

IT Manager Academy I

IT Manager Academy is a compact agenda of developing skills of managing IT which consists of two parts. A quick pace of developing technologies changes IT environment which requires specialists in this area to constantly gain new competencies. The IT working model also changes with a visible tendency of developing cooperation between IT and business which means that the role of typical IT specialist, who provides technical support, changes significantly and develops in the direction of solution architect. IT is required to cooperate and communicate in a clear and comprehensible way for the audience who are out of IT „world”. Famous declaration of Agile Manifesto (The manifesto for Software Developers) also underlines the essence of human factor as an important value in service delivering:

- people and interactions over processes and tools
- cooperation with a Client over negotiating contracts

Agile IT Manager Academy is a series of workshops developing IT team management skills and leading them in such a way so as to meet challenges of digital future and different business areas.



Purpose of the training

IT Managers



Benefits of completing the training

Part I

- Developing a profile: a perfect team and leader – „dream team”.
- Acquaintance with features of a team with high potential.
- Adjusting management style to team members.
- Adjusting communication techniques to roles and preferences in a team.
- Conducting successful and development conversations with team employees.
- Mastering competencies from motivation.



Expected Listener Preparation

The training does not require any prior preparation.



Training Language

- Training: English
- Materials: English



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Training agenda

Building and developing IT team

- Stages of team development
- The role of a leader in a team
- Values and rules in a team
- Team integration
- Successful HPT team

IT team coordination

- Team vision, goals and tasks
- Setting, negotiating and communicating goals.
- SMART and OKR methodologies
- Delegating tasks
- Monitoring and accounting for goals and tasks
- Creating responsibility and self-organisation
- Challenges of remote team coordination

Successful communication, namely what kind of communication?

- Models and functions of communication

- Elements of successful communication
- Communication obstacles and their influence on management and leadership
- Communication styles based on thinking styles
- Levels of listening
- Successful communication tools

Motivating the team

- Facts and myths about motivation
- Key motivators
- Conducting motivating and developing conversations
- Providing feedback
- Assessment conversations
- Coaching tools in manager's work
- Improving team members' behaviour
- Executing arrangements in a team
- Manager's difficult conversations
- Good practices of remote communication