

# MOVING FROM TECHNICAL PROFESSIONAL TO IT MANAGER

**DAYS OF TRAINING:** 1

**PREREQUISITES:** None

## MANAGEMENT AND PLANNING

Management basics

- Recognizing the functional areas and goals

- Discussing the functions of an IT manager

Management roles and skills

- Organizing and staffing

- Acquiring management and personal skills

IT planning

- Understanding the planning framework

- Planning strategically

- Planning an IT project

## STAFFING AN IT TEAM

IT recruitment basics

- Identifying a position

- Identifying recruitment options

Interviewing candidates

- Conducting an interview

- Making a job offer

## IT TEAM LEADERSHIP

Effective leadership

- Identifying leadership qualities

Leadership styles and tactics

- Identifying leadership styles and behaviors

- Identifying leadership tactics

## MANAGING A TEAM

Team building

- Understanding team-building fundamentals

- Training a team

- Understanding teamwork

- Avoiding team conflicts

Team support

- Communicating with team members

- Overcoming communication barriers

- Managing a team effectively

- Overcoming team stress

**A-CERTIF LTD™ 2008**

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## **MANAGING THE IT DEPARTMENT**

### Networking

- Understanding network inventory
- Recovering from downtime and disaster
- Managing helpdesks

### Hardware, software, and security

- Purchasing hardware and software
- Selecting the right software
- Dealing with security threats

### Web sites

- Understanding company Web sites
- Hosting a Web site
- Describing e-commerce