



Appreciate the Fog in Matrix Environments

Confusion, chaos and uncertainty (fog) is part and parcel with many environments, but none more so than in the dual reporting, attention-dividing matrix environment. Fog is a natural, expected feature as needs are negotiated, decisions made, and conflict experienced. Fog may be fought against, or it can be recognised, acknowledged, appreciated and then worked with effectively.

By attending this course, participants will understand the issues of both the worker and manager in a matrix environment, and be introduced to skills and practices that equip them with improved capacity to adapt to and perform in the environment.

Course Benefits

By taking this course you will:

- understand the theory and practice associated with managing and working in a matrix environment
- be aware of the positive aspects of a matrix over the traditional functional environment
- recognise the common pathologies of the matrix environment and the strategies for resolving them
- identify how to communicate, negotiate and influence to achieve results in the matrix environment
- understand common response to change, uncertainty and loss of control common in matrix environments
- apply yourself to creating change where it is required through increased awareness and ability to apply your personal power

Target Audience

Anyone who manages people in a matrix environment, or who works and reports within one.

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Syllabus Overview

Matrix Environments

- What is a matrix?
- Structural forms
- Roles of participants
- Power, influence and control
- Manager / worker perspective
- Known matrix issues and pathologies
- Navigating the environment
- Matrix Environments
- Weak, strong and balanced matrix

Sources of Fog

- What is fog?
- Sources of fog
- Types of pain
- Desire to control

- Fear and change

Fog Management

- Reactive vs proactive strategies
- Fog management strategies
- Importance of leadership
- Clarity on individual and team traits
- Conflict and communications

Fog Management in Matrix Environments

- Organisational requirements for an effective matrix
 - Commitment management
 - Delegation
 - Decision-making process
 - Managing conflict
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Prerequisites

None

Duration

2 Days