

BUSINESS SKILLS

CRITICAL LEARNING FOR TODAY'S IT PROFESSIONAL



Information Technology Training



Critical Learning for Today's IT Professional

Rapid changes in technology are altering the role and function of every IT professional. In today's fast-paced business environment, competitive advantage depends on how effectively IT managers align technology strategy with business strategy and how the IT staff develops and implements it.

Superb technical skills simply aren't enough. Today's "best-in-class" IT professionals require the same critical business skills their non-technical colleagues possess to effectively manage this integrated support function.

Productivity Point's Business Skills portfolio is designed specifically to help IT professionals acquire these essential skills. We offer custom training and development solutions in any or all of these critical "Practice Areas:"

Project Management—Whether planning for an enterprise-wide software roll-out or reorganizing desktop support systems for expanding operations, superb project management skills are required to execute successfully and contain costs.

Client Relationship Management—Skilled interpersonal contacts are essential ingredients for effective interface with both internal and external clients to define client technology needs, sell IT solutions, and collaborate to develop and implement them.



The Building Blocks of Success

Teaming—Problem-solving. Decision-making. Implementation. None of these occur in isolation. IT solutions require pan-organizational collaboration and a fundamental understanding of high-performance teaming.

Cultural Practices—Understanding diverse work cultures, organizational dynamics and ever-changing workplace demographics are critical for effective IT operations.

Financial & Operations—Significant IT investments must be made and managed by professionals who understand the landscape — big-picture, long-term, bottom-line.

Executive Development—"Best-in-class" IT professionals understand and possess the essential attributes needed to interact with the highest levels of management and to motivate, inspire and direct their organizations.



Business Skills Practice Areas

Teaming

Seven Practices of High Performing Teams.

Project Management

Comprehensive Guide to Project Management.

Client Relationship Management

How to Provide Extraordinary Customer Service.
Skills for Successful Sales Presentations.

Cultural Practices

Valuing Diversity.
Managing Change.

Financial & Operations

Accounting and Finance for the Non-Financial.

Executive Development

Presentations Practice,
Videotaping and Coaching.



Productivity Point courses and facilitators tightly integrate business skills training with real-world IT experiences. This accelerates learning and ensures that your IT professionals can apply their new knowledge and skills quickly and effectively to their work environment.

Your Complete Source for Learning Solutions

As your trusted source for comprehensive technical training, Productivity Point is uniquely qualified to deliver the next generation skill-set to your IT organization. We function as your strategic partner in developing and delivering a customized learning solution tailored to your specific needs.

Our solutions experts conduct a comprehensive assessment of your IT organization's knowledge level and your enterprise's strategic goals. This provides a framework for designing a customized training plan to advance the knowledge of your IT staff in areas critical to your success.

Productivity Point offers a full range of proven, state-of-the-art teaching modalities—instructor-led, technology-based, web-based or any combination. Our team of highly skilled

instructors understands how to meet the learning needs and styles of today's IT professionals.

Our ProductivityPlan® process for customized knowledge integration optimizes training time, accelerates learning, and reduces down time by delivering exactly what your IT employees need to know. It allows them to apply new knowledge quickly and continuously, and aids your organization in accomplishing its strategic goals.

Advance Knowledge Now

To learn more about how Productivity Point can help your IT organization acquire these critical Business Skills, contact your account manager, call 1-800-774-2727 or visit www.propoint.com.



FOR MORE INFORMATION:

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