

# Cross Group Collaboration: 2-Day Practitioners Workshop

## **Duration**

2 days

In today's decentralized work environment, organizations' productivity and efficiency demand effective collaboration within and across functional, physical, and hierarchical boundaries.

## **Instructor**

Stacey Dickinson

Yet most of us don't adequately understand how these collaborative models function, yet alone how to make them work in our own environment that is already overburdened with too many meetings and e-mail requests for our time. We also know that, in all likelihood, a blanket 'one-size-fits-all' approach to promote collaboration in our organization will likely yield disappointing results.

## **Class Limit**

20 students

Cross Group Collaboration: 2-Day Practitioners Workshop combines the core content from the popular 1-day workshop, and also focuses participants on analyzing their own cross-group work situation and identifying the appropriate tool(s) to improve or enhance their collaboration. Participants should plan on getting "real work" done in this class through extensive hands-on exercises and discussion.

## **Prerequisite**

None

## **Price**

On-site:  
Please contact SPC  
for pricing (contact  
information on page 2)

Public Training:  
\$1095 (2 days)  
\*Discount available for  
early registration

At the end of this seminar participants will be equipped with strategies to successfully overcome challenges, such as:

- Goals and priorities are different or conflict with other teams
- Other teams' deliverables are often late or don't meet acceptance criteria
- It's difficult to identify who to contact or who is accountable on other teams
- Communication is unclear or untimely
- Consultation or notification of changes that impact the deliverable occurs too late

## **Materials Provided**

- Student manual containing course notes, activities, and tool definitions and tips
- Student handouts with class exercises

Participants will also develop a self awareness of each individual's role in the success or failure of cross group dynamics through participation in two simulations that closely represent cross group work. These simulations help participants identify the critical tools that will improve or enhance their current (or future) collaboration success.

## **Intended Audience**

Anyone at any level of the organization who depends on other teams to complete work will benefit from this workshop – this includes leaders and managers, as well as individual contributors.

TRAINING

## Cross Group Collaboration: 2 Day Practitioners Workshop

### **Instructor**

Stacey Dickinson has been in the training industry for over 23 years. Her professional career began working for a technology company in a management and marketing support role specializing in the legal market. In 1989 she began working for Microsoft teaching customers to administer, design and implement databases on Microsoft SQL Server version 1.0. She continued working on the product in both training and courseware development through version 7.0. As a training manager at Microsoft, Stacey owned all training for Program Managers and Marketers in the Product Groups.

In 1994, she left Microsoft to start her own training consulting business, Solutions View. Initially her focus remained in teaching and courseware development on relational databases and related technologies, project management, and marketing. For the past several years her focus has been to develop and deliver professional leadership skills for individual contributors to enable them to be more productive in ever increasing complex environments. For example, she has taught the Peer Mentoring workshop to more than 5000 developers, testers, program managers and others, the Cross Group Collaboration workshop to more than 2000 participants, and the Precision Questioning workshop to over 350 participants.

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For more information on this or other SPC Springboard courses, please visit [www.spcspringboard.com](http://www.spcspringboard.com) or e-mail SPC at [info@spc.ca](mailto:info@spc.ca)

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### **Outline**

#### **Day 1: Assessing and analyzing cross group work**

- Assessing your current collaborative situation
- Defining cross group collaboration roles and responsibilities
- Identifying, prioritizing and analyzing collaboration challenges
- Developing self-awareness of cross-group work dynamics
- Troubleshooting collaboration issues

#### **Day 2: Implementing tools to address the root cause of collaboration challenges**

- Implementing tools to improve the collaborative planning process and kick-off
- Implementing tools to improve communication
- Implementing tools to ensure collaborative work is successful
- Conducting an effective post mortem
- Identifying critical success factors to improve or enhance collaboration
- Developing an action plan



TRAINING

