

Future of work series: Managing Knowledge Worker Quality

Course and associated workshop will equip managers and leaders with the required knowledge to be successful in the management of knowledge workers and creating teams of achievers in the modern era.



Course length: 2 day course including certification exam

Overview: This course covers the management of new and emerging roles known as knowledge workers. It prepares you with a diametrically different approach to that of managing repetitious process driven activities (industrial era management and KPIs). This course will help you develop new management practices and quality measures that will ensure success. Learn how to adapt to the future of work.

Prerequisites: No mandatory prerequisites – recommended reading book [IT Quality Index](#), trainings [IT Quality Foundation](#), [IT Quality Manager](#), [DCMM Masterclass](#)

Target group: The Managing Knowledge worker Quality course is suitable for IT managers seeking new and modern methods fit for the future of work, engaged in digital transformation efforts and also for IT departments, where the role of IT is being developed beyond the cost focused service delivery model.

Course learning objectives: The objective is to provide management with knowledge and skills required to manage people within the modern business setting. This training is providing transformative knowledge where the focus of IT management is redirected from costs and productivity dominant in industrial era management practices, to managing IT workers as knowledge workers with high levels of autonomy, expert insight, extensive knowledge, exploration and innovation. Learn the following [SFIA](#) skills: Innovation INOV, Governance GOVN, Quality Management QUMG, Organisational capability development OCDV, Performance management PEMT, Competency assessment LEDA, Employee experience EEXP, Workforce planning WFPL.

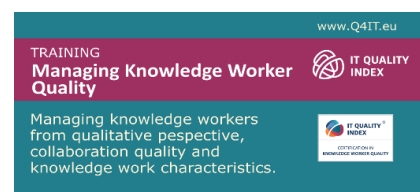
Course outcome: Successful candidates will learn differences between managing routine workers and knowledge workers in IT, where quality, collaboration and innovativeness are the main criteria to analyse the quality of knowledge workers. Successful candidates will receive Certification in knowledge worker quality.

Course agenda:

- The genesis of IT management objectives – Differences between the Industrial and knowledge era for IT management, Iatrogenic management
- Qualitative metrics compared to quantitative metrics, why velocity is not what matters most
- Knowledge work characteristics
- Collaboration networks, information theory and the latest trends in IT governance – DCMM model
- KWQI Knowledge Worker Quality Index method explained, exercise
- New qualitative metrics : Collaboration Experience CLX and Collaboration Quality CLQ
- Knowledge worker motivation and performance
- Certification exam

Additional information:

- This course is utilizing new approaches to the topic of Quality in general, some course content will be counterintuitive as it is designed to replace previously used approaches often used by people management in IT that is no longer effective.
- Ratio of theory and practical exercises 60/40.



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