

# Cross Group Collaboration

## **Duration**

1 day

## **Instructor**

Stacey Dickinson

## **Class Limit**

20 students

## **Prerequisite**

None

## **Price**

On-site

Please contact SPC for pricing (contact information on page 2)

Public Training

\$595 (1 day)

\*Discount available for early registration

## **Materials Provided**

- Student manual containing the course slides
- Student handouts with class exercises

Organizations today frequently require collaboration on complex projects or individual work with multiple dependencies. Such projects are often doomed by poor communications. However, with the tools acquired in this workshop...

- Complex collaboration and dependency scenarios can be predictably successful
- Expectations are clearly set, resulting in fewer surprises and greater efficiencies
- Internal customers are more satisfied and productive

Cross Group Collaboration identifies the common challenges of working across teams and focuses participants on practical, everyday strategies for achieving smart, effective collaboration.

The workshop begins with an intensive simulation that develops awareness of your own cross-group work dynamics and identifies critical success factors to improve your collaboration process and results. The workshop then provides practical tools that you can put to use right away to improve interactions during the planning, working and wrap-up phases of cross-group projects.

The higher your group's participation in the workshop, the better the results. Former participants frequently refer their colleagues and coworkers to the workshop because it is so beneficial.

## **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

### **Instructor**

Stacey Dickinson has worked in the technology industry for over 20 years specializing in relational databases and training. She began teaching customers to administer and design databases on Microsoft SQL Server version 1.0 in 1989 and continued working on the product in both training and courseware development through version 7.0. As a training manager at Microsoft, she owned all of training for Program Managers and Marketers in the Product Groups

In recent years, Stacey has taught the Cross Group Collaboration workshop to more than 500 participants.

### **Outline**

- Define roles, owners, decision makers, and escalation paths
- Define measures of success for individuals, teams, and projects
- Acquire tools to plan for regular communication and identify risks
- See how to plan for an effective cross-group meeting and then document the decisions and action plan so that they are not lost
- Develop a self awareness of cross-group dynamics when schedule pressures are applied or different physical locations (and cultures) are involved
- Acquire tools to troubleshoot potential conflicts that may develop during cross-group projects
- Learn how to monitor deliverable milestones and acceptance criteria to reduce or eliminate surprises
- Discuss how to wrap-up a collaborative project and capture successful tips and areas for improvement for your next cross-group work project



TRAINING

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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)

Software Productivity Center Inc.  
Suite 460 - 1122 Mainland Street  
Vancouver, BC V6B 5L1

Vancouver: 604.662.8181      Toll Free: 1.877.548.1948

Fax: 604.689.0141

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