

# Cross-Functional Interface Management Training Course

1 – 5 March 2027
Amsterdam

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**Ref:** 142_113750 **Date:** 1 – 5 March 2027 **Location:** Amsterdam **Fees:** 5700 Euro

## Course Overview

Cross-Functional Interface Management Training Course is a one-week course for interface coordinators, operations coordinators, project support professionals, department representatives, and administrators who leave with an Interface Management Plan. Participants connect interface mapping, ownership, interface agreements, communication protocols, dependency control, handoff standards, issue resolution, and interface performance through a continuing case. The course makes work between functions visible and governed rather than dependent on informal follow-up. Cross-functional interface management is taught by Agile Leaders Training Center.

## Who Should Attend

- Interface coordination functions responsible for work crossing departmental or organizational boundaries
- Operations coordination functions responsible for dependencies, handoffs, and shared service outcomes
- Project support functions responsible for deliverables exchanged between teams and suppliers
- Department representatives responsible for approvals, inputs, decisions, and acceptance
- Administrative coordination functions responsible for interface records, meetings, and follow-up

The course assumes participants already coordinate work across at least two functions and leaves out technical systems integration and introductory interpersonal communication.

## Departments and Industries

The course supports cross-functional interface management across service, industrial, technical, and public-facing organizations.

- Operations, projects, engineering, and transformation offices
- Manufacturing, energy, construction, and infrastructure
- Banking, insurance, and professional services
- Healthcare, education, and public-service organizations
- Technology, logistics, facilities, and supply-chain operations

## Learning Objectives

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

- Analyze organizational interfaces, dependencies, and handoff risks
- Build interface maps, registers, and ownership agreements
- Apply communication and acceptance protocols
- Use issue, decision, and escalation controls
- Evaluate interface performance and evidence
- Build an Interface Management Plan

## Course Agenda

### Day 1: Interface Context and Mapping

- Organizational Interface Classification Matrix
- Cross-Functional Interface Map
- Dependency and Constraint Network
- Interface Stakeholder and Owner Register
- Handoff Risk Assessment Grid

### Day 2: Interface Agreements and Communication

- Interface Agreement Template
- Deliverable and Acceptance Criteria Sheet
- Interface Communication Protocol
- Information Quality and Completeness Checklist
- Interface Meeting and Decision Calendar

### Day 3: Handoff and Dependency Control

- Cross-Functional Swimlane Diagram
- Handoff Readiness Review Checklist
- Dependency Status Tracking Board
- Approval and Decision Rights Matrix
- Interface Change Control Log

### Day 4: Issues, Escalation, and Performance

- Interface Issue and Action Register
- Root Cause and Recurrence Review
- Interface Escalation Route Map
- Interface Performance Indicator Set
- Interface Review and Assurance Pack

## Day 5: Interface Management Practice

- Interface Mapping and Ownership Exercise
- Agreement and Acceptance Simulation
- Handoff and Dependency Control Exercise
- Issue Escalation and Performance Review Exercise
- Capstone Interface Management Plan

## Practical Exercises

The course uses suggested activities based on cross-functional deliverables and shared dependencies.

- Suggested activity: map engineering, procurement, and operations interfaces for an asset handover
- Suggested activity: define acceptance evidence for a finance-to-supply-chain data transfer
- Suggested activity: resolve a delayed dependency between a technology team and business owner
- Suggested activity: conduct an interface review using issues, decisions, and performance evidence

## FAQs

### Who does the Cross-Functional Interface Management Training Course suit?

The course suits professionals who already coordinate deliverables, decisions, information, or dependencies across functions and need a structured interface-control method.

### How does cross-functional interface management differ from general communication training?

Cross-functional interface management governs ownership, dependencies, deliverables, acceptance, decisions, and escalation at organizational boundaries, while general communication training concentrates on messages, listening, presentation, and interpersonal behavior.

### What is an Interface Management Plan?

An Interface Management Plan defines interface types, owners, agreements, deliverables, dependencies, communication routes, acceptance evidence, issue controls, escalation paths, reviews, and performance measures.

### What should an interface agreement contain?

An interface agreement should state the parties, scope, deliverable, required information, owner, deadline, dependency, acceptance criteria, confirmation method, change route, and escalation point.

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## How is interface performance measured?

Interface performance is measured through on-time handoffs, acceptance quality, open dependencies, unresolved issues, decision turnaround, rework, escalation frequency, and closure evidence.

## Conclusion

Participants take back an Interface Management Plan linking interface maps, agreements, handoffs, dependencies, issues, escalation, and performance. The plan creates a shared control system for work crossing functional boundaries. It helps teams clarify ownership, protect deliverable quality, expose slippage early, and resolve interface failures using documented evidence.