PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: Management Skills For An IT Environment	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: Management Skills For An IT Environment Certificate	

Course Syllabus

Our Management Skills For An IT Environment training course covers the following Modules:

Module 1: The Challenge of IT Management

In this module, you will learn how to:

- Transition into management with a new management identity
- Adopt the best practices for an IT environment

Module 2: Developing Management Excellence

In this module, you will learn how to:

- Communicate the importance of introducing new concepts
- Build managerial competencies
- Apply modern leadership styles that provide value to your team

Module 3: Managing with Multiple Intelligences

In this module, you will learn how to:

- Improve your personal leadership style through increased awareness
- Empower your staff for increased success and long-term growth
- Lead by example

Module 4: Delegating for Empowerment

In this module, you will learn how to:

- Inspire collaborative partnerships
- Identify and work with the strengths of your staff
- Follow a proven step-by-step process for delegating and gaining acceptance of work
- Plan your delegation and define tasks
- Determine effective tracking and follow-up for delegated tasks
- Negotiate shared expectations

Module 5: Facilitating Success for IT Teams

In this module, you will learn how to:

- Create a team state of mind

- Facilitate team-building activities
- Strengthen team communication
- Apply a three-level model for team building
- Work effectively across organisational units, time zones, and geographic boundaries
- Overcome the hidden overhead of separation

Module 6: Reinforcing and Redirecting Performance through Coaching

In this module, you will learn how to:

- Set performance measures that work in a technical environment
- Apply a continuous appraisal approach to identify gaps in performance
- Strengthen team performance by integrating coaching and appraisal techniques
- Optimise performance by minimising typical disruptions in the workplace
- Recognise and address ineffective performance in a clear, constructive manner

Course Overview

Our three-day Management Skills For An IT Environment training course will give attendees the skills and knowledge necessary to manage your IT team successfully. Attendees will:

- Delegate tasks and track progress
- Share Feedback
- Foster time management skills among your team
- Empower your team to communicate with people of non-technical backgrounds successfully

Course Learning Outcomes

Our Management Skills For An IT Environment training course covers will teach you to become proficient in the following:

- Enhance your leadership abilities by leveraging your emotional awareness.
- Employ effective delegation to train, empower, and raise levels of accountability.
- Engage your staff through effective communication and a culture of inclusion.
- Continue learning and face new challenges with after-course one-on-one instructor coaching.

Audience

Our Management Skills For An IT Environment training course is available to anyone who is interested in taking on managerial responsibilities, leading teams, or advancing their careers from learning and developing management skills. Our course will benefit individuals and organisations including but not limited to:

- IT Professionals
- Aspiring/Current Project Managers
- IT Team Leaders
- IT Consultants
- Business Analysts
- Entrepreneurs in the IT Sector

Entry-Level Requirements

Our Management Skills For An IT Environment training course has no entry-level requirements.

Recommended Reading

There is no recommended reading for our Management Skills For An IT Environment training course.

What's Included

Our Management Skills For An IT Environment training course contains the following:

- 3-day instructor-led training course
- After-course coaching available
- Post-course Learning Tree Exam included
- Pre-reading
- Course Manual
- Quizzes
- Exercises

Exam Information

Our Management Skills For An IT Environment Exam:

- Format: Multiple Choice
- Questions: 40
- Pass Mark: 70%

What's Next

Attendees may enjoy our two-day Virtual Team Management training course.

Our Virtual Team Management training course you will learn how to use communication and collaboration tools to effectively lead virtual teams across distances, time zones, organisational separation, and cultural differences. You will also learn to deliver results continuously across multi-site and international environments.

Additional Information

Our Management Skills For An IT Environment training course offers several benefits to individuals and organisations including but not limited to:

- **Leadership and Team Management**: IT management skills enable professionals to lead and manage teams effectively.
- **Strategic Planning and Decision-Making**: IT management skills equip professionals with the ability to align IT initiatives with organizational goals.
- **Project Management**: IT management skills encompass project management methodologies, such as Agile or Waterfall, and tools to plan, execute, and monitor projects successfully.
- **Communication and Collaboration**: IT management skills emphasize effective communication with stakeholders, including senior management, clients, and IT teams.
- **Risk Management and Security**: IT management skills include risk assessment and mitigation strategies.
- **Change Management**: IT management skills encompass change management principles, enabling professionals to navigate organizational transitions effectively.