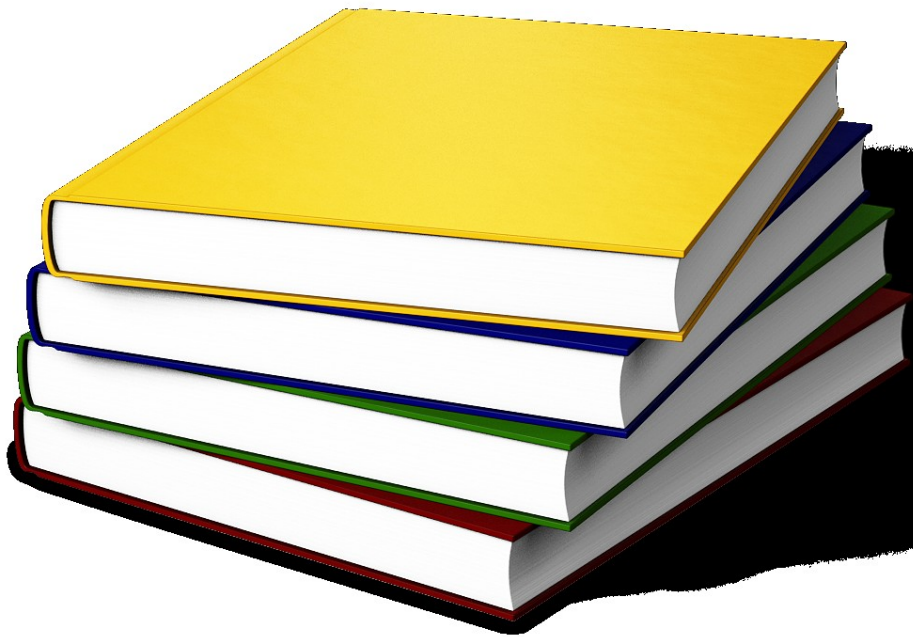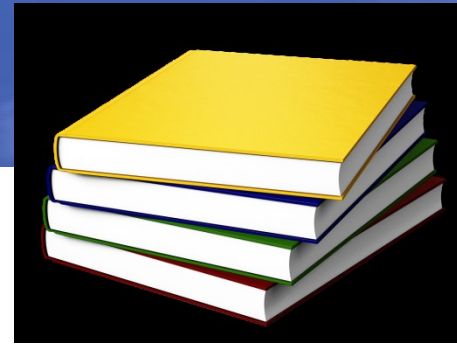# Managing In Reality 2013

Tomas Gersl
David Moore

IBM®

Introduction Session 1

- **Introductions and expectations**
  - The teachers ... Tomáš Geršl & David Moore
  - Senior Leaders within the IBM Corporation
  - What you can expect from us during this course
  - What we expect from you
    - Active participation
    - Regular attendance – 80% minimum to achieve 'pass rate' + written colloquium
    - Interaction!

- **Student introductions – ice breaker**
  - 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 it will help you with
  - What it will teach you
  - How it will help you

Lecture Session 2
David Moore
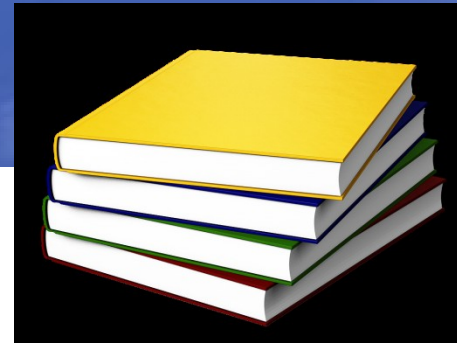
BUILDING AN ORGANISATION

- Gain and understanding of the components that are needed to build a successful team
- Understand the concept of matrix management and how it exists in small, medium and large companies
- Understand how this works in multi national organisations such as IBM and why it is important
- Understand the focus on 'Team'

  - Building organisational capability
  - Basic organisation structures showing how a component / team of an organisation fits in with a larger company

Lecture Session 3
Tomas Gersl

BUILDING AN ORGANISATION

- Understand the basics of service structure
- Understand what needs to be managed and considered to ensure continued success

- Basic service structure
- Linkages to matrix management
- Key fundamentals for successful management

Lecture Session 4
David Moore

MANAGING QUALITY & CLIENT SATISFACTION

- Gain an insight as to what Quality actually is, and how Quality does not always make a customer happy.!

