

# Cross-Functional Business Administration Training Course

5 – 9 September 2027
Bangkok

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**Ref:** 136_113313 **Date:** 5 – 9 September 2027 **Location:** Bangkok **Fees:** 6000 Euro

## Course Overview

Cross-Functional Business Administration Training Course is a one-week course for business managers, department heads, administration managers, operational supervisors, business support leads, and emerging general managers who leave with a Business Administration Management Operating Plan. Participants connect priorities, operations, finance, people workflows, customer and supplier interfaces, controls, risks, and performance reporting through one continuing business-unit case. The course turns functional inputs into coordinated management routines and decisions. Cross-functional business administration is taught by Agile Leaders Training Center.

## Who Should Attend

- Business management functions responsible for coordinating priorities across departments
- Department leadership functions responsible for resources, workflows, controls, and results
- Administration management functions responsible for operating support and service standards
- Operational supervision functions responsible for daily execution and issue resolution
- Shared-services functions responsible for cross-functional requests and service interfaces
- Emerging general-management functions responsible for broader business-unit performance

The course assumes participants already manage work, resources, services, or teams, and it leaves out degree-level business theory and specialist technical accounting.

## Departments and Industries

The course supports cross-functional administration across service, commercial, industrial, and public-facing organizations.

- Business administration, operations, and shared services
- Finance coordination, human resources, and procurement support
- Banking, insurance, and professional services
- Healthcare, education, and public-service organizations
- Manufacturing, energy, and logistics operations
- Retail, hospitality, and customer-service businesses

## Learning Objectives

By the end of this course, participants will be able to:

- Analyze business priorities, functions, interfaces, and constraints
- Build operating routines, service standards, and workflow controls
- Use budgets, cost signals, and resource allocation decisions
- Apply people, customer, and supplier coordination methods
- Evaluate performance, risk, exceptions, and corrective actions
- Build a cross-functional management operating plan

## Course Agenda

### Day 1: Business Priorities and Functional Interfaces

- Business Unit Purpose and Priority Canvas
- Cross-Functional Responsibility Map
- Operating Model and Value Flow Diagram
- Stakeholder and Service Interface Matrix
- Management Decision and Escalation Rights

### Day 2: Operations and Administrative Controls

- Core Workflow and Handoff Map
- Administrative Service Standard Catalogue
- Work Allocation and Capacity Board
- Operating Procedure and Control Checklist
- Issue, Exception, and Resolution Log

### Day 3: Finance and Resource Coordination

- Managerial Budget Structure
- Cost Driver and Variance Review
- Resource Allocation Decision Matrix
- Purchase and Supplier Coordination Workflow
- Management Approval and Evidence Register

### Day 4: People, Customers, Risk, and Performance

- People Workflow and Responsibility Calendar
- Customer Request and Service Recovery Route
- Supplier Performance and Dependency Scorecard
- Operational Risk and Continuity Register
- Business Performance Review Dashboard

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## Day 5: Management Practice and Capstone

- Priority and Interface Mapping Exercise
- Workflow and Service Control Exercise
- Budget and Resource Decision Exercise
- Performance and Risk Review Exercise
- Capstone Business Administration Management Operating Plan

## Practical Exercises

The course uses suggested activities that connect functional inputs, daily controls, resource choices, and management reviews.

- Suggested activity: map handoffs between operations, finance, people, customer, and supplier functions
- Suggested activity: diagnose an administrative service delay and design a controlled workflow
- Suggested activity: evaluate a budget variance and reallocate resources for a service business
- Suggested activity: run a management review using performance, risk, and exception evidence

## FAQs

### Who is the Cross-Functional Business Administration Training Course suited to?

The course suits intermediate managers and supervisors who already own work, resources, services, or teams and are taking responsibility across several business functions.

### How does cross-functional business administration differ from general leadership training?

Cross-functional business administration focuses on operating interfaces, workflows, budgets, resources, customers, suppliers, controls, risks, and reporting, while general leadership training focuses on influence, behavior, direction, and team relationships.

### What does cross-functional business administration coordinate?

Cross-functional business administration coordinates priorities, responsibilities, handoffs, finance inputs, people processes, customer requests, suppliers, approvals, records, risks, performance measures, and management decisions.

### How should managers use financial information in business administration?

Managers should use budgets, cost drivers, variances, commitments, and resource constraints to evaluate options, coordinate approvals, assign resources, and explain operating decisions.

## What belongs in a business administration operating plan?

A business administration operating plan should contain priorities, interfaces, workflows, service standards, controls, resources, budget routines, stakeholder routes, risks, measures, review meetings, owners, and corrective actions.

## Conclusion

Participants take back a Business Administration Management Operating Plan containing priorities, interfaces, workflows, service standards, capacity, controls, budgets, supplier and customer routes, risks, measures, reviews, and actions. The plan creates one management rhythm across business functions. It helps managers coordinate resources, resolve exceptions, interpret performance, and keep operating decisions aligned.