EXCELSIOR COLLEGE

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CENTER FOR PROFESSIONAL DEVELOPMENT

MANAGEMENT FOR IT PROFESSIONALS

390 Hours/12 Months/Instructor-Facilitated
Course Code: **CPD078**

OVERVIEW

The Management for IT Professionals Online Training Program is particularly well suited for anyone in IT who has recently assumed management responsibilities, anyone who is managing IT professionals, or anyone who wants an introductory perspective on some of the unique issues facing the management of IT professionals. This program explores the developmental process and how to be successful in creating change. Since most business organizations are social systems, the Management for IT Professionals Online Training Program will also focus on organizational culture and how it influences the way people work, so as to maximize the long-term health of the organization and its people. This program delivers essential leadership skills, business practices, budgeting strategies, communication skills, and more, all with the goal of helping you run your IT department better than ever before.

OBJECTIVES

Upon successful completion of this program, you will:

- Learn to think about budgeting in a strategic, integrated manner
- Gain strategies to solve problems and challenges on a collaborative basis
- Understand legal issues involved in operations, including agency and employment law
- Learn seven management disciplines
- Develop a foundation for negotiating with great awareness and effectiveness
- Learn about the key areas of business management

OUTLINE

1. Management Issues in the IT Environment
   - Introduction and Components of a Successful Manager
   - Organizational Culture and Change
   - Power and Perceptions
   - Leadership and Risk
   - Strategies, Decision Making, Empowerment, and Accountability
   - Customer Relationship Management and Quality
   - Human Resource Management
   - Financial Accountability
   - Summary

2. Collaborative Problem Solving
   - Introduction
   - Backgrounds, Management, and Leadership
   - Communication, Motivation, and Development
   - Summary

3. Strategic Management in Operations
   - Introduction and Overview
   - Definitions and Business Models
   - Categories of Strategies
   - Strategic Planning Models
   - Creating Strategic Alternatives
   - Implementation
   - Conclusion

4. Business Best Practices

5. Financial Accounting for IT Managers
   - Introduction and Overview
   - Importance of Financial Statements
   - The Balance Sheet
   - The Income Statement
   - Statement of Cash Flows
   - Financial Ratios
   - Conclusion

6. Legal Issues in Operations
   - Introduction
   - Sources of Law
   - Agency and Employment Law
   - Torts Law
   - Sales and Products Liability
   - Intellectual Property
   - Ethics
   - Summary

7. Organizational Leadership and Decision Making
   - Introduction and Overview
   - What Is a Leader
   - Sources of Power in Leadership
   - Leadership Theories
   - Transformational Leaders
   - Decision Making and Empowerment
   - Accountability
   - Summary

8. Organizational Development and Change
   - Introduction and Overview
   - The Culture of an Organization
   - Types of Culture
   - Organizational Change
   - The Human Side of Change and Resistance
   - Summary

9. Negotiating Strategies
   - Introduction

Outlines are subject to change.
For more information, visit our Web site at: **www.excelsior.edu/CPD**,
email **CPD@excelsior.edu**, or call: **888-647-2388 ext 11-8211**

- Steps in Negotiating
- Tools in Negotiating
- Types of Negotiations
- Personality Types
- Preparing for Negotiations
- BATNA and Summary

10. Seven Management Disciplines
    - Introduction and Overview
    - Strategy Management
    - Human Resource Management
    - Technology Management
    - Production and Operations Management
    - Sales and Marketing Management
    - Customer Experience Management
    - Financial Management
    - Risk Management
    - Summary

11. Budgeting Essentials
    - Introduction
    - The Concept of Budgeting
    - Activity Based Budgeting
    - Factors to Consider in Budgeting
    - Production Planning
    - Inventory
    - Sample Budget and Summary

12. Persuasive Communication
    - Introduction
    - Fundamentals of Communication
    - Knowing the Audience
    - The Power of Listening
    - Credibility of the Speaker
    - Evidence in Persuasion
    - Emotion in Persuasion
    - Organizing the Argument
    - Summary

COMPUTER REQUIREMENTS

This program must be taken on a PC running Windows XP/Vista/7 and IE 7 or later. You will also need to have Adobe Flash Player, Adobe Acrobat Reader, and QuickTime installed.

INSTRUCTOR BIOS

Katrina McBride's career reflects extensive experience in organizational leadership, marketing strategies, and market development in multi-national corporate environments and as an independent consultant. Her leadership abilities have been utilized by employers and clients to

develop new programs and functional areas and to reorganize resources with aggressive deadlines. She has positively impacted revenue and customer satisfaction for large, global organizations as well as small to mid-sized businesses that are experiencing changes due to rapid growth or restructuring to maintain their competitive position.

In director-level positions for Nortel Networks, Katrina was engaged to develop, define, and implement strategies for competitive intelligence, sales support, emerging markets, lead generation, and customer relationship management. Sought after as a trainer, speaker, and facilitator, Katrina develops and presents professional education courses in leadership development, team strategies, strategic marketing, organizational leadership, and change planning.

She is an active member of the American Marketing Association, the American Management Association, Society for Human Resources Management, and the Aircraft Owners & Pilots Association, and she's served on the board of directors of the Dallas chapter of the National Association of Women Business Owners. Katrina holds an M.A. in organizational management and a B.S. in psychology, as well as certifications in mid-management/leadership and marketing. She is a trained dispute mediator.

Katherine Squires Pang, J.D., LL.M., M.Ed received her B.A. in 1980 from Clark University, her J.D. from the University of Dayton Law School in 1982, her LL.M in Taxation from Georgetown University Law School in 1983, and her M.Ed from the University of Texas in 2001. She has practiced law with national law firms since 1983, ran for the United States Senate in California in 1994, and was appointed by Governor Wilson as a Commissioner to the WCAB from 1994 to 1996. Dr. Pang has served as an adjunct faculty member in the Graduate School of Management at the University of Texas, Dallas, and has been an adjunct faculty member in the law and business schools of many universities, including the Stern School of Business at New York University, Pepperdine University, USC, Golden Gate University, and the University of California, Irvine.

In addition to having over 20 years of law firm experience, Dr. Pang has founded several companies, including LawPrep, Inc., LawPrep Press, Inc., Legal EdNet.com, and EdWay Online. From 1989 to 1996, Dr. Pang authored several books, videos, and interactive CD-ROMs. Dr. Pang was also the manager for firm-wide practice section development, training, and forms for Akin, Gump, Strauss, Hauer, & Feld, L.L.P.

Dr. Pang has experience providing multimedia, interactive distributed learning to working professionals and adult learners in law and business through a variety of technologies, including video streaming and online conferencing (Webcasts, synchronous and asynchronous threaded discussion boards, and chat rooms) via the Internet and satellite, as well as ISDN-based videoconferencing on CD-ROM. Dr. Pang has been a speaker at the MEC 2001 Conference: Turning a New Page in Educational Technologies, sponsored by Arizona State University; the 2001 Conference on Training and Knowledge Management: Moving Beyond Training, sponsored by Generation 21 Learning Management Systems; and a speaker at various other e-learning conferences. She has design, development, implementation, and managerial experience in educational multimedia course design and creation. She has been responsible for course design and delivery using Macromedia Director, Windows Media Player, FrontPage, PowerPoint, Blackboard, Prometheus, WebCT, Webboard, and a host of other proprietary platforms. She also has experience with digital video, MPEG, MOV, and AVI Files.