



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.

Listed below are some of the topics covered in this class:

Welcome to management

- Caring about your group
- What does having kids have to do with it?
- The importance of good judgment and interpersonal skills
- The importance of treating your new staff members with respect

Management realities

- Congratulations-- now you get to manage your friends
- ?
- All about dress
- The “management fish tank “
- Email-the do’s and don’ts
- Other managers are now your peers

Communication is king

- Acting as chief cheerleader for your department
- Communicating to upper management, your peers and your staff
- Working with Corporate Finance & Human Resources

User Politics

- Your business peers-really peers?
- Getting dotted line resources
- Having a dotted line manager
- Saying no to your business user

Food for thought

- You have a great project that everyone in your group wants to do. Who gets it?
- Someone in your group thinks they should have been given your job. What do you do?
- You used to send email jokes to work friends and now you’re their manager. What now?