

Soft-Train



*At Soft-Train
Technology Works*

Technical Competence (4 Days)

COURSE GOAL: To enable the student to demonstrate technical proficiency and an understanding of its impact in areas of responsibility.

PREREQUISITES: None

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Manage Information Flow
- Bring Insight into Business Operations

KEY TOPICS:

I. Information Flow is in Your Blood.

- A. Manage with the Force of Facts
- B. The Digital Nervous System
- C. Create a Paperless Office

II. The Internet Changes Everything

- A. Ride the Inflection Rocket
- B. Middleman Must Add Value
- C. Touch Your Customers
- D. Adopt the Web Lifestyle
- E. Change the Boundaries
- F. Get to Market First

III. Manage Knowledge

- A. Bad News Travels Fast
- B. Convert Bad News to Good
- C. Know Your Numbers
- D. Thinking Work
- E. Raise your Corporate IQ
- F. Big Wins Require Big Risks

IV. Bring Insight to Business Operations

- A. Develop Processes that Empower People
- B. Information Technology Enables Reengineering
- C. Treat IT as a Strategic Resource

V. Special Enterprises

A. No Health Care System Is
an Island

B. Take Government to the
People

C. Reflex as a Matter of Life
and Death

D. Create Connected
Learning Communities

VI. Expect the Unexpected