



the Management Development Institute

business and management education since 1981

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Technical Professional to Manager

Code: CT92-503

Duration: 1 day

Series: Personal Development

Management and planning

Management basics
Management roles and skills
IT planning

Staffing IT team

IT recruitment basics
Interviewing candidates

IT team leadership

Effective leadership
Leadership styles and tactics

Managing a team

Team building
Team support

Managing the IT department

Networking
Hardware, software, and security
Web sites

By completing this course, participants will learn how to:

- ✚ Identify the functional requirements and the roles and skills of an IT manager.
- ✚ Identify a position, advertise for it, interview candidates, and offer a job.
- ✚ Identify leadership qualities and leadership styles and tactics.
- ✚ Identify the basic requirements for building a team, handle team conflicts, communicate with team members, and overcome team stress.
- ✚ Identify the basic infrastructure for setting up an IT system, recover from downtime and disaster, maintain helpdesks, purchase software and hardware, deploy software updates, deal with security threats, identify company Web sites, host a Web site, and understand e-commerce.

Prerequisites: None