IT Leadership & Professional Development Curriculum

- **Achieving IT Service Excellence**
- **IT Consulting Skills – Becoming the Trusted Advisor**
- **Internal Negotiating Skills for the IT Professional**
- **IT Influence & Diplomacy**
- **Marketing IT's Value**

- **Leading Change**
- **Creating & Sustaining an Innovative IT Culture**
- **Business Requirements Management**
- **IT Project Management**

Achieving IT Service Excellence *(2 days)* This workshop will help you and your organization build a common definition of service and understand what is important from your clients' perspectives. Designed for all roles, from the CIO to the individual contributor, it 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 *(2 days)* 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.

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.

Marketing IT's Value *(2 days)* Most people perceive marketing as something only the marketing department does. As a result, most IT professionals underutilize this important skill and end up functioning as reactive, product-pushing order takers. High-performing IT organizations leverage marketing to showcase their value. This two-day workshop will help your IT organization focus on benefits and solutions instead of features and products, and will guide you through a process for building a marketing plan that is scalable depending on what you plan to market, and to whom.

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.

Business Requirements Management *(3 days)* Gain the easy-to-use tools and adaptable processes to successfully define and manage business requirements on any project. In this workshop, you'll learn a quick, efficient and more agile approach to business analysis — one that emphasizes speed, high quality and effective client communications. Intensive and fast-paced, the program will equip you with the latest techniques for defining, documenting, analyzing and controlling business requirements.

IT Project Management *(3 days)* Only 26% of all IT projects finish on time, on budget and with all the promised features and functions. The remaining projects are lost in the maze of missed deadlines, cost overruns, reduced functionality and lost opportunities. Project managers and teams who are skilled at managing the "human side" of the equation follow the most efficient path through the complexity of project challenges to consistently deliver high quality results that support the business need. This comprehensive workshop addresses the "why's" and "how-tos" head on, with practical tools, real-world exercises and team activities that address the unique challenges associated with IT projects.