



# IT Leadership & Professional Development



## **Achieving IT Service Excellence** *(Four 3-hour virtual instructor-led modules or 2 days classroom)*

Build a common definition of service and understand what is important from your clients' perspectives. This program provides the building blocks for a successful IT Service Strategy that ensures you're positioned to deliver the right things to the right clients at the right time. Rather than trying to be all things to all clients, you'll discover how to manage each client's expectations and deliver consistent service every time.



## **IT Consulting Skills: Becoming the Trusted Advisor** *(Four 3-hour virtual instructor-led modules or 2 days classroom)*

We define consulting as influencing without direct power. This workshop will help you increase your influencing skills, while building trust with your clients. By learning more about your client, how their business works, and their strategic and personal goals, you will build stronger relationships and become a trusted resource for your clients.



## **Marketing a Technology Organization** *(Four 3-hour virtual instructor-led modules or 2 days classroom)*

In an increasingly noisy world, IT needs new skills, strategies, and techniques to cut through the clutter and make IT's business value clear and tangible. This interactive workshop will equip you to speak the language that influences business clients, guiding you through a step-by-step process for building a scalable marketing plan tailored to your audience.



## **Engaging and Retaining IT Talent** *(Two 3-hour virtual instructor-led modules or 1 day classroom)*

With remote and hybrid work creating more competition for IT talent, IT managers need to prioritize engaging people and building loyalty and commitment. This program provides the strategies and tools to attract, inspire, and keep your most valued employees and drive impassioned performance, even in an environment where fear, frustration, burnout, and isolation are at all-time highs.

## Curriculum

- Achieving IT Service Excellence 
- IT Consulting Skills: Becoming the Trusted Advisor 
- Marketing a Technology Organization 
- Engaging and Retaining IT Talent 
- Leading in a Technology Organization 
- Internal Negotiating Skills for the IT Professional
- IT Influence & Diplomacy
- Leading Change
- Creating & Sustaining an Innovative IT Culture



*Virtual ILT delivery available*

Our talent development workshops are specifically designed to build the core competencies your team needs to move your organization up the IT Maturity Curve.



## IT Leadership & Professional Development



### **Leading in a Technology Organization** *(Two 3-hour virtual instructor-led modules or 1 day classroom)*

Now more than ever, technology is a key underpinning to the way we conduct every aspect of business. As a result, today's IT executives have to step up to a much higher scope of responsibility than just serving as manager of the technology function. This workshop will help you become a strategic thinker with the agility and emotional intelligence to inspire others, lead through ambiguity, and drive tangible business value. You'll build the skills to create high-performing teams, change the culture and brand of your technology organization, and further your organization's digital agenda.



### **Internal Negotiating Skills for the IT Professional** *(2 days)*

Prepare to change how you think about, plan for and engage in the negotiations you face every day. This highly engaging workshop introduces a new negotiation philosophy and toolkit and develops the skills you need to leverage your personal style. After participating in this program, you'll be able to negotiate win-win outcomes while building trust and increasing IT's credibility.



### **IT Influence & Diplomacy: Building Organizational Agility** *(2 days)*

Managing your work environment is just as important as managing your daily tasks, projects and responsibilities. IT professionals who recognize the need to build high-level support, develop key alliances, deal with opposition and influence critical decisions are more likely to be perceived as high-performing leaders and move ahead in their careers. This highly interactive, fast-paced workshop provides the practical skills and tangible tools necessary to be more agile, wield more influence, work more effectively and build more productive alliances throughout the organization.



### **Leading Change Across IT & the Enterprise** *(2 days)*

Gain the knowledge and tools to be an effective change leader. Learn how to develop a positive approach to resistance, and recognize how your leadership behaviors can move all stakeholders in a new direction. You will come away from this highly engaging workshop equipped to lead successful change initiatives in your organization.



### **Creating & Sustaining an Innovative IT Culture** *(3 days)*

Demands for IT have moved from the fix-it mode to innovative, entrepreneurial thinking. The business needs IT to be agile and proactive, anticipating opportunities rather than operating as a risk-averse service provider. In this highly interactive workshop, you'll explore technology-induced innovation strategies and apply tools and techniques to help you think beyond maintenance and cost-cutting into the world of innovative and entrepreneurial thinking. You'll leave better prepared to help the business discover new opportunities, future applications, and additional revenue models.