

Communication and Interpersonal Skills for Technical Professionals

Learn via: **Classroom / Virtual Classroom / Online**

Duration: **2 Day**

<https://bilginc.com/en/training/communication-and-interpersonal-skills-for-technical-professionals-3196-training/>

Overview

Recognize and manage differences between you and nontechnical professionals

Deliver clear messages to non-technical professionals

Apply verbal and nonverbal 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

Whether you're an IT professional, engineer, scientist, or researcher, communicating with others—both technical and nontechnical professionals—is an essential part of the job. This seminar will give you 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.

Prerequisites

To achieve success, technical professionals must have strong and flexible interpersonal and communication skills in addition to their technical abilities.

Who Should Attend

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

What You Will Learn

Whether you're an IT professional, engineer, scientist, or researcher, communicating with others—both technical and nontechnical professionals—is an essential part of the job. This seminar will give you 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.

Outline

Identifying Differences Between Technical and Nontechnical Professionals

Recognizing the differences in communication needs/expectations of technical vs. nontechnical professionals

Understanding the impact of generational characteristics on communication within and outside of technical areas

Analyzing your own work situation based on communication needs and expectations

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

Describing how to more effectively work with other styles

Strategically Applying a Communication System to Enhance Relationships

Differentiating between verbal and nonverbal communications

Assessing your own nonverbal traits and developing an improvement plan

Identifying criteria for establishing trust and building credibility

Using a communication model to conduct more effective conversations

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

Communication Strategies to Help You Achieve Your Goals

Determining when to use open and closed-ended questions

Demonstrating and applying the effective use of informing, directing and criticizing

Productively Managing Conflict

Using and applying the AEIOU model to assertively build shared expectations

Determining your own conflict style using the Thomas-Kilmann Conflict Mode Instrument

Developing an action plan to apply these techniques to your own work situations