Welcome

The New IT Managers Program focuses on providing first-time managers and those aspiring to management roles with the basic skills critical for managing and supervising projects, units, and people. The program provides a comprehensive view of the role of manager as well as specific skills development in several key management areas including interpersonal communication, finance and budgeting, managing up, and performance management. Additionally, the program offers an invaluable opportunity to share information and experiences with peers and experienced IT practitioners in a highly interactive setting.

Interpersonal Communication

Learn the fundamentals of communication styles. Determine why understanding and adapting styles is an important component of effective management.

OUTCOMES: Explore the importance of communication styles in management • Understand the characteristics of basic communication styles • Assess how to flex and adapt communication styles

Break

Interpersonal Communication (continued)

Plus/Delta
Monday, October 14, 2019

7:30–8:00 a.m.  Breakfast

8:00–9:30 a.m.  Project Management

Get an overview of project management components and discuss why it is important to create and operate a project management roadmap in order to ensure a successful outcome.

OUTCOMES: Understand the processes that build the project request and approval life cycles • Describe how to plan and manage the project to include the determination of resource capacity and demand • Demonstrate the importance of project management

9:30–9:45 a.m.  Break

9:45–11:30 a.m.  Performance Management

Discover the essentials of effective performance management, including topics such as hiring, performance issues, conflict management, and change management. Understand the critical importance of the life-cycle process to departmental success.

OUTCOMES: Explore the fundamentals of personnel management • Identify the basics of team dynamics • Understand the employee life cycle

11:30 a.m.–12:30 p.m.  Lunch
12:30–1:30 p.m. **Time Management**

Successful delegation and effective time management are essential skills that will help managers and their teams succeed. Discover how to focus on the right things at the right time, ways to improve your own delegation skills, and how to avoid procrastination in order to manage job stress and be successful a manager.

OUTCOMES: Learn about the most common barriers to effective delegation and how to deal with these • Identify common barriers to effective time management and techniques for addressing them • Create a framework for making decisions about how to most effectively spend your time

1:30–1:45 p.m. **Break**

1:45–2:45 p.m. **Putting It All Together Simulation**

2:45–3:45 p.m. **Managing Up and Moving Up**

Learn how to assess your management style. Determine how to better understand and communicate with your peers and supervisors and what happens when you become the boss when you were once a peer. Create opportunities for advancement by learning how to manage up.

OUTCOMES: Understand how to effectively communicate with supervisors and upper management • Discover why it is important to understand your supervisor’s perspective and preferences • Engage in career planning and advancement strategies

3:45–4:00 p.m. **New IT Managers Conclusion**