

## Life as a Technical Manager

### Course Summary

#### Description

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.

#### Objectives

At the end of this course, students will be able to:

- Acquire a detailed understanding of the IT manager role
- Gain insights into delegation, effective IT processes, and working with business partners
- Gain insights into staffing and implementing new technologies

#### Topics

- Personal Growth
- Delegation
- Motivating and Managing Techies
- Managing Users
- Managing Process
- Managing Projects
- Making Technical Management Decisions
- Staffing and Implementing New Technologies
- Digital Natives and Digital Immigrants
- Emotional Intelligence

#### Audience

This course is designed for new and would-be technical managers.

#### Prerequisites

There are no prerequisites for this class.

#### Duration

One day

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### Course Outline

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