

# ICT PROFESSIONALS LEADERSHIP WORKSHOP

INCREASE LEADERSHIP CAPABILITY & DRIVE  
ICT PERFORMANCE AS A STRATEGIC LEADER

3 - 4  
JUNE 2020

ONLINE DELIVERY

## EXPLORE

- ▶ Establish trust from your team and achieve buy-in with key stakeholders
- ▶ Lead with authenticity and motivate your team to focus on results
- ▶ Foster a positive workplace culture of accountability for improved performance
- ▶ Understand the power of positive language and the challenging conversations leaders must have
- ▶ Lead change to add strategic business value
- ▶ Understand your personal traits to positively change your leadership performance

## EXPERT FACILITATOR



**Jo Stewart-Ratray**  
CISM CGEIT CISA CRISC CP  
Director Technology & Security Assurance  
BRM Advisory



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## ABOUT THE EVENT

Information technology is a vital underpinning for an organisation's success. However, with the convergence of business, consumer and communication technology, IT is now integral to core business operations. ICT staff must be technically proficient and business savvy. They must be capable of solving complex business-systems and client-facing problems efficiently. Even the most accomplished ICT professionals will find that technical skills alone do not assure effective leadership or strategic thinking. To be a leader and add strategic value to the organisation, ICT professionals need to complement their occupational expertise with breakthrough leadership and coherent strategic business planning skills.

Leading high-performance ICT teams to maintain organisational functionality and add strategic value to the company is no easy feat. It requires an ability to convey complex information to non-ICT executives, colleagues and clients. An ICT leader must inculcate an understanding of their contribution to business strategy. They must develop a workplace culture conducive to innovation but focussed on results.

This two-day workshop will delve into strategies for driving performance. You'll learn how to modify your communication style, engage staff and stakeholders while adding strategic value through enhanced ICT leadership.

## DAY ONE

### Attributes of executive-level technology leaders

- ▶ The psychology of leadership
- ▶ Emotional Intelligence (EQ), the art of knowing yourself and others
- ▶ Adapt and understand individuality and the advantages

### Develop cohesive and high performing teams

- ▶ Recognise the value of your team
- ▶ Utilise their skills to drive performance
- ▶ Understand the dysfunctions of a team

### Self-mastery and balance

- ▶ Overcome demotivation, stress and frustration
- ▶ Better you, better team
- ▶ The significance of balance

### How to have and accept the hard conversations

- ▶ Understand the significance of feedback
- ▶ Measure performance - the good, the bad and the ugly
- ▶ Deliver constructive criticism

## TRAINING DELIVERY AND PRE-COURSE QUESTIONNAIRE

This workshop will be delivered using a three tiered approach. The structure of each session is as follows:

1. Technical overview and review of research into the topic area under discussion
2. Practical application of management principles in the review of case studies, worked examples and interactive exercises
3. Discussion of outcomes and implementation issues

Workshop participants will have the opportunity to include comments and questions about issues outlined in the program by way of a pre-course questionnaire. This feedback will enable the course facilitator to adjust content accordingly. The workshop has limited places to allow for customisation, greater interactivity and for individual concerns to be addressed.

## DAY TWO

### The business of leading organisational change and projects

- ▶ Challenges leaders face in ICT & Digital
- ▶ Navigate challenging business scenarios
- ▶ Mentoring, coaching and professional development

### Manage change through times of transformation

- ▶ Define change and its attributes
- ▶ Foster innovation in times of trouble
- ▶ Establish trust within your team

### Career planning - A story of yours and mine

- ▶ Recognise where you want to be
- ▶ Review and reflect on the past
- ▶ Create the stepping stones to your goal

### The future of ICT and Digital

- ▶ What's next in the ICT & Digital sphere?
- ▶ Revisit key themes and lesson
- ▶ Create a realistic action plan

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## WHO WILL ATTEND?

- ▶ Managers and Directors of ICT
- ▶ ICT project Managers
- ▶ Managers of Technology, Infrastructure or Systems
- ▶ Applications Development
- ▶ Business Analysis
- ▶ ICT Technical Consulting

## YOUR FACILITATOR

Jo has over 25 years' experience in the IT field, some of which were spent as CIO in the Utilities and as Group CIO in the Tourism space, and with significant experience in the Information Security arena. She underpins her information technology and security background with her qualifications in education and management.

She specialises in consulting in technology issues with a particular emphasis on governance in both the commercial and operational areas of businesses. Jo provides strategic advice to organisations across a number of industry sectors including banking and finance, utilities, manufacturing, tertiary education, retail and government.



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## WE ARE GOING VIRTUAL!

Events will be delivered live with the assistance of Video Streaming technology to allow delegates and speakers to participate and interact from their office, their home or wherever they may be. Some events may include both in person and remote access elements depending on the situation. Information regarding these arrangements will be sent to affected delegates and speakers directly.

