Communication and Interpersonal Skills: A Seminar for IT and Technical Professionals

Code: 2551

2 days

Course Overview

Whether you're an IT professional, engineer, scientist, or researcher, communicating with others-both technical and non-technical professionals-is an essential part of the job. In this seminar, you will gain the interpersonal and communication tools you need to ensure mutual clarity and understanding when dealing with others, so you can maximize all your business interactions and achieve your critical goals.

Who Needs To Attend

IT and technical professionals who need to develop the interpersonal and communication skills necessary to effectively convey their knowledge to those around them

Course Details

Topics Include

- Recognize and manage differences between you and non-technical professionals
- Deliver clear messages to non-technical professionals
- Apply verbal and non-verbal techniques to build shared understanding
- Strategically apply a communication system to enhance relationships and achieve performance goals
- Develop active listening skills that promote better work relationships
- Get your points across in diverse communication contexts
- Use influencing skills to complete projects faster and grow your reputation
- Be able to productively manage conflict

Course Outline

1. Differences Between Technical and Non-Technical Professionals

- Differences in communication needs/expectations of technical vs. non- technical professionals
- Impact of generational characteristics on communication within and outside of technical areas

- Analyzing your own work situation based on communication needs and expectations

2. Interpersonal Strategies to Help You Get Your Points Across in Diverse Circumstances

- Distinguishing communication style preferences to better understand and influence others
- Determining your personal communication styles with the DiSC© profile
- Identifying the strengths and limitations of your DiSC© profile
- Using behavioral clues to determine others' personal styles
- How to more effectively work with other styles

3. Strategically Applying a Communication System to Enhance Relationships

- Verbal vs. nonverbal communications
- Assessing your own nonverbal traits and developing an improvement plan
- Criteria for establishing trust and building credibility
- Using a communication model to conduct more effective conversations

4. Developing Active Listening Skills to Promote Better Work Relationships

- Recognizing the role of listening in effective communications
- Knowing when and how to acknowledge emotions and ideas
- Applying effective listening techniques to own work situations

5. Communication Strategies to Help You Achieve Your Goals

- Constructing open and closed questions
- Demonstrating and applying the effective use of informing, directing, and criticizing

6. Productively Managing Conflict

- Using and applying the AEIOU model to assertively build shared expectations
- Determining your own conflict style using the Thomas-Killman conflict mode instrument
- Developing an action plan to apply these techniques to your own work situations