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| **№** | | **Название компетенции** | **Ссылка на материалы** |
| 1 | Выявление и документирование требований к АС | • Источники требований  • Типы требований  • Документирование требований: детализация и декомпозиция  • методы выявления и описания основных блоков требований  o бизнес-процессы as is и to be  o описание пользовательского взаимодействия (Use Cases, User Stories, Story Boards)  o модель предметной области  • Общее представление о распространенных нотациях:  o Какие нотации бывают, для документирования каких требований используются  o ERD, idef, bpmn, uml | <https://ru.wikipedia.org/wiki/Требования_к_программному_обеспечению>  <http://foranalysts.blogspot.ru/2011/08/blog-post_17.html>  <https://ru.wikipedia.org/wiki/Сценарий_использования>  <https://ru.wikipedia.org/wiki/Пользовательские_истории>  <http://studbooks.net/2034267/informatika/analiz_trebovaniy_sisteme>  [http://HYPERLINK "http://ивтб.рф/exams/trpo/21.htm"ивтбHYPERLINK "http://ивтб.рф/exams/trpo/21.htm".HYPERLINK "http://ивтб.рф/exams/trpo/21.htm"рфHYPERLINK "http://ивтб.рф/exams/trpo/21.htm"/exams/HYPERLINK "http://ивтб.рф/exams/trpo/21.htm"trpoHYPERLINK "http://ивтб.рф/exams/trpo/21.htm"/21.htm](http://ивтб.рф/exams/trpo/21.htm)  <http://studbooks.net/1173398/informatika/model>  <http://gs-studio.com/news-about-it/30205-----use-cases>  <https://habrahabr.ru/post/152375/>  <http://www.intuit.ru/studies/courses/2195/55/lecture/1628>  IDEF  [httpHYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3"://HYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3"wwwHYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3".HYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3"intuitHYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3".HYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3"ruHYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3"/HYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3"studiesHYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3"/HYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3"coursesHYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3"/2195/55/HYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3"lectureHYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3"/1628?HYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3"pageHYPERLINK "http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3"=3](http://www.intuit.ru/studies/courses/2195/55/lecture/1628?page=3)  <https://studfiles.net/preview/4532703/> |
| 2 | Понимание бизнес-требований | • Анализ полноты, непротиворечивости, реализуемости  • Распространенные нотации документирования требований  • Понятие бизнес процесса, СИС и предметной области; | <https://studfiles.net/preview/3066071/>  [httpHYPERLINK "http://www.intuit.ru/studies/courses/945/174/lecture/4716"://HYPERLINK "http://www.intuit.ru/studies/courses/945/174/lecture/4716"wwwHYPERLINK "http://www.intuit.ru/studies/courses/945/174/lecture/4716".HYPERLINK "http://www.intuit.ru/studies/courses/945/174/lecture/4716"intuitHYPERLINK "http://www.intuit.ru/studies/courses/945/174/lecture/4716".HYPERLINK "http://www.intuit.ru/studies/courses/945/174/lecture/4716"ruHYPERLINK "http://www.intuit.ru/studies/courses/945/174/lecture/4716"/HYPERLINK "http://www.intuit.ru/studies/courses/945/174/lecture/4716"studiesHYPERLINK "http://www.intuit.ru/studies/courses/945/174/lecture/4716"/HYPERLINK "http://www.intuit.ru/studies/courses/945/174/lecture/4716"coursesHYPERLINK "http://www.intuit.ru/studies/courses/945/174/lecture/4716"/945/174/HYPERLINK "http://www.intuit.ru/studies/courses/945/174/lecture/4716"lectureHYPERLINK "http://www.intuit.ru/studies/courses/945/174/lecture/4716"/4716](http://www.intuit.ru/studies/courses/945/174/lecture/4716)  <http://www.intuit.ru/studies/professional_retraining/945/courses/174/lecture/4734>  <https://ru.wikipedia.org/wiki/Бизнес-процесс>  <https://studfiles.net/preview/5251863/page:27/>  <http://indivip.ru/sovety/biznes-processy-i-optimizaciya-proizvodstva.html>  [httpsHYPERLINK "https://ru.wikipedia.org/wiki/Предметная\_область"://HYPERLINK "https://ru.wikipedia.org/wiki/Предметная\_область"ruHYPERLINK "https://ru.wikipedia.org/wiki/Предметная\_область".HYPERLINK "https://ru.wikipedia.org/wiki/Предметная\_область"wikipediaHYPERLINK "https://ru.wikipedia.org/wiki/Предметная\_область".HYPERLINK "https://ru.wikipedia.org/wiki/Предметная\_область"orgHYPERLINK "https://ru.wikipedia.org/wiki/Предметная\_область"/HYPERLINK "https://ru.wikipedia.org/wiki/Предметная\_область"wikiHYPERLINK "https://ru.wikipedia.org/wiki/Предметная\_область"/HYPERLINK "https://ru.wikipedia.org/wiki/Предметная\_область"Предметная\_область](https://ru.wikipedia.org/wiki/Предметная_область)  [httpHYPERLINK "http://www.intuit.ru/studies/courses/953/191/lecture/4969"://HYPERLINK "http://www.intuit.ru/studies/courses/953/191/lecture/4969"wwwHYPERLINK "http://www.intuit.ru/studies/courses/953/191/lecture/4969".HYPERLINK "http://www.intuit.ru/studies/courses/953/191/lecture/4969"intuitHYPERLINK "http://www.intuit.ru/studies/courses/953/191/lecture/4969".HYPERLINK "http://www.intuit.ru/studies/courses/953/191/lecture/4969"ruHYPERLINK "http://www.intuit.ru/studies/courses/953/191/lecture/4969"/HYPERLINK "http://www.intuit.ru/studies/courses/953/191/lecture/4969"studiesHYPERLINK "http://www.intuit.ru/studies/courses/953/191/lecture/4969"/HYPERLINK "http://www.intuit.ru/studies/courses/953/191/lecture/4969"coursesHYPERLINK "http://www.intuit.ru/studies/courses/953/191/lecture/4969"/953/191/HYPERLINK "http://www.intuit.ru/studies/courses/953/191/lecture/4969"lectureHYPERLINK "http://www.intuit.ru/studies/courses/953/191/lecture/4969"/4969](http://www.intuit.ru/studies/courses/953/191/lecture/4969)  <http://sdamzavas.net/3-54510.html> |
| 3 | Техники моделирования | • Логическое моделирование предметной области  • Логическое моделирование структуры данных (БД)  • Методики визуального моделирования: BPMN, ERD, UML | БД:  <https://ru.wikipedia.org/wiki/%D0%9F%D0%B5%D1%80%D0%B2%D0%B0%D1%8F_%D0%BD%D0%BE%D1%80%D0%BC%D0%B0%D0%BB%D1%8C%D0%BD%D0%B0%D1%8F_%D1%84%D0%BE%D1%80%D0%BC%D0%B0>  <http://www.intuit.ru/studies/courses/1041/218/lecture/27271>  BPMN:  [httpsHYPERLINK "https://ru.wikipedia.org/wiki/BPMN"://HYPERLINK "https://ru.wikipedia.org/wiki/BPMN"ruHYPERLINK "https://ru.wikipedia.org/wiki/BPMN".HYPERLINK "https://ru.wikipedia.org/wiki/BPMN"wikipediaHYPERLINK "https://ru.wikipedia.org/wiki/BPMN".HYPERLINK "https://ru.wikipedia.org/wiki/BPMN"orgHYPERLINK "https://ru.wikipedia.org/wiki/BPMN"/HYPERLINK "https://ru.wikipedia.org/wiki/BPMN"wikiHYPERLINK "https://ru.wikipedia.org/wiki/BPMN"/HYPERLINK "https://ru.wikipedia.org/wiki/BPMN"BPMN](https://ru.wikipedia.org/wiki/BPMN)  ER-модель  [httpsHYPERLINK 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| 4 | Спецификация BPMN | • Структура и содержание нотации  • Чтение нотации и примеры моделей | Нотация BPMN:  [httpHYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"://HYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"wwwHYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation".HYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"businessstudioHYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation".HYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"ruHYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"/HYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"wikiHYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"/HYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"docsHYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"/HYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"vHYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"4/HYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"dokuHYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation".HYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"phpHYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"/HYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"ruHYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"/HYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"csdesignHYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"/HYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"bpmodelingHYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"/HYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"bpmnHYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"\_HYPERLINK "http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn\_notation"notation](http://www.businessstudio.ru/wiki/docs/v4/doku.php/ru/csdesign/bpmodeling/bpmn_notation)  [httpHYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"://HYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"wwwHYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894".HYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"elmaHYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"-HYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"bpmHYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894".HYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"ruHYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"/HYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"journalHYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"/HYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"indexHYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894".HYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"phpHYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"?HYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"ELEMENTHYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"\_HYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"IDHYPERLINK "http://www.elma-bpm.ru/journal/index.php?ELEMENT\_ID=2894"=2894](http://www.elma-bpm.ru/journal/index.php?ELEMENT_ID=2894)  <https://studfiles.net/preview/6354105/page:49/> |
| 5 | Базовые понятия процесса разработки ПО | • Методологии разработки  • Итерационная модель  • Водопадная модель  • Гибкие методологии  • Agile  • DevOps  • Основы конфигурационного управления, управление изменениями | [httpsHYPERLINK "https://habrahabr.ru/company/edison/blog/269789/"://HYPERLINK "https://habrahabr.ru/company/edison/blog/269789/"habrahabrHYPERLINK "https://habrahabr.ru/company/edison/blog/269789/".HYPERLINK "https://habrahabr.ru/company/edison/blog/269789/"ruHYPERLINK "https://habrahabr.ru/company/edison/blog/269789/"/HYPERLINK "https://habrahabr.ru/company/edison/blog/269789/"companyHYPERLINK "https://habrahabr.ru/company/edison/blog/269789/"/HYPERLINK "https://habrahabr.ru/company/edison/blog/269789/"edisonHYPERLINK "https://habrahabr.ru/company/edison/blog/269789/"/HYPERLINK "https://habrahabr.ru/company/edison/blog/269789/"blogHYPERLINK "https://habrahabr.ru/company/edison/blog/269789/"/269789/](https://habrahabr.ru/company/edison/blog/269789/)  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| 6 | Основы тестирования и управления дефектами | • Тестирование и качество продукта  • Тестирование и требования к продукту  • Уровни, виды, типы тестирования  • Этапы тестирования, тестирование в различных моделях разработки  • Артефакты тестирования  • Дефекты. Жизненный цикл дефекта  • Классификация и атрибуты дефектов | <https://studfiles.net/preview/4494384/>  [httpsHYPERLINK "https://ru.wikipedia.org/wiki/Тестирование\_программного\_обеспечения"://HYPERLINK "https://ru.wikipedia.org/wiki/Тестирование\_программного\_обеспечения"ruHYPERLINK "https://ru.wikipedia.org/wiki/Тестирование\_программного\_обеспечения".HYPERLINK "https://ru.wikipedia.org/wiki/Тестирование\_программного\_обеспечения"wikipediaHYPERLINK "https://ru.wikipedia.org/wiki/Тестирование\_программного\_обеспечения".HYPERLINK "https://ru.wikipedia.org/wiki/Тестирование\_программного\_обеспечения"orgHYPERLINK "https://ru.wikipedia.org/wiki/Тестирование\_программного\_обеспечения"/HYPERLINK "https://ru.wikipedia.org/wiki/Тестирование\_программного\_обеспечения"wikiHYPERLINK "https://ru.wikipedia.org/wiki/Тестирование\_программного\_обеспечения"/HYPERLINK "https://ru.wikipedia.org/wiki/Тестирование\_программного\_обеспечения"Тестирование\_программного\_обеспечения](https://ru.wikipedia.org/wiki/Тестирование_программного_обеспечения)  <http://juice-health.ru/program/software-testing/495-software-testing-methods>  <https://habrahabr.ru/post/279535/> |
| 7 | Технический кругозор: технологии интеграции | • Концепция SOA, веб-сервисы  • Протоколы обмена данными  • Понятие транзакции  • Механизмы интеграции, ESB  • XML  • WSDL | SOA:  <https://ru.wikipedia.org/wiki/%D0%A1%D0%B5%D1%80%D0%B2%D0%B8%D1%81-%D0%BE%D1%80%D0%B8%D0%B5%D0%BD%D1%82%D0%B8%D1%80%D0%BE%D0%B2%D0%B0%D0%BD%D0%BD%D0%B0%D1%8F_%D0%B0%D1%80%D1%85%D0%B8%D1%82%D0%B5%D0%BA%D1%82%D1%83%D1%80%D0%B0>  <https://ru.wikipedia.org/wiki/SOAP>  <http://it-claim.ru/Education/Course/ISDevelopment/Lecture_7.pdf>  Веб-сервисы:  <https://ru.wikipedia.org/wiki/%D0%92%D0%B5%D0%B1-%D1%81%D0%BB%D1%83%D0%B6%D0%B1%D0%B0>  Протоколы обмена данными:  <http://thedifference.ru/chem-otlichaetsya-protokol-tcp-ot-udp/>  <https://ru.wikipedia.org/wiki/%D0%9F%D1%80%D0%BE%D1%82%D0%BE%D0%BA%D0%BE%D0%BB_%D0%BF%D0%B5%D1%80%D0%B5%D0%B4%D0%B0%D1%87%D0%B8_%D0%B4%D0%B0%D0%BD%D0%BD%D1%8B%D1%85>  <https://ru.wikipedia.org/wiki/TCP/IP>  <https://ru.wikipedia.org/wiki/DNS>  Понятие транзакции:  <https://studfiles.net/preview/2206952/>  XML:  <https://ru.wikipedia.org/wiki/XML>  WSDL:  <https://ru.wikipedia.org/wiki/WSDL>  ESB:  <http://compress.ru/article.aspx?id=21413>  <https://ru.wikipedia.org/wiki/%D0%9C%D0%B0%D1%81%D1%88%D1%82%D0%B0%D0%B1%D0%B8%D1%80%D1%83%D0%B5%D0%BC%D0%BE%D1%81%D1%82%D1%8C>  <http://tonk.ru/technology/what_is_the_thin_clients/>  <https://ru.wikipedia.org/wiki/%D0%9A%D0%BE%D1%80%D0%BD%D0%B5%D0%B2%D1%8B%D0%B5_%D1%81%D0%B5%D1%80%D0%B2%D0%B5%D1%80%D1%8B_DNS> |
