
Business & Management Skills

Duration: 5 Days **Course Code: BMS**

Overview:

This five-day course provides IT professionals with practical guidance on business, financial, people, project and contract management issues. The content is delivered in the context of what is required to manage an IT Service business.

This course includes a high content of practical work and delegate participation with hands-on involvement in both group and individual exercises. Video recording and playback are used in a number of the exercises. The guidance offered is set in the context of Service Management, thus covering situations when business and management skills are most likely to be used.

Target Audience:

The course is aimed at IT professionals, particularly those responsible for the delivery and support of key IT services who are looking to expand their knowledge and understanding of wider business and management issues.

Objectives:

- Understand all the essential business and management skills required by IT professionals
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Prerequisites:

Delegates are required to meet the following prerequisites:

- There are no pre-requisites for this course

Testing and Certification

Successful candidates will be awarded the certificate in Business Management Skills following an in-course assessment scrutinised by the ISEB.

Follow-on-Courses:

The following courses are recommended for further study:

- Business Relationship Management course (3-day)
 - SLMP ITIL Service Level Management Practitioner course (3-day)
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Content:

Focus on business issues and the role of management	Report writing and written expression	Financial issues for IT Managers, appreciation and understanding
Team working and building	Presentation skills - preparation and delivery	Business planning and basic project management
Motivation skills	Interviewing techniques and practice	Personal effectiveness and time management
Problem solving and decision making	Negotiating skills and conflict management	Customer care and developing a service culture
	Meetings - preparation, execution and administration	Comprehensive course documentation is provided including a copy of the IT Infrastructure Library module of the same name - 'Business and Management Skills'.

Further Information:

For More information, or to book your course, please call us on 353-1-814 8200

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