

MANAGING A MATRIX TEAM

OVERVIEW

Course duration: 1 day.

In today's uncertain climate, many organisations are turning to matrix teams in order to be faster and more flexible and to share resources across the organisation.

Matrix teams include work groups, cross-functional teams, task forces and special project teams and are normally composed of a small number of people from different departments and functions.

This course breaks down the fundamental principles and processes needed to ensure success when leading matrix-managed teams. It provides delegates with the opportunity to experience different methods, tools and techniques which will enable leaders to improve performance, achieve desired results and approach the role with confidence. Practical application is the prime focus of the course.

IS IT RIGHT FOR ME?

This is aimed at managers and leaders of matrix-managed teams or work groups who require some practical tools and techniques to achieve team performance, motivation and engagement. This course is not intended solely for self-managed teams.

WHAT WILL I LEARN?

By the end of this course you will be able to:

- Recognise the characteristics of matrix-managed teams and work groups.
- Explain the need for team based organisations outlining the role of a matrix-managed team leader.
- Describe the actions and behaviours of a matrix team leader recognising the differences with that of a traditional team leader.
- Use a combination of practical approaches, tools and techniques to engage and motivate.
- Inspire a matrix-managed team from within to drive forward to success.

WHAT WILL IT COVER?

The Characteristics of Matrix Teams

- What are matrix-managed teams and why is there a need for them?
- The implications of teams operating two 'chains of command'
- The advantages and challenges of matrix teams

The Role of the Leader

- Changing the role of leadership
- What is expected of a matrix team leader?
- How to maintain focus – how to show concern
- What level of involvement/control is appropriate?
- Moving from positional authority to working inside the group to provide direction
- Becoming accountable to the needs of the team

The Behaviours and Skills Required

- The skills, qualities and attributes needed
- Understanding the impact your style and influence has on the team
- Recognising appropriate behaviour and the key differences to traditional leadership
- Developing a sincere desire to release potential in others

Creating a Matrix-managed Team – Tools and Techniques

- Group process facilitation – enabling the team to achieve
- Team problem solving – encouraging collaboration and collective management control
- Team decision making – empowering the team to reach their own decisions based upon areas of team responsibility
- Team communication – acting as the voice of the team and communicating with the wider organisation

Application Planning

- Developing a practical application plan focused on your own specific matrix team