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

1. **Characteristics of Technical Professionals**
   Strengths and shortcomings of technical
      professionals
   Do you speak techie?
2. **Defining Communication**
   Different levels of meaning
   The communication process
   Levels of communication
3. **Communication Filters**
   Identifying filters
   Age, race, ethnicity, culture, gender,
      success attribution and others
4. **Personality Assessment (Myers-Briggs Type Indicator®)**
   Assessment/interpretation
   Type distribution
   Team type
   The need for opposites
5. **Building Rapport**
   The ways humans connect
   Paraphrasing statements
   Encouragement
   Non-verbal and subtext messages
6. **Who Are You Talking To?**
   Communicating with your manager
   Communicating with your customer
   Communicating with your team
   Reinforcing feedback

   Corrective feedback
7. **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
8. **Electronic Communication**
   E-writing
   Netiquette
   The shape of email
   Best uses of voicemail
9. **Avoiding unnecessary conflict**
   Misunderstandings and disagreements
   Sources of conflict
   Methods for handling conflict
   Methods for preventing conflict
   Conflict communication styles