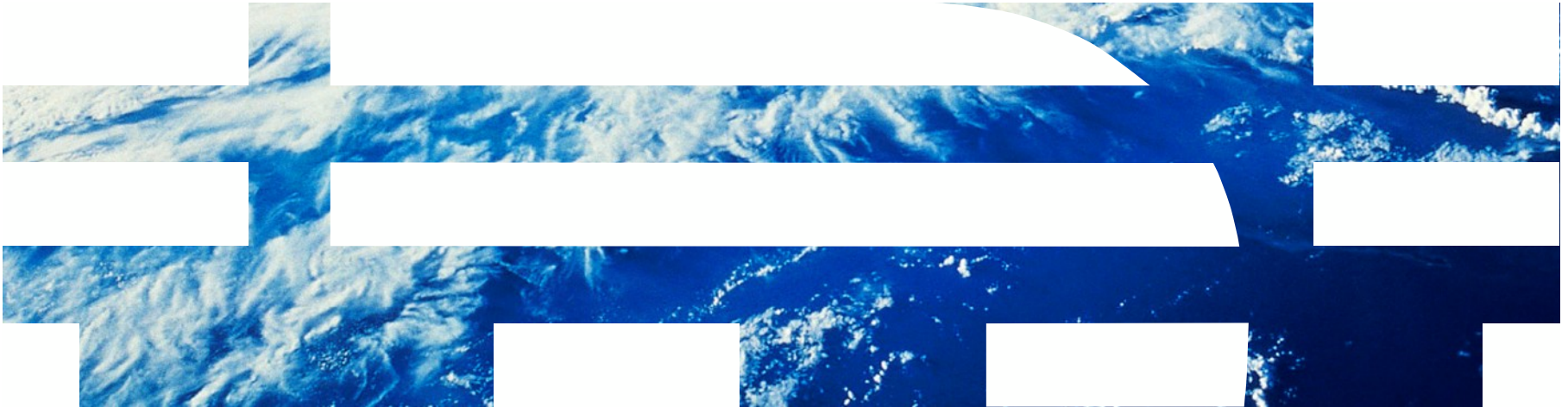


Managing in Reality Session I



Course Introductions

Friday 23rd September 2011

▪ **Introductions and expectations**

- The teachers..... David Moore & Tomáš Geršl
- What you can expect from us during this course
- What we expect from you
 - Active participation
 - Regular Attendance
 - Ask questions

▪ **Student Introductions**

- Who are you?
- Where are you from?
- Why are you here?
- What do you expect to get from this course?

▪ **What is this course “Managing in Reality” all about..?**

- What will it help you with
- What will it teach
- What will it equip you for

Lecture Session 1 – Building an organisation

Friday 30th September 2011

David Moore

- Gain an understanding of the components needed to build a successful team; understand the concept of Matrix Management and how this works within a large organisation such as IBM
- Understand the focus and necessities of “Team”
 - Building organisational capability
 - Basic organisation structures showing example of how an IBM Delivery Centre fits in with the wider IBM

Lecture Session 2 – Managing a service organisation

Friday 7th October 2011

Tomáš Geršl

- Understand the basics of service structure, and understand what needs to be managed and considered to ensure continued success
 - Basic service structure
 - Linkages to matrix management
 - Key elements of successful management

Lecture Session 3 – Managing quality and client satisfaction

Friday 14th October 2011

David Moore

- Gain an insight as to what Quality actually is to a customer – learn about measuring quality; and what factors need to be considered when building a quality plan.
 - The Service Profit Chain
 - Managing Quality
 - Service Level Agreements
 - Operating Level Agreements
 - Improving Quality
 - Defect Prevention
 - Root cause analysis
 - Identifying client dissatisfiers
 - Client Satisfaction
 - Measuring client satisfaction – what is it
 - Employee attitudes and customer satisfaction

Lecture Session 4 – Decision Making

Friday 21nd October 2011

Tomáš Geršl

- Learn about effective timely decision making that can have significant impact to the business and service delivery. Learn about Risk – what does this mean, and how can you take Risk informatively and with speed
 - What and who to consider in decision making
 - Empowerment

Lecture Session 5 –Leadership attributes

Friday 4th November 2011

David Moore

- Learn about the four key areas in managing and leading a service delivery team and business. Understand three components essential for successful leadership:
 - Drive to achieve
 - Bringing your organisation / your business / your team and you forward
 - Stimulating the team – to achieve
 - Thinking horizontally
 - How to be collaborative – how to achieve goals for all teams; not just your own
 - Client partnering
 - What does client partnering mean – and how can you link this to Drive to achieve
 - People Matter
 - Often in delivery people are the largest asset you will have.

Lecture Session 6 – People management competencies

Friday 11th November 2011

Tomáš Geršl

- Continuing from the previous session – where we learn that people matter – gain an insight to what is important in terms of leading a team in a high performance culture environment – and understand what is important to deliver as a leader toward the people
 - Enabling performance and growth
 - Earning trust
 - Empowerment

Lecture Session 7 – Coaching for success

Friday 18th November 2011

David Moore

- Gain an insight into the types of coaching that are available within companies like IBM and the importance of developing and retaining resource – understand how this can be achieved to the benefit of our people and our business
 - The difference between coaching and teaching
 - How to identify coaching needs
 - Coaching methods that can be used
 - How to relate coaching to business success

Lecture Session 8 – Meeting Management

Friday 25th November 2011

Tomáš Geršl

- Meetings take a large proportion of a leaders time. In this session you will learn how to effectively develop and lead meetings that have a positive effect on the people and teams and drive the effectiveness of the business.

Lecture Session 9 – Motivation

Friday 2nd December 2011
Tomáš Geršl

- Review the topic of Motivation –what does this mean, why do people and teams need this and why is this important to run a successful team, organisation and company
 - Staff retention methods
 - Hierachy of needs (Maslow)
 - Motivation
 - Dual factors (Hertzberg)

Lecture Session 10 – TBD
Friday 9nd December 2011
Tomáš Geršl

- Subject can be defined based on preferences from students

Course Wrap Up

Friday 16th December 2011
Tomáš Geršl & David Moore

- This closing session will be at the IBM Site – we will wrap up on the topics that we have covered over the 10 lecture sessions and present you with:
 - Availability to IBM leadership / team leaders who you can speak to
 - Understanding of IBM – the company who we are, and why what we have reviewed over the past 10 weeks are important
 - Receive instructions for your colloquium topic