

Course ID
DOS&DONTs
Course Duration
1 day

Course Title
Succeeding at Technical Management: Do's and Don'ts for the Technical Manager

Related Courses

- Thinking Out of the Box: A Systems Engineering Imperative (OUTOFBOX, 2 days)
- Project Management Workshop (PROJMGT2, 2 days)
- Project Management: A Comprehensive Course and Simulation (PROJMGT5, 5 days)
- People in Projects: Foundation for Project Success (PEOPLE, 3-4 days)
- Controlling Project Risk: Managing Threats and Promoting Opportunities (RISK, 3 days)
- Conflict Resolution for Project Managers (CONFRES, 1 day)
- Root Cause Analysis of Systems Failure: A Comprehensive Workshop (RCFA, 4-5 days)

Aimed At

While this course is principally aimed at those relatively new to technical management, more seasoned technical managers will also gain from its exploration of failure patterns that are common to high-tech organizations.

Group Size

5-25

Prerequisites

There are no formal prerequisites.

Course in a Nutshell

Serving as a manager in a fast-moving technical enterprise is a challenging endeavor. Any mistakes made in such a setting can be disastrous for the both the manager and the organization. But, as the saying goes, an ounce of prevention is worth a pound of cure.

Based on an analysis of hundreds of projects, both successful and not, we've identified 50 specific behavioral patterns that can lead to failure in a technical environment. In this course, you will learn what they are and how to avoid them. For each failure scenario, we will learn the negative behavioral pattern that leads to failure as well as the positive approaches that can help avoid the failure or turn it around. Profiting from the insights of those who have come before you, you will be able to minimize the failing behaviors and maximize those that result in success for both yourself and your organization. The course includes two "tests" to help you acquire further insight into positive management styles and approaches.

Customize It!

We can tailor the course to your organization at little to no added cost. The topics listed below are examples of what can be covered. Other topics, up to a total of 50, can also be included, depending on your environment and interests.

**Course
Outline**

- Introduction
 - The Manager
 - The Leader
 - The Learning Organization
- Manager Attributes
 - A Positive View
 - An Obverse View
- Strategies and Planning
 - Your Strategic Plan
 - Planning for Growth
 - New Initiatives
- Budgeting and Investment
 - Investment in Product/Marketing
 - R & D
 - Cash Cows
- Dealing with Key Personnel
 - Smart Hires/Direct Reports
 - Work Hours
 - Line vs. Staff
- Bosses and Customers
 - Your Team or Your Boss's Team?
 - Satisfying Your Customers
- Processes and Meetings
 - Problem Solving
 - Control of Agenda
- Information Use and Sharing
 - Good News and Bad News
 - Information Exchange and Control
- Training
 - On-the-Job
 - Outside Training/Education

- Two Personal “Tests”
 - Management Styles
 - Leadership
- Wrap-up
 - Course Recap
 - Discussion

How You Will Learn

- A seasoned consulting engineer-instructor will present this course in interactive lecture/workshop format.
- Along with the lecture, we will use examples, exercises, and discussions to help you understand and apply the dos and don'ts taught in this course.
- Self-assessments will help you acquire further insight into positive management styles and approaches.
- You will receive a printed Participant Handbook which will help you remember and retain what you learned in class and apply it on your job.

Revised

Dec 2, 2008f