- Learn about measuring quality and what factors need to be considered when building a quality plan

- We deliver, the customer perceives our service is bad, how can this be..?

- The Service Profit Chain – what is it, why is it important

- Managing Quality – Service Level Agreements, Key Performance Indicators

- Improving Quality – Defect prevention, Root Cause Analysis

- Measuring Client Satisfaction – what is it..?

- Employee attitudes and customer satisfaction – what is the relation..?

Lecture Session 5
Tomas Gersl

DECISION MAKING

- Learn about effective, timely decision making
- Understand how his can have a significant impact to the business and service delivery
- Learn about RISK, what does it mean, and how can you take risk informatively and with speed

- What and who to consider in decision making
- Empowerment

Lecture Session 6
David Moore

<u>LEADERSHIP</u>

- Learn the difference between a Manager and a Leader
- Study four key areas in managing and leading a service delivery team

- Drive to achieve
  - Bringing your organisation, your business, your team and you forward
  - Stimulating a team to achieve
- Thinking horizontally
  - How to be collaborative
  - How to achieve goals for all teams, not just your own
- Client partnering
  - What does partnering mean – and why is this important in service delivery
- People matter
  - Often, people are the largest and the best asset you will have..!

Lecture Session 7
Tomas Gersl

PEOPLE MANAGEMENT COMPETENCIES

- From Session 6, where we learn that people matter – gain further insight into what is important in terms of leading a team

- Understand what a 'high performance culture' means and how you can stimulate and lead this

- Understand what is important to deliver as a leader toward the people

- Enabling performance and growth

- Earning trust

- Empowerment

Lecture Session 8
David Moore

COACHING FOR SUCCESS

- What are the different types of coaching that companies like IBM adopt
- Learn why it is important to develop and retain resource
- Learn the difference between coaching and teaching
- Learn how to identify the coaching needs of an individual
- Role play – live coaching – how it works, the styles
- How to relate coaching to business success
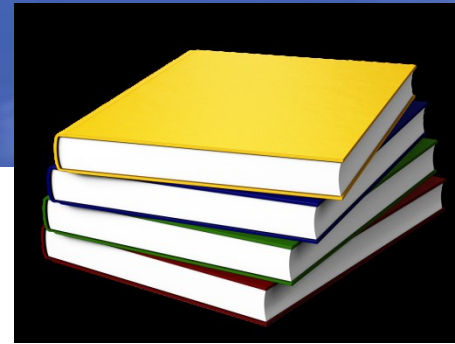
Lecture Session 9
Tomas Gersl

MEETING MANAGEMENT

- – What are meetings – except time
- – Learn how to effectively develop and plan meetings
- – Ensure meetings have a positive effect on people and teams
- – How effective meetings drive effective businesses

Lecture Session 10
David Moore

MOTIVATION

- – What is motivation..?
- – Why do people and teams need motivation..?
- – Why is motivation important to run a successful team and company

- – Key staff retention methods
- – Maslow Hierarchy of needs
- – Dual factors (Hertzberg)

Wrap Up Session 11
Tomas Gersl & David Moore

WRAP UP AND SEMESTER CLOSE

- This session will be at the IBM Site

- We will wrap up on the topics we have covered

- We will talk about the past 10 lectures

- You will learn a little about IBM

- You will receive details of your colloquium. Remember 80% attendance is a pre-requisite to be able to submit colloqium