These programs offer rigorous, down-to-earth, and practical courses of study that provide current and future IT managers with the well-balanced foundation needed to provide superior competitive IT advantage to their company... and to their personal career aspirations.

The content has been developed and vetted by deeply experienced, senior-level IT executives and are designed to assure that IT leaders and soon-to-be IT leaders bring the needed knowledge and skills to the organizations they serve.

These classes can be:
• Offered individually or as part of a customized IT Management training program
• Delivered as a webinar, in the classroom, or in Second Life
• Delivered all at once or one per week as an ongoing management training series, allowing for multiple connections with the students
• Provided in traditional asynchronous eLearning format (flash with voice overlay) for blended learning to reinforce the instructor led instruction or as a stand-alone delivery

Classes can each be offered in a two hour or four hour format. The difference in length is based on the number of exercises and amount of class discussion. These classes and their descriptions are listed below.

Cloud Computing
Cloud computing has been a huge topic within the Information Technology (IT) community. This class discusses what cloud computing is, how it affects IT organizations and how it can be employed to maximize user satisfaction and IT effectiveness. It covers cloud computing pros and cons from an IT perspective, implications for IT management, the potential to magnify IT resources, possible morale issues, and dealing with high user expectations, capital expenditures, data security and other important issues.

Dealing with Difficult Techies
Managing difficult employees isn’t easy. It wastes time, takes lots of energy, tends to cause problems and usually creates mounds of paperwork. The good news is that if you handle the situation correctly, you may be able to dramatically improve their attitude, work quality, and general performance. On the other hand, if the person doesn’t or can’t improve, you may eventually have to remove them (with the help of HR of course).

This class is designed to help managers effectively deal with difficult staff members by first categorizing their problem type and then acting to correct the situation.

Data Quality and Governance
Data is the life blood of many organizations. Information Technology (IT) managers and individual contributors are the guardians of this data. As a result, IT must understand how data is collected, stored, distributed, used, and in regard to this class, managed.

To that end, this class discusses the data quality requirements for different data types, business, IT and vendor practices that help create bad data, processes to help identify bad data, and the management practices and data governance needed to help facilitate the distribution of quality information.
Fostering IT Innovation
Innovation in IT is the successful creation, implementation, enhancement and/or improvement of a technical process, business process, software product, hardware product, or cultural factor that reduces costs, enhances productivity, increases company competitiveness, or provides other business value. This class is designed to provide IT management with the information, insights, and tools needed to foster innovation within their organization.

Great Internal Client Service
User satisfaction comes from great internal client service. This class is specifically designed for individuals and departments that provide services to fellow employees (within their company), rather than to external clients. For example, the Sales, Marketing, Finance and Human Resources groups are clients of the Information Technology (IT) department because IT provides services to these groups.

IT Cost Center Management
This class provides an introduction to the budgeting process. It is ideal for new managers that do not have a budgeting background, seasoned managers that have not had cost center responsibility, and/or anyone who does not have experience in corporate budgeting practices. This class takes a very narrow view of budgeting. It specifically concentrates on the issues, responsibilities, and activities of cost center managers. That is, as a manager responsible for department expenses.

Life as a Technical Manager
This class contains the key information needed by new and would-be technical managers to help assure their success. These topics include the challenges of moving to a technical management role, delegation, the importance of process and standards, and various other essential technology management topics.

Managing Virtual IT Teams
Managing people within a single location certainly has its challenges. That said, these challenges are magnified when your team is physically dispersed across town, across the country, and/or across the world. This class is designed to provide insight into the tactics, techniques, and processes needed to effectively manage virtual teams.

Matrix Management in IT
Matrix management has been a way of life within many, if not most, Information Technology (IT) organizations. It comes in many forms. It may be in the form of a tester on loan to the project manager of an important project. It may be an IT manager that has a dotted line reporting relationship with his/her primary business user, or any one a number of other scenarios. This class provides a definition and background of matrix management. It also discusses its advantages and disadvantages to the company, to IT, to the user community and to the person being matrixed. It also describes and illustrates various types of matrix management used within IT organizations.

Meetings and Status Reporting
This class discusses the true value of status reporting and provides various techniques for writing status reports and managing meetings. To that end, this class also provides usable example department status reports, meeting agendas, meeting minutes, project status reports, staff availability reports, project portfolio reports and other usable templates.

Methodology and Key Process Overview
This class is designed to provide you with a general understanding of various industry leading software development methodologies. These methodologies include Waterfall, Agile, Extreme Programming, Rational Unified Process, and Scrum. This class goes on to discuss, from a technical management viewpoint, a variety of the key processes needed to facilitate the development of quality production software including source code control, developer/tester coordination, software movement from development through production, and much more.
Problem Solving and Decision Making in IT
This class discusses the decision making process and many of the challenges IT leaders face in making timely decisions. It covers the impacts of the human element on decision making, decision constraints, stakeholders, challenges in problem definition, and other related topics. It also includes various structured problem solving tools and exercises such as root cause analysis, multi-voting, brainstorming, and nominal group technique.

Vendor Management
Best practices in vendor management have always been important to IT leaders and will only be more so should outsourcing continue to increase. This class covers key elements of excellence in vendor management including sourcing, using vendors to build a business case, communicating priorities, the competitive vendor landscape, contracts and negotiating, collaboration and partnership with key vendors, vendor risk assessment, vendor performance issues, transparency and other best practices.

Certification Series incorporating many of the above described programs.

Information Technology Management and Leadership Professional (ITMLP®)
The ITMLP® certification contains classes in the following areas and culminates with an exam to help assure a proper level of knowledge:

• Making The IT Management Move
• New IT Manager Essentials
• Life as a Technical Manager
• Techie and Users Leadership
• Dealing with Difficult Techies
• Manager Ethics
• Great Internal Client Service
• Meetings and Status Reporting
• Methodology and Key Process Overview
• Problem Solving and Decision Making in IT

Information Technology Management and Leadership Executive (ITMLE®)
The ITMLE® certification, which requires first receiving your ITMLP®, contains ten additional classes in the following areas and also culminates with an exam to help assure a proper level of knowledge:

• Cloud Computing
• Data Quality and Governance
• Fostering IT Innovation
• Giving IT Performance Reviews
• IT Cost Center Management
• Matrix Management in IT
• Negotiation Skills for IT professionals
• The IT Hiring Process
• The Salary Planning Process
• Vendor Management

Contact info@effectivetraining.com to learn more about these exciting certification programs.