

Communication Skills for IT Specialists



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3 Sessions –
9 Hours of Interactive Training

Career opportunities for computer support specialists continue to grow as businesses increasingly need help managing, upgrading, and customizing sophisticated computer systems. Communication Skills for IT Specialists is the newest addition to LearnKey's soft-skills series. This valuable course provides professional training in successful communication for project and people management within the IT industry. This course covers all aspects of power communication from understanding theory to conflict resolution and presentation styles. Included are scenarios that show how effective communication becomes a key advantage in today's IT environment. This translates into a need for IT specialists who can effectively communicate and help organizations implement and manage technology with employees, clients, and consumers. This course is a must for any technology specialist.

Benefits

- Increase your earning potential and be among the fastest growing careers today.
- In this highly competitive industry, top jobs go to IT specialists who can communicate clearly and effectively.
- Manage communications within your organization and IT department.

About The Author

Tom Carpenter has delivered training programs to more than 29,000 IT professionals since 1997. He has developed and delivered courses on Windows operating systems and services as well as wireless networking and security. With experience as a systems administrator and security officer in an organization of more than 25,000 client systems, Carpenter brings a wealth of real world experience and knowledge to his courses. Tom is a CWNA, CWSP, Wireless# and MCP and is one of the founding managers of the Certified Technology Services Professional certification. He teaches technical and self-development topics to IT professionals throughout the US.

Session 1

Section A: Importance of Communication Skills

- Need for Improved Skills
- Being a Powerful Communicator
- Reducing Resistance
- Improved Quality, Reduced Costs
- Development Areas
- Written Communication Skills
- Communication Competency
- Principles to Remember

Section B: Foundations of Effectiveness

- Ideas and Theories
- Relational Ability
- Self-Management and Time Management
- Learning Styles
- Discipline
- Technical Ability

Section C: Communications Theory

- Communication Formulas
- Communication Process
- Three Perceived Elements
- Tone of Voice
- Body Language
- Environment
- Communication Roles

Section D: Assertiveness

- Assertiveness Scale
- Example of Behaviors
- Benefits of Assertiveness
- Making Assertiveness Happen

Section E: Listening Skills

- Hindrances of Listening
- Effective Listening
- Seven Distractions
- Five Listening Levels

Section F: Effective Listening Techniques

- Empathy Listening
- Seek Synergy
- Five Steps of Listening
- Asking Questions
- Customer Service Principles

Section G: Personality Types

- Four Motivations
- Motivation Matrix
- Complementing Personality Types

Section H: Conflict Resolution

- Five Conflict Management Methods
- Conflict Scenarios
- Deciding How to Act

Session 2

Section A: Negotiation Skills

- When to Negotiate
- What is at Stake?
- Who is Impacted?
- Laws of Influence
- Sources of Power
- Persuasion vs. Manipulation
- Before Negotiation

Section B: Negotiation Tips and Techniques

- