



LEADERSHIP AND MANAGEMENT DEVELOPMENT

Cross Functional Team Collaboration and Conflict Resolution

3 day course

Classroom, online or in-house

Course overview

Cross functional work asks people to deliver something together while each is measured by a different manager on a different objective, which makes conflict structural rather than personal. This course treats it that way. Delegates work through establishing a shared goal specific enough to arbitrate a disagreement, clarifying decision rights so that authority is known before it is contested, and surfacing the competing objectives each function actually carries. Working without line authority is addressed directly, including influence and the escalation that should be rare. Conflict resolution technique is practised on disputes about priority, resource and quality. The course closes on the interfaces where work is handed between functions and on the retrospective that improves the next collaboration.

What you will learn

- Establish a shared goal specific enough to settle a disagreement
- Clarify decision rights before authority is contested
- Surface the competing objectives each function carries
- Influence and deliver without line authority
- Resolve disputes about priority, resource and quality
- Escalate rarely and effectively when it is necessary
- Manage handover interfaces and run a useful retrospective

Who should attend

- Project and programme managers working across departments
- Matrix managers with dotted line reporting relationships
- Product owners coordinating multiple functional teams
- Senior coordinators in multi departmental initiatives

Course outline

- 01 Conflict that is structural, not personal
- 02 A shared goal that can settle disputes
- 03 Decision rights and authority
- 04 Competing functional objectives
- 05 Working without line authority
- 06 Resolving priority and resource disputes
- 07 Escalation and when it is warranted
- 08 Handover interfaces and retrospectives

Upcoming dates

Dates	Venue	Format	Fee per delegate
30 September to 2 October 2026	Nairobi, Kenya	Classroom	USD 995
2 to 4 November 2026	Online	Online	R6,500
16 to 18 November 2026	Kigali, Rwanda	Classroom	USD 995
23 to 25 December 2026	Gaborone, Botswana	Classroom	R14,950



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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