

Summary:

It is increasingly important that IT professionals, as well as having excellent professional and technical skills, are effective and influential communicators both one-to-one and with groups. IT professionals need to communicate complex data in an engaging and understandable way to business customers. Developing a range of communication styles and being able to successfully select and deliver the correct style will maximise impact and effectiveness.

This workshop is aimed at IT Professionals, IT Managers and IT Business Partners who want to take their communication skills to the next level with business customers. It is practical and participative with the opportunity for practise and feedback. Each participant will complete a communication styles profile questionnaire and have the opportunity to receive feedback from the facilitator on their style, impact and image with suggestions for development.

This Workshop Will Enable You To:

- Understand your preferred communication style and interaction with business customers
- Develop and practice a range of communication techniques including assertiveness, challenge, asking for commitment and dealing with resistance
- Conduct a personal impact and effectiveness audit
- Develop and practice techniques for communicating complex and technical information in a way that engages and informs business customers
- Explore individual communication challenges on a one-to-one basis

- Review checklists and success criteria for group presentations
- Deliver a short presentation to a group and receive individual feedback
- Develop a personal development and action plan

Contents Will Include:

- Communication styles – questionnaire and impact
- Tools and techniques for effective communication
- Personal impact – ‘What messages am I communicating about me?’
- Making complex information engaging and understandable
- Individual communication challenges
- Tips and checklists for effective group communication
- Presentation skills and feedback
- Personal development and action planning

Workshop Details:

This workshop is run in-house for clients and can either be ‘off-the-shelf’ or designed as a bespoke workshop. Options in-house include extension to a two-day workshop, with more in-depth development of individual communication styles and group presentation skills.

For an informal discussion, please call Shirley Dalziel on +44(0)7740 737739 or email karen.morrison@develop-global.com