

Moving from Technical Professional to Manager

1 day

Description

This ILT Series course introduces students to the basics of moving from technical professional to manager. Students will learn management fundamentals, the role and skills required of the IT manager, and the basics of management planning and recruiting. Course activities also cover team building, team leadership and team management, conflict management, and communication skills. Finally, students examine network issues, strategies for purchasing and rolling out new hardware and software across the IT department, and how E-Commerce can maximize the benefits of the company Web site.

Prerequisites

- *None*

Course Outline

Unit 1: Management and planning

Topic A: Management basics

Topic B: Management roles and skills

Topic C: IT planning

Unit 2: Staffing an IT team

Topic A: IT recruitment basics

Topic B: Interviewing candidates

Unit 3: IT team leadership

Topic A: Effective leadership

Topic B: Leadership styles and tactics

Unit 4: Managing a team

Topic A: Team building

Topic B: Team support

Unit 5: Managing the IT department

Topic A: Networking

Topic B: Hardware, software, and security

Topic C: Web sites