeholder and team domain application, Tuckman stage assessment, Lencioni dysfunction diagnosis, and collaboration framework design, interface work with internal and external interface identification, interface responsibility matrix construction, RACI application, dependency mapping, hand-off agreement design, decision right and escalation path design, supplier interface management, and communication plan design, and trust, conflict and routines with Speed of Trust behaviour practice, psychological safety assessment, SCARF model application, Nonviolent Communication practice, Radical Candor feedback delivery, Thomas-Kilmann conflict mode selection, Harvard interest-based negotiation, escalation management, consensus building, collaboration routine design, team charter construction, virtual team collaboration practice, and collaboration health measurement.

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# Q4 What tools, methods, or standards are covered in the "Building Collaboration Skills & Strategies for Projects" course?

The course covers collaboration, coordination and cooperation defined, the PMBOK Guide stakeholder engagement and team domains, why silos and interfaces slow delivery, the Tuckman model across forming, storming, norming and performing, the five team dysfunctions from the Lencioni model, common failures across meetings without decisions and unclear ownership, identifying internal and external project interfaces, interface responsibility matrices and RACI application, dependency mapping and hand-off agreements, cross-functional decision rights and escalation paths, supplier and partner interface management, communication plans and information flows, the Speed of Trust behaviours and trust building practice, psychological safety and its effect on error reporting, the SCARF model across status, certainty, autonomy, relatedness and fairness, Nonviolent Communication across observation, feeling, need and request, Radical Candor across care personally and challenge directly, giving and receiving feedback across hierarchy, sources of conflict in delivery across scope, resources and priorities, the Thomas-Kilmann conflict modes and their appropriate use, interest-based negotiation from the Harvard approach, handling disagreement between contractor and client teams, managing escalation without damaging relationships, building consensus and documenting agreements, designing collaboration routines across cadence, agenda and decision logs, team charters, operating rules and working agreements, virtual and distributed team collaboration practice, tools and information sharing discipline, measuring collaboration health and adjusting the routine, and sustaining collaboration through change and turnover.

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# Q5 How is the "Building Collaboration Skills & Strategies for Projects" course applied in real-world practice?

Delegates apply it through collaboration frameworks, stakeholder engagement assessments, interface registers, interface responsibility matrices, RACI charts, dependency maps, hand-off agreements, decision rights matrices, escalation paths, supplier interface protocols, communication plans, information flow maps, trust behaviour assessments, psychological safety surveys, SCARF-based conversation preparations, Nonviolent Communication scripts, Radical Candor feedback notes, conflict mode assessments, negotiation preparation sheets, interest-based negotiation briefs, consensus records, agreement documents, escalation logs, collaboration routines, meeting cadences, agendas, decision logs, team charters, operating rules, working agreements, virtual collaboration protocols, collaboration tool configurations, information sharing standards, collaboration health surveys, retrospective action logs, and collaboration improvement plans. They also use them to chair cross-functional coordination meetings and to resolve interface disputes between project teams and suppliers.