

# New IT Managers 2019 at Global Summit

**Tuesday, March 5, 2019**

**08:30 AM-09:00 AM**

## **Registration and Badge Pickup**

Chinatown Foyer, Meeting Level 3

**09:00 AM-09:30 AM**

## **Welcome**

Chinatown, Meeting Level 3

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.

**09:30 AM-10:30 AM**

## **Interpersonal Communication (Part I)**

Chinatown, Meeting Level 3

*Mark S. Walbert, Associate Vice President for Academic Technologies, Illinois State University*

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

**10:30 AM-10:45 AM**

## **Refreshment Break**

**10:45 AM-12:00 PM**

## **Interpersonal Communication (Part II)**

Chinatown, Meeting Level 3

*Mark S. Walbert, Associate Vice President for Academic Technologies, Illinois State University*

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

**12:00 PM-01:00 PM**

## **Lunch**

Chinatown, Meeting Level 3

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**01:00 PM-01:45 PM**

## **Interpersonal Communication (Part III)**

Chinatown, Meeting Level 3

*Mark S. Walbert, Associate Vice President for Academic Technologies, Illinois State University*

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

**01:45 PM-02:45 PM**

## **Project Management (Part I)**

Chinatown, Meeting Level 3

*Gayleen Gray, Assistant Vice President and Chief Technology Officer, McMaster University*

Get an overview of project management components. 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 \* Learn how to plan and manage the project to include the determination of resource capacity and demand \* Demonstrate the importance of project management

**02:45 PM-03:00 PM**

## **Refreshment Break**

**03:00 PM-03:30 PM**

## **Project Management (Part II)**

Chinatown, Meeting Level 3

*Gayleen Gray, Assistant Vice President and Chief Technology Officer, McMaster University*

Get an overview of project management components. 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 \* Learn how to plan and manage the project to include the determination of resource capacity and demand \* Demonstrate the importance of project management

**03:30 PM-04:15 PM**

## **Performance Management**

Chinatown, Meeting Level 3

*Gayleen Gray, Assistant Vice President and Chief Technology Officer, McMaster University*

Discover the essentials of effective performance management, including topics such

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as hiring, performance issues, conflict management, and change management. Understand the critical importance of the life-cycle process to departmental success.

**Outcomes:** Explore fundamentals of personnel management \* Identify the basics of team dynamics \* Understand the employee life cycle

## Wednesday, March 6, 2019

**09:00 AM-10:00 AM**

### **Time Management**

Chinatown, Meeting Level 3

*Mark S. Walbert, Associate Vice President for Academic Technologies, Illinois State University*

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 a successful 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

**10:00 AM-11:00 AM**

### **Putting it All Together Simulation**

Chinatown, Meeting Level 3

*Mark S. Walbert, Associate Vice President for Academic Technologies, Illinois State University*

*Gayleen Gray, Assistant Vice President and Chief Technology Officer, McMaster University*

**11:00 AM-11:15 AM**

### **Refreshment Break**

**11:15 AM-12:15 PM**

### **Managing Up and Moving Up**

Chinatown, Meeting Level 3

*Gayleen Gray, Assistant Vice President and Chief Technology Officer, McMaster University*

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