

Corder Enterprises International



Your Complete VMware[®] Solution[™]

Communication Skills for Technical Professionals

In today's fast-paced world, employees have to be able to get their point across quickly or they won't be effective. To succeed in this type of environment, technical professionals need effective communication skills to accompany their technical prowess. The ability to communicate, cooperate, coordinate, resolve differences and persuade others effectively will determine success as much as the ability to perform the technical aspects of the job. This program will help technical employees build rapport with a wide variety of individuals, prepare effective business documents and prevent unnecessary conflict.

Audience: Technical professionals interested in maximizing their professional communication skills.

Prerequisites: None.

Number of Days: 1 day

Characteristics of Technical Professionals

- Strengths and shortcomings of technical professionals
- Do you speak techie?

Defining Communication

- Different levels of meaning
- The communication process
- Levels of communication

Communication Filters

- Identifying filters
- Age, race, ethnicity, culture, gender, success attribution and others

Personality Assessment (Myers-Briggs Type Indicator[®])

- Assessment/interpretation
- Type distribution
- Team type
- The need for opposites

Building Rapport

The ways humans connect
Paraphrasing statements
Encouragement

Writing Business Documents

- What should you include
- What action do you want readers to take?
- Putting pen to paper
- Use the active voice
- Don't let writer's block bog you down

Electronic Communication

- E-writing
- Netiquette
- The shape of email
- Best uses of voicemail

Avoiding unnecessary conflict

- Misunderstandings and disagreements
- Sources of conflict
- Methods for handling conflict
- Methods for preventing conflict
- Conflict communication styles

<http://www.corder.com>

1 (866) 521-776

77 N. High St.

Columbus, OH 43230