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Aware of the Dangers of Burnout; Deal with the Situation; 2.3 Employee Training; Cost; Need; Employee Morale; Scheduling Demands; How Do You Know When Your Employees Need Training?; Certification; What If the Employee Takes a Training Class, and Then Uses His New-Found Skills to Find Another Job?; Non-Technical Training; Maximizing the Value of Training; 2.4 Performance Reviews; Key Areas of Evaluation; Specific Evaluation Statements; Guidelines for Reviews; Negative Reviews; Have Employees Review Themselves

""360"" ReviewsHow to Conduct the Actual Review Discussion; 2.5 Additional Resources; Web Sites; Books and Articles; Chapter Three: Staffing Your IT Team; 3.1 Why IT Managers Need to Deal with Hiring People; HR Department's Role; Justifying a Hire; Start with Internal and External Referrals; Internal versus External Hires; Should You Hire a Full-time Employee or a Consultant?; 3.2 Write a Position Description; Position Descriptions versus Contracts; General Requirements; Advertising Options; 3.3 Recruiters; Finding the Right Recruiter; 3.4 Selecting Candidates; Reviewing Resumes

Telephone ScreeningAt What Level Should I Interview?; Narrowing Down the List; General Interview Guidelines; Prepare a List of Questions; Who Else Should Interview a Candidate?; Key Concepts for a Good Technical Interview; Rank Criteria; The Value of Certification; Education; Checking References; Common Hiring Mistakes; Offering the Correct Amount for an IT Position; 3.5 Outsourcing and Offshore Outsourcing; Offshore Outsourcing Overview; 3.6 Additional Resources; Web Sites; Books and Articles; Chapter Four: Project Management; 4.1 Projects and ""Project Management"": A Quick Overview

The Value of Project Management

Sommario/riassunto

Many technical professionals are tossed into their new position of managing an IT department without enough training or experience - let alone a clear idea of what is expected of them. Other technicians are trying to decide if they should join the ranks of management, and want the real facts about managing - and managing other technical pros - before they decide. To compound the issue, most companies have become highly dependent on their IT departments for their day-to-day business operations - often including revenue generation - so the tasks are critical and the learning curve is stee
