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Cross-Functional Teams:
The Cornerstone of Business Agility

Functional Silo Syndrome:

"... an overall organizational mentality of imposing control on people rather than eliciting commitment from them."

Why Cross-Functional Teams?

97%
of executives believe that **functional siloes negatively impact** their organization.

40%
say different departments having their own agendas **hinders customer satisfaction**.

80%
of executives say coordination across product and functional teams is **vital to growth, innovation, and agility**.

What is a Cross-Functional Team?

A **cross-functional team** is comprised of autonomous individuals with different skillsets in which team members share authority. This contrasts with **functionally siloed teams**, where teams are built on a common functional skillset (for example, development, security, or marketing) reporting to a functional manager in a hierarchical organization.

Cross-Functional Team

Siloed Team

Team 1   Team 2   Team 3

VS

Cross-Functional Team
- Each team serves one product, outcome, or value stream
- Self-organizing, autonomous
- Breaks down organization hierarchies
- Improved collaboration and transparency
- Aligns to business initiatives, focused on value delivery

Siloed Team
- Each team serves one functional area
- Clear chain of command
- Clear boundaries of separation between teams
- Teams work toward their own goals/agendas
- Difficulty in aligning to strategic initiatives

3 Keys to Cross-Functional Team Success

Communication
Talk often, ask questions, and provide guidance to one another.

THE KEY:
Establish centralized communication forums, mentorship opportunity, and transparent conflict resolution practices.

Collaboration
Agree on the methods and tools for working on shared tasks.

THE KEY:
Visualize coordination and foster transparency with tools like GoogleDocs, Jira, GitHub or Trello.

Coordination
Boost visibility and transparency into shared goals.

THE KEY:
Measure performance success based on team goals and foster understanding of how those goals align to business initiatives.

Get the training to supercharge your cross-functional teams at:

www.LearningTree.com/Agile - or - **www.LearningTree.com/DevOps**

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Sources: (1) www.ame.org/sites/default/files/documents/88q1a3.pdf (2) monday.com/blog/teamwork/break-functional-silos-organization/ (3) www.intercom.com/blog/the-3-cs-of-cross-functional-teamwork/ (4) blog.flock.com/cross-functional-collaboration