

Your New Role in a Cross-Function Team

Xin Jiang, Qilu Pharmaceutical Co., Ltd

ABSTRACT

In clinical trials industry cross-functional collaboration plays an even more important role today. Are you ready to be a lead programmer? What will be the biggest challenge when you become a lead programmer? Are there any issues when you communicate with other functions when you act as lead programmer? How do you feel when you communicate with other functions? Are there any tips when we communicate with others? This paper will share some experience about how to be a lead programmer when you need to communicate with others especially other functions.

INTRODUCTION

Generally, cross-functional communication/collaboration is a day-to-day work especially when we act as the function lead in a study team.

With the increasing of experience some programmers will begin to take a new role in a study team - lead programmer, but the issue is before we act as a lead programmer we just work as an individual contributor without any or have rare communication with other functions.

This paper will talk about the issues we faced as an entry level lead programmer and share some experience on how to act as a lead programmer when we be involved in cross-function communication.

WHAT IS CROSS-FUNCTIONAL COLLOBRATION?

Essentially, cross-functional collaboration is a process in which a group of people with different functional expertise or from different job functions come together to work towards a common goal.



Cross-functional collaboration is when a group of people from different teams work together to reach shared goals.

COMMON PITFALLS OF CROSS-FUNCTIONAL COLLABORATIONS

Misunderstandings and Poor communication

- It can be difficult to establish communication preferences with other teams, the lack of communication is more of a cultural hindrance than a technological one. For instance, not all teams are forthcoming in sharing their knowledge or even setting clear expectations with other teams.

Fear of conflict

- When colleagues aren't familiar with each other, things can go in one of two directions. Fear of confrontation can prevent the team from debating ideas to preserve a false sense of harmony, leading to groupthink.

Lack of trust and resistance

- One of the biggest challenges for collaboration is the resistance to change. "We have always done things this way" probably has killed more business opportunities than the buttoned-up approval committees. People in departments that haven't historically gotten along are now supposed to work hand in hand and trust each other.

HOW TO IMPROVE CROSS-FUNCTIONAL COLLABORATION

Firstly, we should do know the basics of cross-functional collaboration:



You understand your role

- you understand your role within the team and work to achieve your duties to the best of your ability.



You welcome collaboration

- even if you think your idea is best, you should listen to all ideas before pushing yours.



You hold yourself accountable

- always complete the work efficiently and promptly, take responsibility for your mistakes and look for solutions.
- understand how your actions impact the entire group.



You have a positive attitude

- maintaining a positive attitude even during stressful times helps the rest of your teamwork through that difficult time without getting upset.



Respect others

- recognize that other team members are also trying to fulfill their roles, and consider how you can support them.



Trust your teammates

- it's important that you trust your teammates, and have confidence that whatever they are doing will be in accordance with the organization's goals and objectives.



Aware of others

- willing to admit when someone else might complete a task more efficiently than you can.



Good Communication

- pay attention to their team members' ideas and suggestions, always try to make communication more effective.

HOW TO BE A GOOD COMMUNICATER?

When we talk about communication we talk about two topics :1) state our own intentions 2) understand others' intentions. So, how should we state to others? Try to be:

Coherent: organize and present your thoughts in a logical order

Concise: give only the necessary amount of information at a time

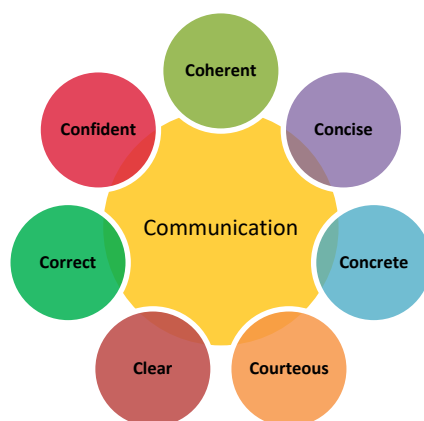
Concrete: use details and unambiguous language

Courteous: show respect to fellow team members

Clear: communicate with direct, short sentences

Correct: check your facts, don't make sweeping statements

Confident: confidence comes from sufficient knowledge accumulation. You got this!



BE A GOOD LISTENER

Dos

- Be silent
- Clear your mind
- React in the moment
- Actually absorb the information

Don'ts

- Interrupt in the middle of a point
- Interrogate the person
- Take large breaths or sighs

EFFECTIVE COMMUNICATION!



CONCLUSION

Being a rookie lead programmer is not a scary thing. Try to accumulate enough knowledge before becoming the lead programmer, and we need to listen carefully to the opinions of others in the process of cross-functional collaboration. At the same time, we need to try our best to let others fully understand our intentions in order to cooperate smoothly and become a competent lead programmer.

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CONTACT INFORMATION

Your comments and questions are valued and encouraged. Contact the author at:

Xin Jiang
Qilu Pharmaceutical Co., Ltd
xin3.jiang@qilu-pharma.com