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COURSE BROCHURE

# Communication, Coordination and Leadership for Team Leaders Training Course

26 – 30 April 2027
Milan

# Communication, Coordination and Leadership for Team Leaders Training Course

**Ref:** 1255_47214 **Date:** 26 – 30 April 2027 **Location:** Milan **Fees:** 6200 GBP

Communication, Coordination and Leadership for Team Leaders is a 1-week training course for team leaders and coordinators whose work depends on other units, and it ends with an interface coordination charter agreed for one real hand-off. Most delays now happen between teams rather than inside them, where unclear messages, missed updates and absent authority slow every request. Jupiter Prime Training builds this course around the seams where one team's output becomes another's input.

## Why Communication, Coordination and Leadership for Team Leaders Matters Now

Two shifts raise the stakes for team leaders. Work increasingly crosses functions, sites and contractors, so no single leader controls every step of a service or project. Messaging tools also multiply channels, burying important updates under routine traffic. When coordination is sound, hand-offs are smooth and internal customers trust the dates they are given; when it fails, work stalls, duplicated effort appears and blame circulates. The course draws on Shannon and Weaver's communication model to trace where messages distort, on the RACI matrix to clarify roles at interfaces, and on Cohen and Bradford's influence without authority model for gaining cooperation from peers.

## Who Gains Most from Communication, Coordination and Leadership for Team Leaders

- Team leaders whose output feeds or depends on another department
- Planning and scheduling coordinators who align several units on one timetable
- Project and shift coordinators who run daily or weekly interface meetings
- Service desk and operations leads who route requests between specialist groups
- Technical leads who must secure input from peers they do not manage

Two linked teams gain most when their leaders attend together and draft a shared hand-off agreement during the course.

## Communication, Coordination and Leadership for Team Leaders Capabilities

Participants work on the messages, meetings and agreements that hold separate teams to one rhythm.

- Map information flows and spot where messages distort or stall — internal customers waiting on output
- Design meeting formats with clear purpose, inputs and decisions — peers whose time is scarce
- Specify roles at each hand-off with a RACI matrix — managers settling ownership disputes
- Apply influence without authority to gain cooperation — peers in other functions

- Diagnose coordination breakdowns and agree corrective steps — sponsors and service owners
- Communicate status and risk upward in concise formats — senior managers deciding on escalation

## Key Communication, Coordination and Leadership for Team Leaders Terms

- Interface — the point where one team's output becomes another team's input.
- Coordination charter — a short agreement setting roles, timings, channels and escalation for a recurring hand-off.
- Influence without authority — gaining cooperation from people outside one's line by exchanging what each side values.
- Information radiator — a visible board or shared page that shows status without anyone needing to ask.
- Meeting cadence — the agreed rhythm and length of recurring meetings, matched to how fast decisions are needed.
- Escalation trigger — a pre-agreed condition, such as a missed deadline, that moves an issue to the next level.

## Communication, Coordination and Leadership for Team Leaders Day by Day

### Day 1: Teams, Interfaces and Information Flow

- Interface Mapping — Locating Hand-Offs Between Teams and Contractors
- Shannon and Weaver Model — Where Messages Distort Between Units
- Channel Selection Grid — Email, Chat, Call or Meeting by Purpose
- Information Flow Audit — Finding Delays, Gaps and Duplication
- Internal Customer Expectations — Defining What Each Team Needs Received

### Day 2: Clear Communication for Alignment

- Briefing Structure — Purpose, Context, Request and Deadline
- Active Listening and Paraphrase — Confirming Shared Meaning Across Functions
- Written Update Formats — Concise Status, Risk and Next-Step Notes
- Feedback Between Peers — Raising Problems Without Damaging Relations
- Cultural and Generational Differences — Adjusting Tone in Mixed Teams

### Day 3: Coordinating Work Across Functions

- RACI Matrix at Interfaces — Settling Ownership of Shared Steps
- Dependency Log — Tracking What Each Team Waits For
- Meeting Cadence Design — Daily, Weekly and Monthly Coordination Rhythms
- Meeting Discipline Toolkit — Agendas, Timekeeping and Decision Records
- Information Radiators — Shared Boards That Replace Status Chasing

## Day 4: Leading Without Formal Authority

- Influence Without Authority Model — Exchanging Currencies With Peers
- Stakeholder Power and Interest Grid — Prioritising Who to Engage
- Coordination Breakdown Diagnosis — Root Causes Behind Missed Hand-Offs
- Escalation Triggers and Routes — When to Raise Issues Upward
- Interest-Based Problem Solving — Resolving Priority Clashes Between Teams

## Day 5: Practising the Coordination Charter

- Cross-Team Simulation — Running a Multi-Unit Request Under Pressure
- Coordination Meeting Rehearsal — Applying Agenda and Decision Records
- Peer Influence Role-Play — Securing Help From an Unwilling Unit
- Upward Status Briefing — Presenting Risks and Escalations Concisely
- Interface Coordination Charter — Agreeing Roles, Timings and Channels

## Applying Communication, Coordination and Leadership for Team Leaders After the Course

- Map the team's three busiest interfaces and agree a RACI matrix and dependency log with each partner team.
- Redesign one recurring coordination meeting with a fixed agenda, timebox and written decision record.

## Communication, Coordination and Leadership for Team Leaders Questions FAQ

### What are communication, coordination and leadership for team leaders, and why do they matter now?

They are the skills a team leader uses to align people, manage hand-offs between units and gain cooperation without formal authority. They matter now because more work crosses functions.

### Which roles gain most from communication, coordination and leadership for team leaders?

Team leaders, planning coordinators, shift and project coordinators and service desk leads gain most. You benefit if your results depend on teams you do not manage.

### How does communication, coordination and leadership for team leaders training differ from matrix leadership courses?

It works at team-leader level on daily hand-offs, meetings and messages. Matrix leadership courses address senior managers handling dual reporting lines, shared specialists and competing sponsors.

## What do you bring back from communication, coordination and leadership for team leaders training?

You bring back an agreed charter for one real hand-off, a redesigned meeting format and a practised approach for winning help from peers in other units.

## Communication, Coordination and Leadership for Team Leaders: The Way Forward

The interface coordination charter is the first agreement to put into use, starting with the hand-off that causes the most complaints. Team leaders on both sides of the interface own it, and their managers use it to settle disputes. After a month, revisit the escalation triggers, because real incidents show whether they fire too early or too late.