

IT Management Skills Training

Course LT906

3 Days

Hands-On, Instructor-Led

Introduction

In this IT Management Skills Training course, you will gain the skills and knowledge necessary to manage your IT team successfully. You will learn how to:

- Delegate tasks and track progress
- Share Feedback
- Foster time management skills among your team
- Empower your team to communicate with people of non-technical backgrounds successfully

In this course, you will learn how to:

- Enhance your leadership abilities by leveraging your emotional awareness.
- Employ effective delegation to train, empower, and raise levels of accountability.
- Engage your staff through effective communication and a culture of inclusion.
- Continue learning and face new challenges with after-course one-on-one instructor coaching.

Prerequisites

None.

Course Outline

Module 1: The Challenge of IT Management

- In this module, you will learn how to:
- Transition into management with a new management identity
- Adopt the best practices for an IT environment

Module 2: Developing Management Excellence

- In this module, you will learn how to:
- Communicate the importance of introducing new concepts
- Build managerial competencies
- Apply modern leadership styles that provide value to your team

Module 3: Managing with Multiple Intelligences

- In this module, you will learn how to:
- Improve your personal leadership style through increased awareness

Contact ISInc for more information at 916.920.1700 or by visiting our website at <http://www.isinc.com>

- Empower your staff for increased success and long-term growth
- Lead by example

Module 4: Delegating for Empowerment

- In this module, you will learn how to:
- Inspire collaborative partnerships
- Identify and work with the strengths of your staff
- Follow a proven step-by-step process for delegating and gaining acceptance of work
- Plan your delegation and define tasks
- Determine effective tracking and follow-up for delegated tasks
- Negotiate shared expectations

Module 5: Facilitating Success for IT Teams

- In this module, you will learn how to:
- Create a team state of mind
- Facilitate team-building activities
- Strengthen team communication
- Apply a three-level model for team building
- Work effectively across organizational units, time zones, and geographic boundaries
- Overcome the hidden overhead of separation

Module 6: Reinforcing and Redirecting Performance through Coaching

- In this module, you will learn how to:
- Set performance measures that work in a technical environment
- Apply a continuous appraisal approach to identify gaps in performance
- Strengthen team performance by integrating coaching and appraisal techniques
- Optimize performance by minimizing typical disruptions in the workplace
- Recognize and address ineffective performance in a clear, constructive manner