



Excelling as a First-Time IT Manager or Team Leader.

In this 3-day workshop you'll learn...

- Actions you can take that will establish your authority, boost your credibility and earn respect
- Surefire ways leaders gain the commitment and cooperation of workers
- How to manage up the ladder--tips for communicating with your boss and other executives
- How to conduct a fair and constructive performance evaluation
- And much more.....

This intensive 3-day workshop focuses on the unique challenges you face every day in your job and offers solutions to help you fully achieve your potential-not just as a manager or supervisor, but as a true leader who commands respect, commitment and credibility.

Business Skills

- Self development
- Interpersonal skills/Trust
- Mentoring

Time /Stress Management

- Time Management Objectives
- Problem Solving Skills
- Resolving conflict
- Stress Management

Communication Skills	<ul style="list-style-type: none"> • Communication Process • Non-verbal Communication • Understanding customers • Cross cultural Communication
Presentation skills	<ul style="list-style-type: none"> • Presenting information • Sources of information
Team building	<ul style="list-style-type: none"> • Building the team • Delegation • Supporting people
Leadership	<ul style="list-style-type: none"> • Motivation • Managing performance • Leadership
Decision making	<ul style="list-style-type: none"> • Gathering valid information • Analyzing information • Using information for decisions • Understanding quality • Delivering quality

This workshop is a detailed insight into the skills required by IT professionals in a managerial position. It is very interactive and includes many activities and exercises to enhance the learning experience

- ❖ It is spread over the period of 3 full days consisting of 8 hrs each (9am-5pm)
- ❖ It includes 2 tea breaks and a lunch break

The course break-up is as follows:

Day One:

- ❖ Business Skills & Professionalism
- ❖ Time Management
- ❖ Stress Management

Day Two:

- ❖ Communication Skills
- ❖ Presentation skills

Day Three:

- ❖ Team building
- ❖ Leadership
- ❖ Decision making

Proposed Training Plan Consists of:

- ❖ Training Kit : Handouts, Activities, Exercises
- ❖ Training Duration: 3 full days (8hrs each)
- ❖ Number of candidates: Minimum=20 Maximum=40
- ❖ The training venue proposed is :PC hotel or Avari Hotel, according to availability of dates assigned by PITB for the training.

TRAINING COST:

Cost per Individual Participant is a total of:= Rs.16000

Includes cost of:

- # Handouts,
- # Activity/Exercise material,
- # Certificates,
- # Tea (twice),
- # Buffet Lunch,
- # Hotel Facility Charges,
- # and Trainers Cost