



*Training Course:  
Cross Functional Relationship Management*

*24 - 28 March 2025  
Cape Town (South Africa)  
DoubleTree by Hilton Cape Town - Upper Eastside*

## Training Course: Cross Functional Relationship Management

Training Course code: MA235619 From: 24 - 28 March 2025 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 5950 € Euro

### Introduction:

This training program, designed by Global Horizon Training Center, focuses on equipping participants with the skills to manage and improve relationships across various functions within an organization. In today's interconnected and collaborative workplace, cross-functional relationships are vital for business success. This course will provide techniques to break down silos, foster collaboration, and manage interdepartmental conflicts efficiently. Participants will learn how to lead across functions, communicate effectively with diverse teams, and align efforts to achieve common organizational goals.

### Objectives:

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

- Understand the importance of cross-functional collaboration in organizational success.
- Develop strategies to foster positive relationships between different functional teams.
- Resolve interdepartmental conflicts and facilitate smoother cooperation.
- Enhance communication and leadership skills to work across functions effectively.
- Align goals and objectives of different teams to support overall business strategy.

### Course Methodology:

This course will be interactive and practical, combining:

- Lectures and presentations on key concepts
- Case studies of successful cross-functional collaboration
- Group discussions to share experiences and challenges
- Role-playing exercises to simulate real-world scenarios
- Workshops focused on problem-solving and conflict resolution

### Organizational Impact:

Organizations will benefit from improved collaboration, stronger interdepartmental relationships, and more efficient teamwork across functions. This will lead to:

- Better alignment of team goals with business objectives
- Increased innovation due to diverse perspectives
- Faster decision-making and problem-solving processes
- Reduced conflicts and operational inefficiencies
- A culture of collaboration and mutual respect

## Target Audience:

This course is designed for:

- Managers and leaders from different departments
- Project managers who lead cross-functional teams
- Professionals responsible for interdepartmental coordination
- HR professionals focusing on team dynamics and collaboration
- Employees aiming to enhance their communication and teamwork skills across functions

## Outlines:

### Day 1: Understanding Cross-Functional Collaboration

- Introduction to cross-functional relationships
- Importance of collaboration across departments
- Breaking down silos: How to foster cooperation
- Challenges and opportunities in cross-functional teams
- Case studies: Successful cross-functional management in organizations

### Day 2: Communication and Relationship Building

- The role of communication in cross-functional teamwork
- Developing trust between departments
- Active listening and persuasive communication
- Conflict management techniques across functions

- Role-playing exercises: Improving interdepartmental dialogue

#### Day 3: Leadership and Influence in Cross-Functional Teams

- Leading without formal authority: Key principles
- Motivating and influencing teams across functions
- Managing different personalities and work styles
- Decision-making in cross-functional environments
- Workshop: Practical leadership challenges in cross-functional teams

#### Day 4: Goal Alignment and Strategic Collaboration

- Aligning departmental objectives with overall business goals
- Developing shared goals and visions across teams
- Facilitating strategic decision-making processes
- Tools for managing collaboration projects
- Case study: Successful goal alignment in a cross-functional project

#### Day 5: Sustaining Long-Term Cross-Functional Relationships

- Monitoring and maintaining effective cross-functional relationships
- Continuous improvement in team collaboration
- Creating a culture of collaboration and innovation
- Final group exercise: Designing a cross-functional collaboration strategy
- Course summary and action plan for implementation

## Registration form on the Training Course: Cross Functional Relationship Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
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