

## ***New IT Manager Essentials***

This class discusses the core set of personal traits, skills, and knowledge needed to be a great manager including communication skills, interpersonal skills, working with other managers, managing your former peers, dress code, supporting company policies and navigating office politics.

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### **Class Topics include:**

- Welcome to management
  - What does having kids have to do with it?
  - Importance of good judgment and interpersonal skills
  - Types of respect
- Management realities
  - Congratulations-- now you get to manage your friends
  - The "management fish tank "
  - Email-the do's and don'ts
  - Other managers are now your peers
- Communication is king
  - Communicating to upper management, your peers and your staff
  - Working with Corporate Finance & Human Resources
- User Politics
  - Dotted line resources and managers
  - Saying "no" to scope creep
  - User Acceptance Testing (UAT) issues
- Running Staff Meetings
  - Tips on Running a Successful Staff Meeting
  - Ways to Spice Up Your Staff Meetings
- Running Virtual Meetings
  - Things going against you
  - Techniques to help them run smoothly
- Status Reporting
  - Tips, tricks and techniques
- Manager Ethics
  - Importance of doing the right thing
  - Do's and Don'ts as a manager
  - Ethics as an IT professional (pirated software, sensitive data, etc.)

***Sign up your company today  
and invest in your future  
organizational success!***

**855-286-1110  
Info@ManagerMechanics.com**

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

- Understanding important first line manager concepts, pitfalls, challenges
- Awareness of communication responsibilities and techniques
- Insights into manager level politics and important alliances