

COLLABORATIVE LEADERSHIP: BUILDING STRONG TEAMS ACROSS DEPARTMENTS



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Introduction

Collaborative Leadership: Building Strong Teams Across Departments explains how leaders create shared results through influence, trust, and joint decision-making instead of relying on hierarchy alone. Departments often work in silos, duplicate effort, and compete for resources. This Collaborative Leadership: Building Strong Teams Across Departments Training Course shows participants how to break those barriers and turn separate functions into one aligned team. Participants learn to build psychological safety, run cross-department decisions, resolve turf conflicts, and influence peers who do not report to them. Furthermore, the course covers virtual collaboration, shared goals, and stakeholder alignment in complex organizations. As a result, leaders leave with practical tools they can apply to real interdepartmental challenges immediately.

Collaborative Leadership: Building Strong Teams Across Departments Course Objectives

- Apply collaborative leadership principles to cross-department teams and shared goals.
- Build psychological safety so members of different departments speak up and share information.
- Align departments around common objectives using shared charters and OKRs.
- Facilitate cross-functional decisions using the RACI matrix and consensus-building methods.
- Resolve interdepartmental conflict through interest-based negotiation and ThomasKilmann conflict modes.
- Influence peers and stakeholders without formal authority using stakeholder mapping and Cialdini's principles.
- Remove silo barriers by mapping cross-department processes and interfaces.
- Lead virtual and hybrid teams using platforms such as Microsoft Teams and Miro.
- Measure cross-department collaboration with engagement and performance indicators.

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- Build a personal action plan for strengthening collaboration across departments.

Course Methodology

The course applies interactive, practice-based methods:

- Facilitated workshops and structured cross-department group work.
- Live simulations and role-play of interdepartmental scenarios.
- Case studies of silo breakdowns and successful collaboration.
- Self-assessment tools such as conflict-mode and influence-style inventories.
- Peer feedback and structured reflection.
- Action planning that converts each module into a workplace commitment.

Who Should Take This Course

- Department heads and section managers.
- Team leaders and first-line supervisors.
- Mid-level and senior managers leading cross-functional work.
- Project, program, and change managers.
- HR and organizational development professionals.
- Professionals preparing for a cross-department leadership role.

Collaborative Leadership: Building Strong Teams Across Departments Course Outlines

Day 1: Foundations of Cross-Department Collaboration

- Defining collaborative leadership versus authority-based leadership.
- Diagnosing silo causes: incentives, structure, and culture.



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- Reviewing leadership styles with Goleman's six styles framework.
- Mapping departments, interfaces, and handover points.
- Building trust across departments through reliability and transparency.
- Setting shared goals and a cross-department team charter.
- Reflecting on collaboration strengths and gaps through self-assessment.

Day 2: Communication and Influence Without Authority

- Building psychological safety using Edmondson's framework.
- Practicing active listening and inquiry-based questioning.
- Applying the SBI model for constructive cross-department feedback.
- Persuading peers ethically using Cialdini's six principles.
- Communicating across departments, cultures, and time zones.
- Running difficult conversations about shared resources.
- Role-playing influence scenarios without formal authority.

Day 3: Shared Decisions, Shared Accountability

- Selecting decision modes: command, consultative, consensus, and delegation.
- Facilitating joint decisions with the RACI matrix.
- Aligning departments through shared OKRs and team charters.
- Avoiding groupthink with devil's advocacy and red-team reviews.
- Running decision meetings with clear owners and deadlines.
- Delegating across departments using the five levels of delegation.
- Documenting joint decisions for transparency and follow-up.

Day 4: Resolving Conflict Between Departments



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- Diagnosing conflict sources such as resources, priorities, and territory.
- Applying the ThomasKilmann conflict mode instrument.
- Using interest-based negotiation (Fisher and Ury method).
- Separating positions from underlying departmental interests.
- Mediating disputes as a neutral leader.
- Repairing trust and relationships after conflict.
- Practicing negotiation in realistic interdepartmental scenarios.

Day 5: Sustaining Collaboration Across the Organization

- Leading virtual and hybrid teams with digital collaboration platforms.
- Using Microsoft Teams, Slack, and Miro boards for shared work.
- Redesigning cross-department processes to remove duplication.
- Promoting innovation through joint problem-solving sessions.
- Building a collaboration culture with rituals and recognition.
- Measuring collaboration using engagement and performance indicators.
- Finalizing a personal cross-department collaboration action plan.

Conclusion

By successfully completing Collaborative Leadership: Building Strong Teams Across Departments, participants will have acquired a practical approach for leading through influence, trust, and shared decisions across functions. They will have gained skills in psychological safety, cross-department negotiation, silo reduction, and stakeholder alignment, plus a personal action plan for continued growth. Gentex Training Center designed this program to build leaders who deliver shared results.





FAQs

Q1 What is the "Collaborative Leadership: Building Strong Teams Across Departments" course about?

It teaches leaders how to unite separate departments around shared goals. Participants learn to build trust, create psychological safety, run joint decisions, and resolve interdepartmental conflict using practical, workplace-ready methods.

Q2 What are the key benefits of the "Collaborative Leadership: Building Strong Teams Across Departments" course?

Participants gain smoother cross-department workflow, fewer turf conflicts, faster shared decisions, and stronger trust between functions. Leaders also gain confidence in influencing peers, aligning priorities, and holding joint teams accountable without micromanagement.

Q3 What skills will I gain from the "Collaborative Leadership: Building Strong Teams Across Departments" course?

You will develop four core skills: cross-department alignment and shared goal setting, constructive conflict resolution and negotiation between departments, stakeholder influence without formal authority, and psychological safety and team trust building.



Q4 What tools, methods, or standards are covered in the "Collaborative Leadership: Building Strong Teams Across Departments" course?

The course covers the RACI matrix, shared OKRs, team charters, the ThomasKilmann conflict mode instrument, interest-based negotiation (Fisher and Ury), Cialdini's influence principles, the SBI feedback model, Goleman's leadership styles, powerinterest stakeholder mapping, and platforms such as Microsoft Teams and Miro.

Q5 How is the "Collaborative Leadership: Building Strong Teams Across Departments" course applied in real-world practice?

Participants apply the methods to live cross-department challenges, such as aligning competing priorities, running joint decision meetings, mediating resource disputes, and leading hybrid teams. Each module ends with an action commitment, so learning moves directly into daily leadership work.