

## 20 Minute IT Manager mentoring sessions

### IT Management

#	Title
1	IT Business Dis~connect
4	11 Traits of Successful IT Managers
6	Fast Start for a New IT Manager
10	IT Management Process
20	Quick Steps in Developing an IT Strategy
24	Maintain an IT Initiatives Portfolio
32	Managing a Programming Backlog
34	Dealing With an Unhappy Client
36	Justifying IT Projects
38	Key Measurements in IT
44	Improving Programming Quality
46	Keys in Selecting a Software Vendor
48	Technology Cost Saving Strategies
50	Why IT Managers Miss Their Budget
60	Cost Savings - Eliminate Paper
63	Use Portfolio Management Techniques to Ensure People are Allocated to the Right Work
65	Use Facts to Assess the Viability and Effectiveness of Teleworking
67	Use a Multi-Faceted Approach to Implement Culture Change
68	Key Considerations in IT Assessment
70	Change Management Process - Programming
76	Develop an IT Staffing Plan
77	Use Balance Points to Ensure You Have the Rght Balance of Work in Your Portfolio
78	Automatic Escalation Procedures
83	Understand the Basics of Agile Development
84	Budgeting IT Tips
86	Importance of Capital Budgets
92	A Case for IT Policies and Procedures
94	Manage Client Expectations
102	Step 1 - Conduct an IT assessment
104	Step 2 - Determine Capability and Capacity
106	Step 3 - Develop an Action Plan
108	Step 4 - Get your Projects in Order
110	Step 5 - Put IT Processes in Place
112	Step 6 - Develop an IT Organization Plan
114	Step 7 - Implement Communication Processes
116	Step 8 - Focus your IT Staff
118	Step 9 - Develop an IT Strategy
120	Step 10 - Communicate your IT Strategy
122	Step 11 - Measure Your Results
124	Step 12 - Understand the Financial Situation
126	Use Dashboards to Tell the Story
130	Determine, Observe, Learn, and Incorporate



## IT Management (continued)

#	Title
132	Cost Justifying Infrastructure Products
134	Management Model - Snails Crawl, Birds Fly
136	Business Value for Senior Management is Simple
138	Are IT People Really Different?
142	Why IT Projects Fail
146	Power Costs More Than You Think
148	Calculate the Cost of a Move
150	Jumpstart Your Year with IT Kickoff Meeting
153	Learn Basic Process Modeling (1 of 2)
154	Effective Communication Tools
155	Learn Basic Process Modeling (2 of 2)
160	Use a Steering Committee
164	Simple Client Survey Can Tell You a Lot
166	Effective IT Staff Meetings
168	10 Ways to Improve Client Service
170	Prioritizing IT Projects
172	IT Self Evaluation Checklist



## Project Management

#	Title
2	Risk Management Overview
5	Quality Management Overview
7	Value of Project Management
11	Fundamental Status Reporting
13	Project Estimating Techniques
17	Building a Project Communication Plan
19	Trouble Signs that Your Project is Behind Schedule
21	Develop a High-performing Team
23	Techniques To Get Your Project Back On Schedule
25	Overview of Metrics Management
29	Understanding the Importance of Critical Path
31	Defining and Aligning Project Objectives and Scope
35	Understanding and Managing Project Issues
37	Managing Quality Through Statistical Process Control and Control Charts
39	Managing Dispersed Project Teams
41	Utilizing Document Management On Your Project
43	Define the Work Before You Execute the Project
54	Project Management Kickoff Meeting
55	Use the Work Breakdown Structure to Identify All the Work Required for a Project Use the "Big Three" Documents—Project Definition, Project Workplan, and
57	Requirements—As the Foundation for Your Project
62	Project Management Status Meeting
69	Scale Your Project Management Processes Based on the Size of the Project
73	Use this Model for Gathering Requirements
75	Multiple Techniques for Eliciting Requirements
79	Consider various alternatives to building your PMO
81	Use These Interviewing Techniques Gather Requirements
88	Simple Project Management Tools
93	Evaluate All Risk Response Options in the Risk Plan

## Project Management (continued)

#	Title
95	Establish Processes to Catch Errors as Early in the Project as Possible
97	History of Project Management
99	Program Management Lifecycle
101	Program Management Processes
103	Planning for your Program
105	The TenStep Project Management Model
109	Project Roles
111	Establish Scope on Your Project
113	Creating a Project Schedule
115	Network Diagrams
117	Building a Project Budget
119	Advanced Scheduling Techniques
121	Manage Budget on Your Project
123	Earned Value
125	Problem Solving Techniques
127	Manage Change on Your Project
128	Simplify Project Budget Work
131	Determine the Level of Risk on Your Project
135	Managing People on Projects
137	Manage Contractors on Your Project
139	Leadership Skills on Projects
141	Implement Quality in Your Organization
143	Tips for Metrics Management
145	Closing a Project
147	Rescuing Troubled Projects
151	Green Project Management
157	Introduction to Contracts
159	The Role of Executives in Project Management
161	Project Management Ethics
163	Implementing a Value-Add PMO
165	Successfully Market Your PMO
167	Managing Outsourced Relationships
169	Five Keys to Project Success
171	Applying Project Governance



## People Management

#	Title
8	Quick Tips to Motivate Your Employees
12	Understanding IT Employee Work Behavior is Key
22	Dealing With a Difficult Employee
26	Preparing to Deliver Effective Performance Plans
28	New Hires: Tips to a Productive Start
30	Education: a Powerful Motivator for IT Employees
33	Learn How to Interview New Project Team Members
40	Develop Meaningful Employee Performance Reviews
47	Allocating Resources in a Matrix Organization
49	How to Attack a Morale Problem on Your Team
51	Provide Meaningful Performance Feedback
59	Escalate a Performance Problem with a Formal Plan

## People Management (continued)

#	Title
61	Ensure Flextime is Good for the Business as Well as the Individual
133	Conflict Resolution Techniques
152	Invest in Your Staff. Powerful Motivators



## Personal Development

#	Title
9	Take Responsibility for Your Career Development
15	Learn the 360 Degree Review Process
16	Processes to Help IT Managers Communicate
45	Ten Ways to Build Skills on Your Team
53	Utilize Active Listening as the Key to Effective Communication
58	Accounting Primer for IT Managers
74	Management Model - "Drain the Swamp"
80	Cost Savings - Use Experts to Help
82	Quick References Saves Time
85	Recognize the Difference Between Logical and Emotional Feedback
89	Look at Processes, Not People, to Solve Quality Problems
90	Cost Savings - Reengineer Business Applications
96	Management Model - "Bite the Head of a Frog"
100	Transition from Technical Expert to Business Manager
107	Project Managers Need Time Management Skills
129	Prepare for the PMP Exam
140	Organize Your Day for Higher Productivity
144	Coping with Stress
149	Managing a Diverse Staff
156	Prioritizing Your Work
158	Transition from Technical Expert to IT Manager
162	My Favorite Moments

## Leadership

#	Title
3	Leadership Examples are Everywhere
14	IT Due Diligence Overview
18	Elevate Your Management Perspective
27	Compare Leading with Managing
42	Empowering Your Employees
52	Develop an ROI
56	Develop Experts and Depth
64	Functional versus Operational IT Organizations
66	The 3 Threats of Successful IT Management
71	Use Self-Managed Teams
72	Project Management - Key to IT Credibility
87	Maintain Your Personal Ethics
91	Learn to Influence Others Without Moving to the "Dark Side" of Office Politics
98	Power of Becoming Predictable and Reliable