



TM018: Managing in a Matrix Organization



Training Description:

While traditional organizational structures grapple with the accelerating complexity and rapid changes within the working environment, the matrix organizational structure presents itself as a viable solution to meet such demands. The transition to a matrix organization is not a straight forward one, however once it is properly done, companies benefit greatly. With a more efficient use of resources, a heightened exchange of information, an increased level of employee satisfaction and collaboration, and the ability to adapt faster to a rapidly changing environment, employees and organizations are better equipped to deal with the complexities of the environment. Attending this course provides a balanced view on how to adopt a matrix organization successfully and how to leverage it to its full potential and beyond.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Explain the key concepts and business needs behind a matrix organization
- ✓ Formulate the right roles and responsibilities for matrix managers
- ✓ Create strong alignment between personal goals and those of others in a matrix organization
- ✓ Develop and facilitate the art of managing competing priorities, conflicts and decisions that result from a matrix environment
- ✓ Analyze control versus accountability and influence in a matrix organization
- ✓ Enable the long-term success of a matrix structure

Training Designed for:

This course is intended for Department heads, senior supervisors and managers, human resources managers, team leaders, and project managers who are keen to develop and sharpen their managerial and teamwork skills when it comes to collaborating efficiently and managing resources effectively in a matrix organization.

Target Competencies

- Dealing with multiple authorities
- Sharing authority and resources
- Better and stronger communication
- Collaboration
- Empowerment
- Creative thinking and innovation
- Tolerance to ambiguity and complexity
- Autonomy and self-reliance
- Heightened accountability
- Designing a job description from a matrix perspective

Training Program:

DAY ONE:

- ❖ Pre-Test
- ❖ Introducing the Matrix
 - Defining a matrix organization
 - Defining matrix management





DAY TWO:

❖ Structural Simplicity Versus Matrix Flexibility

- Pros and cons of a matrix organization
- The power shift and the structure to skills mindset
- Employee engagement (upsides and downsides)
- Partnership in a matrix organization
- Matrix models and configurations

DAY THREE:

❖ Classifying Roles Responsibilities in a Matrix Organization

- Role definition in a matrix organization
 - Critical questions to ask in clarifying matrix roles
 - 'RACI' model application for role clarity
 - Who owns the decision?
- The alignment challenges
 - Symptoms of alignment issues
 - Creating organizational alignment
 - Aligning own goals with own roles and with others
- Making decisions in a matrix organization
 - The matrix decision framework
 - The matrix decision process
 - Dealing and coping with dilemmas and conflicts

DAY FOUR:

❖ A New Level of Cooperation

- Organizational complexity and communication sophistication
- Buckets of matrix cooperation
- Recommended approaches to working in a matrix organization
 - Spaghetti networks
 - Star teams
 - Cloud communities
 - Specially designed groups
- Influence of technology and social media on the matrix system

DAY FIVE:

❖ Control in a Matrix Organization

- Accountability versus control
 - Leveraging the positive side of accountability
 - Scope of accountability versus control
 - Horizontal and vertical elements of accountability
- Influence versus authority
 - Understanding power in a matrix organization
 - Influencing others, the right way
 - Multiple boss's environment: Line manager versus virtual manager
- The journey from empowerment to freedom
 - Building capabilities while establishing confidence and trust
 - Leveraging the power of trust





- Effective ways to handle managerial change in a matrix setup
- Mindset and skillset in a matrix organization
 - How to ensure long term success of a matrix organization one person at a time
- ❖ Course Conclusion
- ❖ Post-Test and Evaluation

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request”.

Please note that the above topics can be amended as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours: -

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

As per the course location - This rate includes participant’s manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

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|---------------|-------------------------------|
| 07:45 - 08:00 | Morning Coffee / Tea |
| 08:00 - 10:00 | First Session |
| 10:00 - 10:20 | Recess (Coffee/Tea/Snacks) |
| 10:20 - 12:20 | Second Session |
| 12:20 - 13:30 | Recess (Prayer Break & Lunch) |
| 13:30 - 15:00 | Last Session |

For training registrations or in-house enquiries, please contact:

Aisha Relativo: aisha@cmc-me.com

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615

Training & Career Development Department

