



Techie and Users Leadership

The ability to motivate, communicate, stimulate and appreciate your staff and user community is key to your success as a technical manager. To that end, this class discusses how to motivate your staff, manage key staff issues, and gain the support and trust of the users that your technology supports.

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

Motivating Techies

- Techies are people too
- Not all techies are alike
- Expanding skill sets
- Providing mental stimulation, recognition of work, etc

Managing Techies

- Cross-training
- Hiring contractors vs. new employees
- Nightly support rotation
- Shifted workday schedules

Managing users

- Understanding business priorities
- Dealing with contradictory IT goals
- Technology Steering Committees
- Importance of transparency and project reporting

Implementing new technologies

- Deciding what technologies to implement
- Introducing new technologies
- The positive and negative implication of introducing new technologies

Managing Multiple Locations

- Managing multi-location staffs
- Managing multi-country staffs

Food for thought

- Do I hire a new employee or a contractor?
- Your systems must be supported through the holidays. Who does it?