

## ***Life as a Technical Manager***

The ability to motivate, communicate, stimulate and gain the support of your staff and business partners is essential to a technical manager's effectiveness. To that end, this class covers the information needed by new and would-be technical managers to help assure their success.

### **Class Topics include:**

- Personal Growth
  - Moving from technician to technical manager
  - Leading the work versus doing the work
- Delegation
  - Delegation and relying on your team's ability
  - Developing confidence in your team
- Motivating and Managing Techies
  - Expanding skill sets and providing mental stimulation, recognition of work
  - Dealing with contradictory IT goals
- Managing users
  - Understanding business priorities, reporting and transparency
- Managing Process
  - Process, hardware and software standards
  - Technical audits, Disaster Recovery and Business Continuity Planning
- Managing Projects
  - Project resources vs. maintenance resources
  - Project prioritization and managing project portfolios
- Making Technical Management Decisions
  - Truisms in the workplace, Making good decisions,
  - Minimize your downside risk of bad decisions
- Staffing and Implementing new technologies (Mobility, cloud, big data, social, etc.)
  - Deciding what technologies to implement
  - Introducing new technologies and their positive and negative implication
- Digital Natives and Digital Immigrants
  - Stereotypical Views of Technology
  - Digital Native and Immigrant Divide
- Emotional Intelligence
  - What it is and it's use as an IT Manager

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organizational success!***

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### **Key Take-A-Ways:**

- An detailed understanding of the IT manager role
- Insights into delegation, effective IT processes, and working with business partners
- Insights into staffing and implementing new technologies