| 8 | Технический кругозор: основы архитектуры и классы АС | • Основные понятия архитектуры ПО  • Типы архитектурных решений  • Стили архитектуры ПО  • Фреймворки архитектуры ПО  • Классы автоматизированных систем | <https://ru.wikipedia.org/wiki/%D0%90%D1%80%D1%85%D0%B8%D1%82%D0%B5%D0%BA%D1%82%D1%83%D1%80%D0%B0_%D1%81%D0%B8%D1%81%D1%82%D0%B5%D0%BC%D1%8B>  <https://ru.wikipedia.org/wiki/%D0%90%D1%80%D1%85%D0%B8%D1%82%D0%B5%D0%BA%D1%82%D1%83%D1%80%D0%B0_%D0%BF%D1%80%D0%BE%D0%B3%D1%80%D0%B0%D0%BC%D0%BC%D0%BD%D0%BE%D0%B3%D0%BE_%D0%BE%D0%B1%D0%B5%D1%81%D0%BF%D0%B5%D1%87%D0%B5%D0%BD%D0%B8%D1%8F>  <https://ru.wikipedia.org/wiki/%D0%A2%D1%80%D1%91%D1%85%D1%83%D1%80%D0%BE%D0%B2%D0%BD%D0%B5%D0%B2%D0%B0%D1%8F_%D0%B0%D1%80%D1%85%D0%B8%D1%82%D0%B5%D0%BA%D1%82%D1%83%D1%80%D0%B0>  <https://ru.wikipedia.org/wiki/%D0%A4%D1%80%D0%B5%D0%B9%D0%BC%D0%B2%D0%BE%D1%80%D0%BA>  <https://ru.wikipedia.org/wiki/%D0%A2%D0%BE%D0%BD%D0%BA%D0%B8%D0%B9_%D0%BA%D0%BB%D0%B8%D0%B5%D0%BD%D1%82>  <https://ru.wikipedia.org/wiki/%D0%A4%D0%B0%D0%B9%D0%BB%D0%BE%D0%B2%D1%8B%D0%B9_%D1%81%D0%B5%D1%80%D0%B2%D0%B5%D1%80>  <https://ru.wikipedia.org/wiki/%D0%9A%D0%BB%D0%B8%D0%B5%D0%BD%D1%82_%E2%80%94_%D1%81%D0%B5%D1%80%D0%B2%D0%B5%D1%80>  <https://ru.wikipedia.org/wiki/%D0%9A%D0%BB%D0%B0%D1%81%D1%81%D0%B8%D1%84%D0%B8%D0%BA%D0%B0%D1%86%D0%B8%D1%8F_%D0%B0%D0%B2%D1%82%D0%BE%D0%BC%D0%B0%D1%82%D0%B8%D0%B7%D0%B8%D1%80%D0%BE%D0%B2%D0%B0%D0%BD%D0%BD%D1%8B%D1%85_%D1%81%D0%B8%D1%81%D1%82%D0%B5%D0%BC>  <https://ru.wikipedia.org/wiki/Data_Definition_Language>  Классы информационных систем:  <https://inrecolan.ru/blog/stanislav-ogryzkov/358-cisconnection>  <https://ru.wikipedia.org/wiki/%D0%A1%D0%B8%D1%81%D1%82%D0%B5%D0%BC%D0%B0_%D1%83%D0%BF%D1%80%D0%B0%D0%B2%D0%BB%D0%B5%D0%BD%D0%B8%D1%8F_%D1%81%D0%BE%D0%B4%D0%B5%D1%80%D0%B6%D0%B8%D0%BC%D1%8B%D0%BC>  <http://ru.bmstu.wiki/DBMS_(Database_Management_System>)  <https://ru.wikipedia.org/wiki/Business_Intelligence> |
| 9 | Коммуникативные навыки | • Преодоление коммуникативных барьеров  • Проведение переговоров  • Управление конфликтами  • Письменная коммуникация  • Сложные случаи коммуникации | <http://samopoznanie.ru/schools/storitelling/> |
| 10 | Управление исполнением | • Постановка задач, планирование точек контроля  • Управление исполнением  • Планирование командировок и отпусков  • Контроль исполнения задач и мотивации исполнителей, анализ отчетов  • Решение проблем исполнения задач  • Предоставление обратной связи исполнителям  • Особенности управления исполнением в матричной организации | <https://ru.wikipedia.org/wiki/SMART> |
| 11 | Презентационные навыки | Разработка презентаций:  • Целеполагание  • Анализ целевой аудитории, учет ее особенностей  • Структура и последовательность подачи информации  • Фокус на цель и результат  • Нагрузка слайдов / оптимальность объема информации  Проведение презентаций:  • Зрительный контакт с аудиторией  • Применение приемов завоевания доверия, привлечения внимания и убеждения  • Работа с флипчартом и слайдами  • Работа с возражениями и сложными участниками | <https://ru-ru.facebook.com/nikita.nepryakhin/photos/a.773636279351120.1073741828.773522452695836/861763747205039/>  <http://www.psychologos.ru/articles/view/pravila_ubezhdeniya>  <http://nepryakhin.ru/100-pravil-ubezhdeniya-i-argumentacii-chast-3-kak-sozdat-strukturirovannuyu-liniyu-argumentacii-4/> |