

# Course Description

## Becoming an Effective IT Manager AMS253



### Overview

Being an effective IT manager means you must delegate constantly, become a team builder and play a vital role as a conduit between executive management, staff, and clients. This course will help you understand the challenges of IT leadership. Using a combination of experiential exercises and an evolving case study, you will develop and implement plans that support you and your team's objectives and drive accountability. You'll learn how to develop, motivate and inspire effective IT teams, create plans for managing the team, and how to obtain stellar results in an often resource and time constrained environment.

### Learning Objectives

- Gain insight into the roles and responsibilities of an IT manager
- Understand leadership for IT managers
- Identify differences between leadership, management, coaching, and mentoring
- Motivate through effective delegation and coaching
- Develop effective IT teams and deal effectively with team conflict
- Manage change and stress
- Create plans for communication, resources, and stakeholder management
- Develop and implement effective coaching plans
- Conduct effective meetings
- Consider leadership and management challenges in the new millennium

### Format

This course is a highly interactive session with several group discussion points.

### Duration

Four days

### Who Should Attend

IT managers at all levels who need to perform at a high level in their role as managers of people, processes and projects would benefit by taking this course.