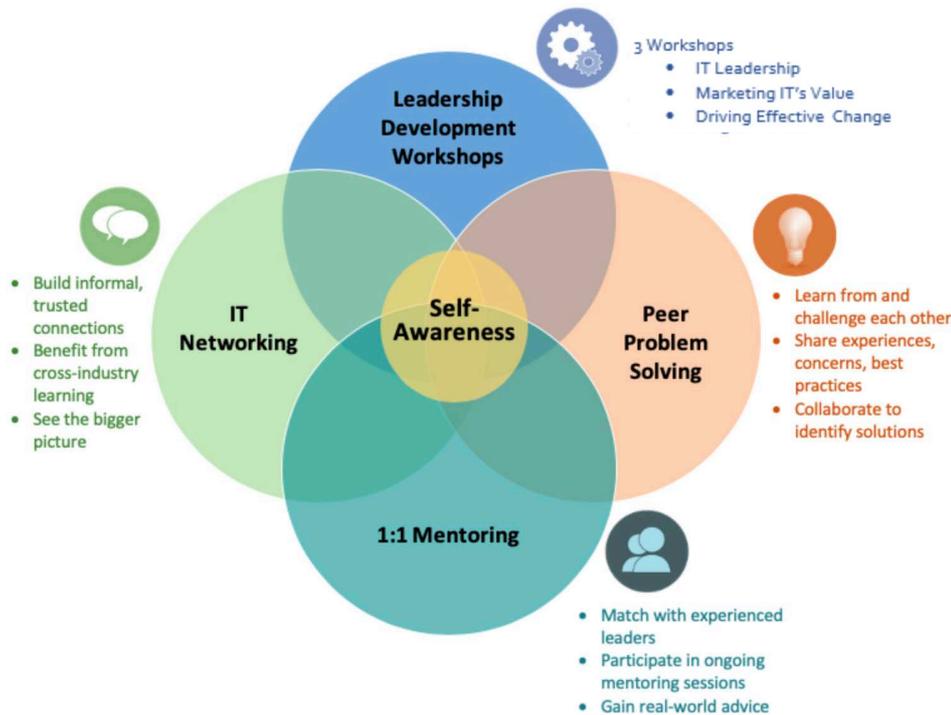


## Program Overview



### The TechLX Program Consists of 4 Component Parts:

1. **Professional Development Workshops:** Participants will take part in 3 professional development workshops aimed at progressing 3 of the most critical capabilities of today's emerging IT Leaders.
  - Leading IT With Vision and Purpose
  - Marketing IT Value
  - Driving Change Across The Enterprise
  - a) **Capability Development Support Calls:** Participants will have the opportunity to participate in a monthly support/coaching call to reinforce the learning and ask questions regarding what was covered in the workshops. It's the perfect opportunity to get any clarifications that may be required as well as to gain specific input to help utilise and apply what learned to any situations they may be facing on the job.
2. **Mentoring Calls:** Between the workshops, participants will be paired off with a Senior IT Leader that will serve as their IT Mentor. Through a series of monthly mentorship calls, participants will have the ability to learn, grow and receive guidance from and experienced IT leader. This individual one on one support is the perfect compliment to the workshops.

3. **Peer Problem Solving Sessions:** In addition to learning from mentors, a structure will be provided for participants to learn from and support each other. Participants will be placed in peer groups that will meet between the workshops to jointly discuss opportunities, challenges or problems they may be facing. They will benefit from the knowledge, background and diversity of experience in their peer group. This is the favourite component of the program for many participants. Knowing they are not the only one facing the same challenges and having the input from peers proves to be invaluable.
4. **IT Networking:** To build relationship skills, gain insights into IT trends, and learning from participants from other industries, participants will engage in a group networking event at each one of their 2 day workshops.



Join the following organisations who are utilizing TechLX to support their IT Transformation Journey!

FedEx – Mastercard – Bayer – Microsoft – Catholic Healthcare – Boeing – South Australian Government – Peabody Energy – Mine Safety – St. Louis Zoo – Hello Travel – Ameren – Post – PPG – Cree – Medpac – Panera – AK Steel – GS1 – Dollar Bank – Service Stream – St. Louis University – Brinex – ViJon – Game Changers – HM Health – BJC – Build-a-Bear – Foundation Radiology – Eye Promise – Express Scripts – Vesuvius – MBV Banking – Westinghouse

## Workshop Overviews

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### Workshop # 1: Leading IT With Vision & Purpose (two days)

A leader is someone that other people willingly follow. It is not one's title or position that makes them a leader. Anyone, in any position, in an IT organisation has the ability to step up into being a leader. This 2 day workshop is designed provide you with the tools and to develop the characteristics of effective leadership.

#### **At this workshop you will learn how to:**

- Understand the difference between leadership and management
- Identify and improve the skills to lead
- The characteristics of effective leadership
- The roles and responsibilities of a leader
- How to lead people with different personalities
- How to build trusting relationships and establish credibility
- To set staff objectives, expectations, and goals
- The keys to motivating your team
- 4 steps to effective performance management
- To provide effective feedback that gets results

#### **Key Topics:**

- What is leadership?
- What makes a leader?
- Communicating the vision
- Leadership strategy
- Performance management
- Delegation
- Dealing with conflict

## Workshop # 2: Marketing IT's Value (two days)

Provide the mindset and tools necessary for IT to become effective at marketing IT's value in informal day to day marketing as well as in generating formal marketing plans and initiatives.

We describe marketing as “creating an awareness of IT's value”. And in a time of increased outsourcing, and tightening budgets, it is more important than ever to communicate to the organisation how IT can help the company's bottom line. And every level in the IT Department needs to effectively communicate this important message. We must learn to market effectively to create buy-in and engagement for our IT engagements as well as to impact the organisations perception of IT.

