Cross-Functional Collaboration in ERP Programs Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

ERP implementations are the backbone of modern business transformation, yet their success is critically dependent on seamless cross-functional collaboration. Cross-Functional Collaboration in ERP Programs Training Course addresses the reality that siloed departments, conflicting KPIs, and communication gaps are the primary causes of project failure, scope creep, and user resistance. We provide a practical roadmap to transition your organization from a series of isolated functions to a unified, collaborative engine, ensuring your ERP program delivers maximum business value realization and digital transformation impact.

This training dives deep into change management strategies and stakeholder alignment across the entire ERP lifecycle. Participants will master techniques for process optimization, data governance, and conflict resolution within a complex program environment. By fostering a shared purpose and utilizing modern collaborative technologies, your teams will achieve interoperability, accelerate time-to-value, and build the organizational resilience required for successful, sustainable ERP system adoption.

Programme Curriculum

Cross-Functional Collaboration in ERP Programs Training Course

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Course Objectives

Upon completion of this course, participants will be able to:

1. Master Stakeholder Engagement techniques for diverse departmental needs.
2. Facilitate Process Harmonization across different functional silos within the ERP structure.
3. Implement effective Data Governance models to ensure data quality and system integrity.
4. Apply Change Management best practices to minimize user resistance and maximize adoption.
5. Establish a Shared Vision and unified KPIs for the entire ERP program.
6. Navigate and resolve Interdepartmental Conflict using structured negotiation methods.
7. Optimize workflows for Operational Efficiency by leveraging integrated ERP features.
8. Champion Business Process Re-engineering enabled by the new ERP capabilities.
9. Utilize Agile Methodologies for rapid, iterative cross-functional ERP deployment.
10. Drive End-to-End Visibility across the supply chain, finance, and customer-facing processes.
11. Build Organizational Alignment between IT, Business, and Project Management offices.
12. Cultivate a culture of Continuous Improvement and post-go-live collaboration.
13. Accelerate Business Value Realization by tying system functionality to strategic outcomes.

Target Audience

1. ERP Project Managers / Program Leads
2. Functional Consultants / Business Analysts
3. Department Heads / Directors (Finance, HR, Supply Chain, Operations)
4. Key Business Process Owners
5. Change Management Specialists
6. IT Leadership / ERP Steering Committee Members
7. Super Users / Departmental Subject Matter Experts (SMEs)
8. Future State Process Designers

Course Modules

Module 1: Foundations of Cross-Functional ERP Alignment

- Defining the Shared Purpose.
- Identifying and Mapping Cross-Silo Interdependencies in core ERP processes.
- Case Study: A global manufacturer's shift from a siloed inventory system to a unified Procure-to-Pay process.
- Techniques for creating a RACI Matrix for roles and responsibilities clarity.
- Overcoming the "Us and Them" mentality by establishing a One-Team mindset.

Module 2: Communication and Transparency in a Complex Program

- Designing a Multi-Channel Communication Strategy
- Mastering Active Listening and translating functional jargon between departments
- Case Study: A retail chain's failure to communicate the impact of a new financial module on local store operations.
- Leveraging Collaborative Technologies for real-time information sharing.
- Techniques for conducting effective Cross-Functional Scrums and status meetings.

Module 3: Business Process Harmonization

- Methodology for Current State Analysis and Future State Design workshops.
- Identifying and challenging Legacy System Biases and non-value-added steps.
- Case Study: A healthcare provider standardizing patient intake across multiple clinics using a single Order-to-Cash template.
- Strategies for achieving Process Consensus when departmental requirements conflict.
- Prioritizing Global Template adherence over local exceptions for maximum integration benefit.

Module 4: Managing Conflict and Resistance

- Identifying the Root Causes of cross-functional conflict
- Implementing a Conflict Resolution Framework
- Case Study: A high-stakes disagreement between Sales and Manufacturing over the Sales & Operations Planning process.
- Techniques for dealing with Passive Resistance and disengaged stakeholders.
- The role of Emotional Intelligence in building trust and influencing across departmental lines.

Module 5: Data Governance and Integrity

- Defining Master Data Ownership across the organization.
- Establishing Cross-Functional Data Quality Standards and validation procedures.
- Case Study: A supply chain organization resolving material master data duplication causing significant warehousing errors.
- Understanding the Impact of Data errors in one module on a downstream module
- Setting up a collaborative Data Migration Strategy and reconciliation process.

Module 6: ERP Lifecycle Collaboration (From Selection to Go-Live)

- Ensuring cross-functional input during ERP Vendor Selection and requirements gathering.
- Techniques for joint System Testing
- Case Study: A technology firm's successful Cutover Strategy achieved through a 24/7 cross-functional war room approach.
- Creating Integrated Training Plans that use end-to-end business scenarios, not just module features.
- Aligning IT and Business on the Go/No-Go Decision criteria.

Module 7: Driving System Adoption and Post-Go-Live Support

- Developing a Super User Network to act as a permanent cross-functional liaison and support system.
- Establishing a Structured Feedback Loop for continuous ERP system improvement and stabilization.
- Case Study: A utility company using post-go-live metrics to identify and correct process bottlenecks in the Finance-HR interface.
- Measuring and communicating Cross-Functional ERP Success Metrics
- The role of the team in addressing the Program Handoff from the project team to the operations team.

Module 8: Leadership and Culture for Sustainable Collaboration

- Executive Sponsorship and its role in reinforcing cross-functional behavior.
- Strategies for Recognizing and Rewarding collaborative achievement over individual/departmental success.
- Case Study: An ERP program that sustained collaboration years after go-live by institutionalizing joint performance reviews.
- Implementing Knowledge Transfer and cross-training programs to build functional depth.
- Fostering an Agile Mindset and adaptability for future ERP enhancements and upgrades.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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