
Ideal Management in IT Environment

1. FOUNDATIONS OF IT LEADERSHIP

1.1 Leadership vs. Management

The Difference Between an IT Manager and an IT Leader
Leadership Styles and Their Application in IT Environments
Situational Leadership, Servant Leadership, Agile Leadership
Self-Awareness and Discovering Your Leadership Profile

1.2 Trust and Culture in IT Environments

Creating Psychological Safety and Open Communication
Building Organizational Culture Within IT Teams
Value-Based Leadership

2. TEAM MANAGEMENT AND HUMAN RESOURCES

2.1 Building and Developing Teams

Designing High-Performance IT Teams
Balancing Technical Skills with Soft Skills
The Manager's Role in Recruitment Processes
Talent Management and Career Development Plans

2.2 Motivation and Engagement

Key Motivating Factors for IT Professionals
Intrinsic and Extrinsic Motivation Tools
Recognition and Reward Systems
Methods to Increase Team Engagement

2.3 Performance Management

Goal Setting: OKR and KPI Approaches
Regular 1:1 Meetings and Coaching
Constructive Feedback Techniques
Dealing with Underperformance

2.4 Conflict and Difficult Situation Management

Managing Intra-Team Conflicts
Dealing with Difficult Employee Profiles
Creating a Healthy Environment for Debate

2.5 Remote and Hybrid Team Management

Coordination and Communication in Hybrid Teams
Productivity and Follow-Up in Remote Work
Building Engagement in Virtual Teams

3. PROCESS AND OPERATIONS MANAGEMENT

3.1 IT Service Management

ITIL Fundamentals and Their Reflection on Daily Operations
Incident, Problem and Change Management
SLA Management and Service Quality
Efficiency and Continuous Improvement in IT Operations

3.2 Project Management

Project Management Approaches: Waterfall, Agile, Scrum, Kanban
Scope, Time and Budget Management in IT Projects
Resource Planning and Prioritization
Managing Project Risks

3.3 Risk and Business Continuity

IT Risk Management Fundamentals
Business Continuity and Disaster Recovery Planning
Manager's Responsibility in Cybersecurity Risks

3.4 Budget and Cost Management

Preparing and Tracking the IT Budget
Cost Optimization Strategies
CapEx / OpEx Balance
Investment Prioritization (ROI Analysis)

4. STRATEGIC IT MANAGEMENT

4.1 IT Strategy and Business Alignment

The Concept of IT-Business Alignment
IT Strategic Planning Process

The Role of IT in Creating Business Value

4.2 Leadership in Digital Transformation

The Manager's Role in Digital Transformation Processes

Preparing a Technology Roadmap

Strategic Approach to Cloud, AI and Automation Trends

4.3 IT Governance

Decision-Making Mechanisms and Accountability

Managing IT Policies and Standards

Audit and Compliance Processes

4.4 Vendor and Supplier Management

IT Vendor Selection and Evaluation

Contract Management and SLA Negotiations

Developing Strategic Partnerships

5. STAKEHOLDER AND EXECUTIVE COMMUNICATION

5.1 Stakeholder Management

Stakeholder Analysis and Mapping

Communication Strategies for Different Audiences

Bridging IT with Business Units

5.2 Communication with Senior Management

Presentations and Reporting to CxO Level

Translating IT Language into Business Language

Effective Representation in Strategic Meetings

5.3 Change Management

Change Management Models (Kotter, ADKAR)

Managing Resistance and Increasing Ownership

Communication During Organizational Transformation

6. PERSONAL COMPETENCIES AND MANAGER DEVELOPMENT

6.1 Effective Communication Skills

Verbal and Written Communication for Managers

Active Listening and Empathy
Presentation and Persuasion Techniques

6.2 Decision Making and Problem Solving

Making Decisions Under Pressure
Analytical Thinking and Data-Driven Management
Crisis Management

6.3 Time and Energy Management

Prioritization for IT Managers
Manager Burnout and Stress Management
Delegation: What, to Whom and When to Delegate?

6.4 Career and Continuous Development

Career Roadmap for IT Managers
Giving and Receiving Mentorship and Coaching
The Future of IT Leadership in the Age of Artificial Intelligence
Creating a Personal Development Plan