

# Knowledge Worker Quality

Course code: Q4IT\_KWQUA

The course and workshop bring about a fundamental change in the management approach of IT workers, a change towards the knowledge economy and a departure from quantitative metrics suitable for routine work. The course responds to new trends, especially to the fact that the value is in knowledge. For a long time, the existence of the knowledge worker remained hidden, as the main emphasis was placed on productivity, speed of response to requirements, completeness of tasks. Simply put, working in IT was seen as the work of a manual worker performing the tasks assigned to him. At the turn of the century, the existence of a fundamental difference between manual work and a knowledge worker (knowledge worker) was recognized, whose characteristics are the complexity of problems, their variability and the fact that most of the work activities are performed actively, autonomously, the work is creative and the main emphasis is not quantity, but quality. Participants will learn the main differences between quantitative and qualitative management, the characteristics of the work of a knowledge worker, the concept of Collaboration Experience and Collaboration Quality, the concept of analyzing the quality of a knowledge worker - the quality index of a knowledge worker - as a diametrically different concept from measuring productivity and quantitative KPIs. Course participants will gain knowledge of how to measure the quality of a knowledge worker and how to use the complementary quality metrics CLQ and CLX. An optional outcome of the course is an individual knowledge profile - SFIA skill profile - compiled by an accredited SFIA consultant. After successfully passing the final test, graduates receive the Certification Managing Knowledge Worker Quality - CMKWQ certificate. It is an online exam. Creating your own SFIA profile - online or in person - is included in the course price. The course without creating an SFIA profile costs 18 860 CZK

## Who is the course for

especially managerial positions – team leader, IT manager, CIO, head of department. IT workers in organizations where the role of IT is changing from a service provider to a competence center where IT plays a major role in modernization and digital transformation.

## Information about the course

**The course is focused on quality skills according to SFIA:** Innovation INOV, Governance GOVN, Quality Management QUMG, Organizational capability development OCDV, Performance management PEMT, Competency assessment LEDA, Employee experience EEXP.

- The course is led by experienced accredited experts and trainers in the field of IT quality - AITQE / AITQT.
- Course participants can become members of the IT Quality Index group on LinkedIn
- The course contains new concepts that may conflict with traditional productivity and performance measurement practices rooted in many management practices. The course is recommended to participants who are looking for new innovative approaches to IT management

## Required skills

Participation in any course is not mandatory for the course, however, we recommend that you familiarize yourself with the IT Quality Index methodology, the previous IT Quality Foundation and IT Quality Manager courses are also suitable, as well as the course on digital capabilities management - DCMM Masterclass. Recommended reading IT Quality Index 2022 Edition, ISBN 9798543925812

## Course outline

- The genesis of management models in IT from industrial methods to the knowledge era, latrogenic management
- Quantitative metrics and their limitations for non-routine work
- Qualitative metrics as the main criterion for the complex work of a knowledge worker
- Characteristics of Knowledge Work – reactive vs proactive work
- Collaborative networks, information theory and its implications, complementarity of quality and quantity as primary and secondary metrics

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# Knowledge Worker Quality

- Knowledge Worker Quality Analysis Methodology - KWQI Knowledge Worker Quality Index - practical procedures
- The method of analyzing the quality of collaboration - CLX and CLQ - collaboration experience and quality
- Value of Knowledge Worker composite indicator VKW
- **Online certification exam "Certification Managing Knowledge Worker Quality" CMKWQ.**
- Compilation of an official SFIA profile from an accredited SFIA consultant can be ordered in addition to the course. The SFIA profile is created for each participant individually in the form of a structured interview – in person or online.

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