This course supports the assessments for LZT2. The course covers 8 competencies and represents 3 competency units.

Introduction

Overview

This course focuses specifically on the development of the critical leadership and soft skills necessary for success in information technology leadership and management. You will specifically focus on cultivating effective leadership communication, building personal influence, enhancing emotional intelligence (soft skills), generating ideas (and encouraging idea generation in others), mastering conflict resolution, and positioning oneself as an influential change agent within different organizational cultures.

Before you begin reviewing this course, watch the following welcome video. This video provides specific information that will help you to successfully complete this course.

Select Coursework to begin.

Competencies

This course provides guidance to help you demonstrate the following 8 competencies:

- **Competency 433.1.1 : Leadership Approaches**
  The graduate selects appropriate leadership strategies that produce best possible solutions to effect change or achieve a goal.

- **Competency 433.1.2 : Culture**
  The graduate evaluates the influence of organizational culture on the successful completion of a specified task or project.

- **Competency 433.1.3 : Communication**
  The graduate evaluates verbal and nonverbal message strategies for the extent to which they encourage collaborative communication and problem-solving.

- **Competency 433.1.4 : Engagement and Collaboration**
  The graduate selects appropriate strategies that foster engagement and collaboration among a variety of teams.

- **Competency 433.1.5 : Innovation and Decision-Making**
  The graduate recommends effective strategies for promoting innovative solutions in specified decision-making processes.

- **Competency 433.1.6 : Organizational Change**
  The graduate incorporates strategies that leverage change within an organization's culture in efforts to build commitment and buy-in for a specified task or project.

- **Competency 433.1.7 : Power and Influence**
  The graduate integrates strategies to address competing sources of power and
influence into efforts to overcome obstacles to the successful completion of a specified task or project.

- **Competency 433.1.8 : Conflict Management**
  The graduate justifies the use of specific conflict management strategies as a means of maximizing results for all relevant stakeholders.

**Course Instructor Assistance**

As you prepare to demonstrate competency in this subject, remember that course instructors stand ready to help you reach your educational goals. As subject matter experts, course instructors enjoy and take pride in helping students become reflective learners, problem solvers, and critical thinkers. Course instructors are excited to hear from you and eager to work with you.

Successful students report that working with a course instructor is the key to their success. Course instructors are able to share tips on approaches, tools, and skills that can help you apply the content you're studying. They also provide guidance in assessment preparation strategies and troubleshoot areas of deficiency. Even if things don’t work out on your first try, course instructors act as a support system to help you prepare for another attempt. You should expect to work with course instructors for the duration of your coursework, and you are encouraged to contact them as soon as you begin. Course instructors are fully committed to your success!

**Getting Started**

To be successful in the course, review the following items:

- Go to the Assessment tab above. Check out the performance assessment before getting into the course.
- Copy or download the instructions.
- Familiarize yourself with the instructions and keep them with you as you navigate through the course.

Contact your course instructor with any questions.

**Lock In Your Progress**

Once you are ready to start or are actively working in the SimuLearn resource, lock in your progress. You only need to complete this step once; any future activity in SimuLearn will be saved.

**Mark this Activity Complete to Lock In Your Progress**

Click the check mark above or below if you are actively engaged in this course.
Pacing Guide
The pacing guide suggests a weekly structure to pace your completion of learning activities. It is provided as a suggestion and does not represent a mandatory schedule. Follow the pacing guide carefully to complete the course in the suggested timeframe.

Note: This pacing guide does not replace the course. Please continue to refer to the course for a comprehensive list of the resources and activities.

Launch Your Course
When you are ready to begin the course, click the "Launch Course" button:

Launch Course

Final Steps
Congratulations on completing the activities in this course! Now you must complete and submit the three performance assessment tasks for this course. Please consult with a Course Instructor if you have any questions about these assessments.