

CROSS-FUNCTIONAL COLLABORATION & ENTERPRISE MINDSET



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TRAINING CENTER



Introduction

Organisations lose value when departments optimise their own results and ignore the wider enterprise. The Cross-Functional Collaboration & Enterprise Mindset Training Course helps professionals break those silos and work toward shared business outcomes. Participants learn how value flows across functions, how to influence colleagues without authority, and how to run joint work that actually delivers. Furthermore, the programme builds enterprise thinking: reading the business model, understanding trade-offs, and aligning decisions with strategy. Delivered by Gentex Training Center over five days, this programme suits managers, specialists, and project leaders who depend on other departments to succeed. As a result, participants drive faster decisions and stronger organisation-wide results.

Cross-Functional Collaboration & Enterprise Mindset Course Objectives

- Explain how silo behaviour forms and what it costs the organisation in cost, speed, and quality.
- Map end-to-end value streams using SIPOC diagrams and process mapping techniques.
- Apply RACI matrices to clarify decision rights and accountability across departments.
- Influence colleagues and stakeholders without formal authority using proven persuasion methods.
- Use stakeholder mapping and the power-interest grid to plan engagement.
- Align team goals with enterprise strategy through OKRs and balanced scorecard measures.
- Build psychological safety and trust inside temporary cross-functional teams.
- Resolve inter-departmental conflict with interest-based negotiation and the Thomas-Kilmann Instrument.
- Run effective joint governance using steering committees, charters, and escalation paths.
- Measure collaboration outcomes with shared KPIs and service level agreements.



Course Methodology

- Interactive sessions built on recognised management and process frameworks.
- Value stream and SIPOC mapping exercises on real organisational workflows.
- Case studies covering failed handovers, budget conflicts, and joint projects.
- Role-plays on influencing peers, escalating issues, and negotiating priorities.
- Team simulations that require cross-departmental trade-offs under pressure.
- Action planning that converts insight into concrete workplace commitments.

Who Should Take This Course

- Department managers and team leaders who depend on other functions.
- Project and programme managers coordinating multi-department delivery.
- Product, operations, and process improvement specialists.
- Human resources, finance, IT, and procurement business partners.
- Technical experts moving into broader leadership roles.
- Change management and transformation team members.
- Senior professionals preparing for enterprise-level responsibility.

Cross-Functional Collaboration & Enterprise Mindset Course Outlines

Day 1: Enterprise Thinking Foundations

- Silo behaviour: causes, symptoms, and organisational cost.
- Reading the business model with the Business Model Canvas.
- Value chain analysis and end-to-end customer outcomes.

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- Local optimisation versus enterprise optimisation trade-offs.
- Connecting departmental goals to corporate strategy.
- Systems thinking and feedback loops in organisations.
- Self-assessment: personal collaboration and enterprise mindset.

Day 2: Mapping Work Across Functions

- SIPOC diagrams for suppliers, inputs, processes, outputs, and customers.
- Swimlane process mapping across departmental boundaries.
- Identifying handover failures, delays, and rework points.
- RACI matrices for decision rights and accountability.
- Service level agreements between internal functions.
- Shared KPIs and balanced scorecard alignment.
- Workshop: mapping a real cross-functional process.

Day 3: Influence, Communication, and Trust

- Stakeholder mapping with the power-interest grid.
- Influencing without authority: reciprocity, framing, and evidence.
- Building psychological safety in mixed-function teams.
- Structured communication using the SCQA and pyramid principle.
- Running productive cross-departmental meetings.
- Managing upward communication and executive briefings.
- Role-play: securing support from a resistant department.

Day 4: Conflict, Priorities, and Trade-Offs

- Common sources of inter-departmental conflict.



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- Interest-based negotiation and the Thomas-Kilmann conflict modes.
- Prioritising competing demands with weighted scoring models.
- Resource allocation, capacity planning, and shared budgets.
- Escalation paths and effective steering committee use.
- Decision-making models: consultative, consensus, and delegated.
- Simulation: resolving a budget conflict between three functions.

Day 5: Governance, Delivery, and Action Planning

- Team charters, scope agreements, and working protocols.
- Agile practices for cross-functional delivery teams.
- Managing virtual and hybrid collaboration across locations.
- After-action reviews and retrospectives for continuous improvement.
- Measuring collaboration health with practical indicators.
- Building a 90-day enterprise collaboration action plan.
- Group presentations, peer review, and course consolidation.

Conclusion

By successfully completing the Cross-Functional Collaboration & Enterprise Mindset Training Course, participants will have acquired practical knowledge of value stream and SIPOC mapping, RACI accountability, stakeholder influence, shared KPIs, and cross-departmental conflict resolution. In addition, they will judge decisions by enterprise value rather than departmental interest. Gentex Training Center delivers this programme through applied workshops and real business cases, so participants return to work ready to improve collaboration across their organisation immediately.





FAQs

Q1 What is the "Cross-Functional Collaboration & Enterprise Mindset" course about?

The course teaches professionals how to work effectively across departments and think in enterprise terms. It covers value stream mapping, accountability models, influence without authority, conflict resolution, shared performance measures, and governance for joint delivery.

Q2 What are the key benefits of the "Cross-Functional Collaboration & Enterprise Mindset" course?

Participants reduce handover delays, rework, and duplicated effort between departments. Furthermore, they secure faster decisions, resolve priority conflicts earlier, and align activity with strategy. As a result, projects deliver on time and the organisation captures more value overall.

Q3 What skills will I gain from the "Cross-Functional Collaboration & Enterprise Mindset" course?

Participants gain enterprise and systems thinking, cross-functional process and value stream mapping, stakeholder influence without authority, and inter-departmental conflict and priority management. These four skills work together to improve delivery across any organisational structure.



Q4 What tools, methods, or standards are covered in the "Cross-Functional Collaboration & Enterprise Mindset" course?

The programme uses SIPOC diagrams, swimlane process maps, RACI matrices, the Business Model Canvas, value chain analysis, the power-interest grid, OKRs, the balanced scorecard, internal service level agreements, the SCQA structure, and the Thomas-Kilmann Conflict Mode Instrument.

Q5 How is the "Cross-Functional Collaboration & Enterprise Mindset" course applied in real-world practice?

Professionals apply it when launching products, running system implementations, redesigning processes, agreeing internal service levels, and chairing steering committees. In addition, business partners use the tools to settle resource disputes and to align department plans with corporate strategy.