Category

Consulting

Cross-Functional Trusted Advisor Playbook

Being genuinely trusted by business, technology, and operations stakeholders at once, not fluent in one language and translating badly into the others

- Practitioner
- Advanced
- Template Included

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Overview

A framework for becoming a genuinely trusted advisor across business, technology, and operations stakeholders simultaneously — building real fluency and credibility in each domain's language and priorities, rather than being trusted in one function while being perceived as an outsider translating badly into the others.

Is it realistic to have genuine credibility across business,

technology, and operations simultaneously? It requires deliberate investment in each domain's specific language and priorities, not just general business acumen — this playbook's discipline is building genuine, verifiable fluency in each, not claiming universal expertise superficially.

What's the risk of not being genuinely cross-functional in a

bridging role? Being perceived as fluent in one function's language while translating the others poorly — which undermines trust specifically with the functions where you're weaker, even if your credibility with your "home" function remains strong.

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