

## Management for Technical People

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### **3 Day *Hands-On* Workshops for Managers and Supervisors of Technical People**

This introduction to Management for Technical People gives you the practical skills you need to effectively and efficiently manage technical members of your organization and multiple projects. The pragmatic, hands-on methods you learn are derived from proven success in Department of Defense and government organizations. Advance your skills in ways no other workshop offers. Learn how to be recognized as someone who gets results . . . *consistently*. Access the power of introverts and extroverts alike with proven techniques to manage, motivate and access the human potential of highly technical people.

#### **Topics included in this workshop—**

##### **Managing Technical People**

- Leadership vs. Management
- Why People Follow
- Seven Principles of Management
- Seven principles of Mismanagement
- Problems of Managing Technical People
- Technical Manager's Fears

##### **Motivating People**

- Techniques of a Skilled Supervisor
- Rate your skills — Self Assessment
- *Morale & Motivation* Worksheet
- How to Build Commitment

##### **Managing Multiple Priorities**

- 4 Questions to Ask to Find Out What Your Real Priorities Are
- How to Set Your Priorities—3 Timely Tips You Will Use *Today*
- How to Build a Prioritized *To-Do* List
- The First Question to Ask When Setting Priorities
- Resolving Priority Conflicts – Permanently
- Separating The *Important* from The *Urgent*
- The 3 Priority-Setting Criteria
- How to Say "No" to New Tasks Without Seeming to be a Non-Team Player
- Tenacity



## **Prioritizing Techniques**

- The Priority Matrix
- Priority-Setting Systems – Choose The Best for You – *Today*
- The *Must Do List* – Build Yours *In Class*

## **Problem Solving and Decision Making for Supervisors**

- Adopting the Power of Developing a Consensus-Based Decision-Making Style
- Problem Solving and Decision Making for Leaders
- Questions to Ask to Get to the Heart of a Problem *Fast*
- Finding the Real Problem
- Option Analysis
- Risk Analysis—Using Your Experience and Judgment

## **Project Management Skills**

- This is a Skill for *You* & Your Career
- Why *Any* Size Task Is Really a Project
- Why Do *You* Need Project Management Skills?
- What Is Project Management?
- Your Role & How Others View It
- Success Factors & Characteristics

## **Getting Started & Evaluating Progress—Processes for Keeping Projects On Track**

- The 3 Rules to Top Performance
- Establishing Your Role as A Manager
- Initiating the Project—Getting Started On the Right Track
- Establishing Operating Guidelines
- Success Criteria for Project Control
- Delegating How-To's
- Tracking Progress
  - Formal Monitoring Approaches
  - Informal Monitoring Approaches
- Making Tasks Happen at The Right Time

## **Dealing with Change and Conflict—Procedures for Avoiding the Traps and Staying In Charge**

- Changes—Planning for and Dealing With Them
- The Rules in Making Project Changes
- A Checklist to Make Change Happen
- How to Be More Persuasive



- Trade-Offs–How to Decide What Changes to Make
- Dealing with Resistance to Changes
- Conflict in Projects–Why and How It Starts
- The Steps for Managing Project Conflicts
- The Most Common Project Problems and How to Deal with Them