JUPITER PRIME

Consulting • Training • Advisory

جوبيتر برايم للاستشارات والتدريب

COURSE BROCHURE

Cross-Functional Management and Interface Coordination Training Course

28 November – 2 December 2027
Kuala Lumpur

Cross-Functional Management and Interface Coordination Training Course

Ref: 2097_77267 **Date:** 28 November – 2 December 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Cross-Functional Management and Interface Coordination is a 1-week training course for managers who coordinate work that crosses departmental lines, and it ends with each participant drafting an Interface Coordination Charter for one critical boundary. Organisations now win or lose on the seams between functions, where handoffs stall, priorities collide and accountability blurs. Jupiter Prime Training places cross-functional management at the centre of how departments agree, hand over and escalate work.

Why Cross-Functional Management and Interface Coordination Matters Now

Three forces sharpen the subject. Customers judge an organisation by end-to-end journeys that no single department owns; matrix structures give managers shared targets with little formal authority; and digital workflows expose every delayed handoff in real time. An organisation that manages its interfaces well releases products faster, absorbs disruption and keeps rework low. One that ignores them pays through duplicated effort and missed commitments. The course rests on widely used practice models: the Responsible, Accountable, Consulted, Informed RACI matrix, the Suppliers, Inputs, Process, Outputs, Customers SIPOC map and dependency mapping for shared deliverables.

Who Gains Most from Cross-Functional Management and Interface Coordination

- Managers who own an operational process that relies on inputs from other departments
- Leads responsible for launching products or services that pass through several functions
- Coordinators accountable for shared targets across sales, operations and finance
- Managers who chair standing cross-departmental forums and steering groups
- Function heads who negotiate capacity and priorities with peer departments

The greatest return comes when managers from departments sharing a troubled boundary attend together.

Cross-Functional Management and Interface Coordination Capabilities

Participants leave able to treat each departmental boundary as something that can be designed, measured and renegotiated.

- Map the dependencies, inputs and outputs that link two or more departments — interface owners
- Design RACI allocations that remove overlapping or missing accountability — process sponsors
- Specify handoff criteria and service expectations between functions — receiving departments
- Apply influence tactics where formal authority is absent — peer managers
- Weigh competing departmental priorities against shared objectives — steering groups
- Build an escalation ladder that settles conflicts quickly and fairly — senior sponsors

Key Cross-Functional Management and Interface Coordination Terms

- Interface agreement — a written understanding between two departments on what each supplies, when, to what standard and how issues are raised.
- Handoff criteria — the conditions a piece of work must meet before the receiving function accepts responsibility for it.
- RACI matrix — a grid assigning who is responsible, accountable, consulted and informed for each task or decision.
- Dependency map — a visual record of which deliverables rely on outputs from other teams, and in what sequence.
- Escalation ladder — a staged route for unresolved conflicts, naming who decides at each level and within what time.
- Shared objective — a target owned jointly by several functions, measured on the end result rather than departmental activity.

Cross-Functional Management and Interface Coordination Day by Day

Day 1: Seeing the Organisation Across Its Seams

- End-to-End Value Stream Mapping — Where Customer Journeys Cross Departments
- SIPOC Mapping — Clarifying Suppliers and Customers of Each Process
- Matrix Structures and Dual Reporting — Effects on Accountability
- Boundary Friction Diagnosis — Locating Delays, Rework and Disputes
- Stakeholder Interest Mapping — Which Functions Shape Interface Outcomes

Day 2: Designing Accountability and Handoffs

- RACI Allocation — Removing Gaps and Overlaps in Ownership
- Handoff Criteria and Acceptance Checklists — Deciding When Work Transfers
- Interface Agreement Drafting — Inputs, Timings, Standards and Contacts
- Dependency Mapping for Shared Deliverables — Sequencing Joint Work
- Internal Service Expectations — Setting Response Times Between Functions

Day 3: Influence Without Formal Authority

- Reciprocity and Currencies of Exchange — Building Credit With Peers
- Interest-Based Negotiation — Reconciling Departmental Positions
- Coalition Building — Securing Sponsors for Cross-Departmental Change
- Framing Requests Around Shared Objectives — Gaining Peer Commitment
- Trust Repair After Failed Handoffs — Restoring Working Relationships

Day 4: Governing Priorities and Conflicts

- Shared Objective Setting — Aligning Departmental Targets to Joint Results
- Priority Arbitration Criteria — Choosing Between Competing Requests
- Escalation Ladder Design — Who Decides, at Which Level, How Fast
- Cross-Functional Forum Charters — Purpose, Membership and Decision Rights
- Interface Health Indicators — Tracking Cycle Time, Rework and Disputes

Day 5: Practising the Interface Coordination Charter

- Boundary Case Simulation — Applying Mapping and RACI to a Live Interface
- Negotiation Role-Play — Testing Influence Tactics on a Priority Clash
- Escalation Rehearsal — Running a Conflict Through the Ladder
- Peer Critique of Draft Agreements — Strengthening Handoff Terms
- Interface Coordination Charter — Completing the Boundary Plan for Sign-Off

Applying Cross-Functional Management and Interface Coordination After the Course

- Lead a joint session with one peer department to agree handoff criteria and sign an interface agreement for the most disputed deliverable.
- Run a RACI review of a cross-departmental process and present the revised allocation to its sponsor.

Cross-Functional Management and Interface Coordination Questions FAQ

What is cross-functional management and interface coordination, and why does it matter now?

It is the practice of managing work where departments meet, through agreed handoffs, clear accountability and fair escalation. It matters now because customer journeys, digital workflows and matrix structures make every weak boundary visible and costly, in manufacturing and healthcare alike.

Which roles gain most from cross-functional management and interface coordination?

Managers who depend on other departments to deliver their results gain most. That includes process owners, launch leads, coordinators of shared targets and managers who chair cross-departmental forums.

How does cross-functional management and interface coordination differ from a team leadership course?

It focuses on the boundaries between departments rather than on leading one team. A team leadership course builds motivation and coaching within a reporting line; this subject designs agreements, accountability and escalation between peers who do not report to you.

What do you bring back from cross-functional management and interface coordination training?

You bring back a drafted charter for one real departmental boundary. It holds a dependency map, RACI allocation, handoff criteria and an escalation ladder, ready to agree with peer managers.

Cross-Functional Management and Interface Coordination: The Way Forward

The Interface Coordination Charter first informs who owns each handoff on the chosen boundary. Process sponsors and peer managers use it to settle disputes and plan joint deliverables, and steering groups use its indicators to judge progress. After its first quarter in use, the escalation ladder and service expectations are the parts most worth revisiting.