Welcome

Heather McCullough, Associate Director, Center for Teaching and Learning, University of North Carolina, Charlotte and Mark S. Walbert, Associate Vice President for Academic Technologies, Illinois State University

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

Heather McCullough, Associate Director, Center for Teaching and Learning, University of North Carolina, Charlotte

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
**Project Management**

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

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**Budget Fundamentals**

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

Explore budget fundamentals for first-time managers. Discover why it is important to understand common sources and uses of funds in your department. Understand how the budget process relates to strategic goals and why it provides an improved ability to respond to changes in IT departments.

**Outcomes:** Learn the basic language of budgeting * Identify how to use these insights to make better decisions * Discover why good budgeting techniques accommodates change
Performance Management
Heather McCullough, Associate Director, Center for Teaching and Learning, University of North Carolina, Charlotte

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 fundamentals of personnel management * Identify the basics of team dynamics * Understand the employee life cycle

Time Management
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
Putting it All Together Simulation

Managing Up and Moving Up

Heather McCullough, Associate Director, Center for Teaching and Learning, University of North Carolina, Charlotte

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

Conclusion
Institute Reception – Sponsored by Motivis Learning
This event is for all graduates of the EDUCAUSE Institute: the Leading Change Institute, the Leadership Program, the Management Program, the Learning Technology Leadership Program, the New IT Managers Program, and Management Boot Camp. Graduates of all cohorts are welcome to attend this reception. Reconnect with members of your class, make new connections, and explore common interests with other higher education leaders.