Behavioral IT™ - Essential IT Soft skills for Managers in Today's IT-Driven Business

By Prem Kamble

Course Duration: Full Course: 32 – 40 hours / Shorter version: 6-10 hours

Summary: Young Managers today run a greater risk of technology failure. This may sound contrary to common belief. The laptop and smart phone wielding young managers may tend to overestimate their IT prowess. This course opens their eyes to one simple fact – use of laptops, gadgets and internet can make them IT literate, but not IT Aware, which is a soft skill. Behavioral IT™ covers all the soft skills required to succeed in today's IT-Driven world.

Introduction

It is important for all managers today to be tech savvy. The key to success for business managers is how effectively they use technology for improving efficiency, cutting cost and providing innovative services to both internal and external customers. Moreover, few will dispute the fact that the biggest driver of change in businesses today is information technology. Rapid IT-driven change is impacting people. No one likes change. People naturally and strongly resist change. But since change is permanent, it creates stress and impacts people behaviour. Budding managers need the skills to manage IT-Driven change.

Today there is a big divide between managers who know IT and those who do not. At the same time there is little awareness as to what makes a manager IT Savvy. Young managers are more prone to fall into a trap of believing that they are IT savvy since they are proficient in using laptops, smart phones and the internet. But being extremely proficient with using latest gadgets, smartphones and using PowerPoint presentations on laptops is certainly not what it takes to be an IT savvy manager. There is a lot more for a manager to know - not only the technological skills, but also the skill to pull the right strings to succeed in the technology-charged business environment. The manager needs to successfully manage the people and their behaviour under the change created by IT. It is the manager who has all the right and wrong strings in the hands. You do not need to go far to hear stories of IT failures. When you as a manager in any function try to automate operations in your department, you will be the key to success or failure. And success of automation can mean your success.

Most courses on Computing stress on technology. This course uncovers a new skill called "Behavioral IT™", which is a term coined by Prem Kamble. It does a judicious balance between technology and management of technology. It is not enough for managers to know about IT, it is more important to know the cultural change, behavioural change, procedural change and change in relationships of people brought about by IT. This course makes it amply clear that it is not important to be "IT Literate", it is more important to be "IT Aware".

Whatever be their functional specialization, this course brings to the budding managers just what they need to know to become effective managers in their own chosen field. It helps ensure your success and growth in organizations by making you aware of the technological, organizational, behavioural and psychological issues in technology. After all, no business or department today runs without IT.

Objectives and Benefits for All Functional Managers

1. **Use IT to succeed without knowing the bits and bytes of IT.** Be ready for the new age as IT Savvy Managers.
2. While others struggle with IT and IT People, you will be able to get the best out of both and succeed through better utilization of IT.
3. Get the best out of technology and technology folks to improve your processes.
4. You will be the preferred customer of the technology folks as you will be able to empathize with them and help them succeed.
5. Reduce Stress as you would better understand the dynamics of the Changing environment.
6. Reduce your stress by effectively using automated processes in your department /company.
7. Get more output with less effort.
8. When you become Department Heads and CEOs, this skill will help to be a successful catalyst to change and drive an agile organization.
9. Be among the first managers in the world to enter the corporate world with a unique skill not taught anywhere else so far.

Additional Benefits for HR Professionals

1. Apart from all the above personal gains, you will be able to help the company by taking on a new HR role. You can be more effective as HR professionals.

Additional Benefits for IT Professionals

1. Forge a strong bond with your customers and help them overcome their fear of technology.
2. Learn the most important soft skills for successful IT professionals - skills which are not taught anywhere.

Contents

Part I: IT and the Legacy of the Past

1. Our Common Beliefs and Misconceptions on IT
2. How Our Industrial Psychology has impacted us in the IT Age

Part II: IT and Our Industrial Age Mindset

1. How does our Industrial age Mindset affect our Approach to IT?
2. Fear of Technology and Craving to be More IT Savvy

Part III: Evolving from Industrial Age Managers to Information Age Managers

1. Pitfalls of Information Technology
2. "Living in the Past" Syndrome – Industrial Age and Information Age
3. "Time Swing Analysis"
4. Rules of the Game in Industrial Era, Rules of the Game in Information Era
5. Evolving from Industrial Age Mindset to Information Age

Part IV - Managerial and Organizational Aspects of IT

1. Managing IT
2. Managing Change and Managing IT Driven Change
3. Managing People under the Impact of Change
4. Cultural Change
5. Do's and Don'ts for CEO's, Head of Departments and Managers
6. Business Process Re-Engineering
7. People, Process and Organizational Issues

About Prem Kamble
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Prem Kamble is a Management and IT Consultant. He is an expert in People, Processes and Technology Last he was Vice President and Head of Global Software Infrastructure for Sutherland, a multinational BPO. He has been a CIO for over 20 years in manufacturing and service companies and also worked as Software Delivery Head in SEI CMM Level 5 companies.

He has a bachelor's degree in Engineering from IIT, Bombay and post-graduate degree in Management from IIM, Calcutta. He has passed Advanced Management course called "Energo Cybernetic Strategy" (EKS) with flying colours from a German Institute. He has also attended self-development programs like Est, Forum, Advanced Course, SELP (Self Expression & Leadership Program), etc. organised by Landmark Education Foundation, USA which have helped him to develop a broader outlook and a different way of thinking.

As Software Delivery Head in DSQ, he had a record breaking performance of delivering all projects on time, to-spec and to the utmost delight of the customer. His other achievements were highest repeat orders and highest resource utilisation. As Head of IT in companies, he has been extremely successful in developing and implementing computerized systems in the toughest of situations. He attributes these successes to his close understanding of the Managers' expectations and fears, and an equally good 'finger-on-the-pulse' of the technology folks to motivate them to give their best.

Apart from a very strong technology background from IIT, he is a very practical, people oriented and process oriented manager with eyes firmly on business benefits. He has been a student throughout his career and has been taking notes on all aspects of the work that he did. These notes have been the basis of his analysis, thinking and writings in his articles and blogs. His writings on diverse topics like technology, management, psychology and spirituality show very deep, intuitive and original thinking. . He brings the same originality to his seminars and workshops, which bring new insights straight based on deep analysis of experiences on ground zero, not based on books and journals.

He has published articles on InfoTech management in the country's leading magazines. Most of the articles display an 'out-of-the-box' thinking and a knack to see what is not so obvious. He has also written on psychology and spirituality. He has authored a book titled "God in Two Minutes", which is a "Scientific" analysis of God and Religion. Though these areas of IT Management, Psychology and Spirituality may seem to be poles apart, Prem believes that they are actually very closely related - both are a study into the human psychology of change. You can find most of his articles on the net by searching on "Prem Kamble" or "Mentomatics", a word he has coined. Google search on "Mentomatics" shows references only to his work.

Credentials and Articles

Profile & Credentials: www.prem.cu.cc/profile
Success Stories (Real life cases):   http://pukamble.tripod.com/success
Strengths: http://pukamble.tripod.com /strengths
Other Articles on IT Management: http://pukamble.tripod.com /it
Seminar for Top Managers: http://pukamble.tripod.com /seminars
Published eBook "God in Two Minutes":   www.amazon.com/dp/B005RQCBNQ

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