Overview:

A cross-functional organization is one where multiple reporting lines exist. This may involve direct line reporting to one or more individuals and indirect reporting to one or more individuals.

At their best, cross-functional structures can be creative and high performing. At their worst, they can be a confusing labyrinth of changing players who lack accountability and who must be influenced with skill. Because of complex reporting and decision-making within this structure, it is typical that nearly 80% of a manager’s time is spent selling a team’s work internally and 40% of the team’s time is required influencing other stakeholders. This pulls time and focus away from everyone’s core function. The talents and behaviors needed to make management a success require a new emphasis on exceptional people skills and sophisticated methods for influence. In this context, everyone is responsible for driving an initiative forward, and everyone needs techniques and strategies for doing this successfully.

Description:
In this interactive 1-day program you will address:

**Problem:** A lack of self-awareness and lack of preparation can stifle our ability to influence others.

**Solution:** Participants will identify their personal influencing style, test out new tactics, map out a territory and relationship blueprint, and map out a relevant work-related campaign.

**Opportunity:** Not establishing clear attainable goals upfront.

**Solution:** Participants will define clear outcomes first then identify objectives, obstacles, strategy and tactics.

**Opportunity:** Lack of a cohesive narrative for persuasion and a failure to identify what the other person will find to be a compelling emotional message.

**Solution:** Participants will learn the art of emotional storytelling, elevator pitches, the hook, and how to avoid the curse of knowledge.

**Opportunity:** Not able to anticipate or deal with pushback.

**Solution:** Participants will demonstrate how to test for alignment through listening and responding to concerns and neutralize defensive and positional responses.

**Opportunity:** Despite dedication, without systematic follow through, outcomes can go astray.

**Solution:** Participants receive a detailed approach for regular check-in to maintain everyone’s commitment and anticipate the things that can go wrong.

Audience:
Employees, at all levels, who need to effectively influence others in order to achieve personal, team and organizational goals.
Influencing in a Cross-Functional Organization
Program Duration: 1 day
Facilitators:
Denise Dal Vera, Annie Fitzpatrick

Influence isn’t just about getting your way. At its best, influencing is about:
• Facilitating, and creating the conditions for others to work successfully
• Reducing noise and friction so everyone works more collaboratively
• Helping everyone have what they need so the objectives of the organization can be met
• Honoring the core mission of working together toward a shared purpose, common values and principles

Facilitators:

Denise Dal Vera is a facilitator for the Xavier Leadership Center and a faculty member at the University of Cincinnati’s College-Conservatory of Music Drama Program. She has enjoyed a highly varied career as a corporate spokesperson and actress. As a corporate trainer for IWA Strategies and facilitator through Xavier Leadership Center some of her clients include: Children’s Hospital, UC Law School, Fifth/Third Bank, General Motors, GTE, Iams, Kroger, Lexmark, Boeing Aircraft, Eli Lilly & Co., Macy’s Stores, American Financial Group, Cincinnati Bell, Procter & Gamble, Barefoot Proximity and Wild Flavors. Denise holds Executive Board positions representing artists on the Cincinnati Labor Council AFL-CIO, and the Greater Cincinnati Convention and Visitors Bureau and past National Board Member for The Screen Actors Guild – SAG-AFTRA. You can see her in featured roles on Army Wives, 21 Jumpstreet, Northern Exposure, Days of Our Lives, Body Language, and most recently the films, We’re Doing Fine, The Next Three Days with Russell Crowe, My Bloody Valentine 3-D, Homecoming, Madison, Uninvited Guest, Artworks, and Dead Horse.

Annie Fitzpatrick is a facilitator for the Xavier Leadership Center and a faculty member at the University of Cincinnati’s College-Conservatory of Music Drama Program. She has also taught interpersonal communication skills at UC’s College of Law and UC’s College of Medicine. She is a facilitator at The Xavier Leadership Center. As a professional actress she has been a spokesperson and corporate trainer for companies that include Procter & Gamble, Lenscrafters, Kroger, Cintas, Ipsos, Barefoot Proximity, Hewlett Packard, Parker Brothers, RCA, JB Speakers, and Motorola. She has coached professional actors for over 25 years and created a Conservatory program for The Tri-State American Federation of Radio and Television Artists. She has appeared Off-Broadway, toured nationally and internationally, and works in regional theatres across the country. She has appeared in numerous national and local commercials. TV and film credits include Those Who Kill, Army Wives, Little Accidents, Fun Size, Milk Money, Loving, and Broken Hearts. As a company member of The Ensemble Theatre of Cincinnati, she has received two Best Actress Cincinnati Entertainment Awards and multiple Acclaim Awards, including one for Best Supporting Actress.