Participating in this two-day, highly interactive workshop will help your IT organisation focus on benefits and solutions, not features and functions. The workshop guides you through a step-by-step process for building a marketing plan that is scalable depending on what you plan to market, and to whom. Participants will leave the workshop with a drafted Marketing Plan for a selected IT initiative. Whether you are executing a large scale IT marketing effort, or just ensuring that people in your IT organisation are communicating the same consistent marketing messages, you will find it in this workshop. Because the perception of the IT organisation as a trusted resource is critical in today's environment, you will soon realise that marketing the value of IT is everyone's job.

### **At this workshop you will learn how to:**

- Define marketing and its role in your IT organisation
- Understand the value your IT organisation brings to the table
- Leverage the power of “hallway marketing”
- Learn the 13 essential elements for developing a marketing plan
- Create a draft marketing plan using our proven methodology
- Implement proven techniques based on your target audience and objectives
- Use market research and best practices to profile your clients
- Measure your effectiveness against our indicators of successful marketing
- Discover the power of branding
- Add value to every client transaction by focussing on their WIIFMs
- Deliver consistent marketing messages your clients understand

### Workshop # 3: Driving Change Across IT and The Organisation (two days)

Through this highly engaging workshop, you will be equipped with the knowledge and tools to be an effective change leader. You will come away understanding what is involved in leading successful change initiatives in your organisation, develop a positive approach to resistance, and recognise how your leadership behaviours can move all stakeholders in a new direction. IT leaders are skilled at managing their people, however managing change is a different story. Too often IT leaders are expected to know how to lead a change, but often they are not prepared. Effective change leadership skills are vital to your success. Whether your role is change leader, change catalyst, or change agent, the role is critical to the success of the change initiative.

#### **At this workshop you will learn how to:**

- Manage the organisational risks, human challenges and success factors of major change initiatives
- Recognise the dynamics of change in action
- Use a change leadership framework and tools to lead change
- Create clarity and a roadmap for a specific change
- Identify the structures and processes needed to sustain a change

#### **Key Topics:**

- When you ask me to change
- Choices in change - Jumping off the cliff
- Leading change is like
- Discovering the leader within
- The components of change framework
- Opening moves
- Who's who – Building a powerful change team
- Emotional cycles during change
- Sponsorship has a short shelf life
- Gaining commitment and honouring resistance
- Framing meaning – Enabling people to envision a different future
- Endings, beginnings and the land in-between
- Making change stick – Now we've reached the hard part

## Value of the Program

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We pride ourselves in creating WIIFMs (What's in it for me) for participants so they can see the application of what they are learning to their own job and situations. While in the workshop they are developing their own Action Plan, applying skills and concepts they are learning to specific work situations and clients.

### Next Program Dates and Location:

Please contact:

Luis Sarabia  
0401 872 427  
luis.sarabia@resultsgroupinternational.com

### Professional Fees

The investment per participant in the program is \$2,995. If you would like to send 3 or more participants, the investment is \$2,500 per participant.

A senior IT leader of your organization can volunteer to serve as a program mentor for a maximum of three hours a month

Fees include:

- Program co-ordination and logistics support
- Workshop delivery by the RGI senior facilitators
- Comprehensive workshop manuals and related materials
- 14 professional development units (PDUs) for two-day sessions
- Individual certificates of completion
- Action Plans that participants document throughout the workshop
- Follow-up exercises

## RGI Partnership Advantage

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As your partner for your leadership development initiative, RGI will provide many benefits including:

**IT Experience and Proven Track Record:** RGI is the APAC partner of US based Ouellette & Associates Consulting. Since 1984, we have helped more than 3,000 IT organisations make the transition from a reactive, internally focussed, order-taker culture to one that is the consultative, client-focussed, provider of choice. This work has included successful relationships with progressive IT leaders from organisations who share your commitment to building and sustaining a high-performing, client-focussed culture.

**Tailored for Each Audience:** By learning about your organisation, your people and unique culture, knowing your strategic goals and understanding your vision, we are able to tailor our services to address the specific needs of your senior leaders, middle managers and individual contributors.

**Comprehensive IT Curriculum and Services:** Our IT Professional Development curriculum is the most extensive in the industry. Developed by and for IT professionals, this curriculum embeds the new mindset and develops the new core skill set necessary for success today. It also reinforces a common philosophy of management and ensures our ability to help you achieve your short and long-term goals.

**IT Talent Development is our Core Competency:** We have developed the best practices to lead and guide your IT culture change and transformation initiatives. By living our client-centred philosophy, we “walk the talk” to ensure that you receive the best service and benefit from a seamless service experience. When it comes to IT transformation and talent development, we wrote the book.

**Real World and Practical Approach:** We are not your typical consulting firm. We were founded by an IT leader who was committed to “teaching our clients how to fish”. Our focus is on providing your team with the framework, roadmap, and practical skills that can be immediately applied and will position you to sustain your transformation journey.

**Engaging Delivery Team:** Your dedicated RGI/OA team will consist of expert workshop leaders, industry leading consultants, and relationship management specialists who are committed to your success. Our team of senior instructors is unmatched in the industry, using an engaging style, real world approaches, and providing tangible takeaways to help motivate IT leaders and staff to make the transition from technical order-takers to consultative, client-focussed, and marketing-savvy business partners.

**Continuing Your Momentum:** During each workshop, participants work on their real world projects and customer challenges. They will complete individual action plans, identifying specific actions they will take following the workshops. Targeted Application Activities will also be completed after each workshop to foster ongoing application, support behaviour change, and help ensure participants do not revert back to their technical comfort zones.