

# For IT Only



As the role and involvement of IT in organizations continues to expand, anecdotal information and research data point to the lack of “people skills” in IT professionals as a critical challenge.

To address these unique challenges, Career Growth’s Boot **Camp: People Skills for IT** would be customized and modified to develop interpersonal skills and adaptive behaviors while reinforcing the existing corporate culture to create a value added experience by providing a “memorable” learning intervention. After reviewing the core program, you can determine to what extent it meets your needs, review content outlines for each module, and then engage with Career Growth to make appropriate modifications.

## **Boot Camp: People Skills for IT**

It’s no secret that IT technicians and professionals tend to be lacking in “people skills.” As the role of IT expands in organizations, this skill deficiency is negatively impacting productivity and contributing to friction between the IT community and the rest of the organization. The **Boot Camp** is an intense, concentrated course of training that develops critical “people skills” required of today’s IT professional. The development of skills and the practicing of adaptive behaviors is achieved through a uniquely interactive learning environment that includes individual and group learning activities, skills practice, as well as individual and small group coaching.

**Boot Camp: Session I** Pre-work – Personality Assessment (MBTI, DiSC, etc.)

### **Day 1:**

- “People Skills” – what they are, why you need them, the value to the organization
- Assessment Analysis
- Emotional Intelligence

### **Day 2:**

- Communications that Build Bridges
- Listening to Understand

### **Day 3:**

- Enhancing Workplace Relations
- Constructive Conflict Resolution

**Boot Camp: Session II**

### **Day 1:**

- Teamwork-Team player
- Influencing Others/Negotiating

### **Day 2:**

- Creativity & Innovation
- Team Problem Solving

### **Day 3:**

- Public Speaking-Presenting
- Career Planning & Development

**Features of Career Growth programs:** Pre and post testing, Course evaluation, Post class learning options, Certificate of Completion, Coaching for Managers

## IT: The “People” Challenge

As the role and involvement of IT in organizations continues to expand, anecdotal information and research data point to a notable lack of “people skills” in IT professionals as a critical challenge that impacts their individual performance and the productivity of the organization. This challenge is compounded in many organizations by:

- An IT culture of “isolationism” that prevails among IT members who don’t “connect” with non-IT departments and people
- An IT community that often lacks the necessary interpersonal skills or personality style to work collaboratively; individuals who prefer a more solitary work style that involves tasks involving data and things– not people.
- A history of allowing IT to be a “separate” entity - but now recognizing that the expanded and critical IT role needs to be integrated and aligned across the organization.

To address these unique challenges faced by many organizations, Career Growth has developed a learning solution that is based on the needs identified by Disney Resorts - needs which are common to most organizations. The learning approach is very “high touch” (interactive activities) rather than “high tech” (PowerPoint and data dump) to provide maximum opportunities for practice, demonstration, feedback, and application to the job. This solution consists of sixteen hours of learning that is organized into four modules that can be customized for both content and delivery/scheduling to meet an organization’s specific needs and the background of their IT professionals. Main objectives are to:

- Develop communication, interpersonal skills and adaptive behaviors for working collaboratively with non-IT employees and departments.
- Create an IT mindset and culture that is aligned with the corporate brand and culture, while retaining the uniqueness of IT.
- Instill and reinforce a mindset of engagement and inclusion:
  - being a member of the organizational team
  - performing a role and providing expertise and services that support organizational goals and strategies
  - interacting appropriately when working with external customers, internal customers, and suppliers by supporting the organization’s mission and demonstrating the values.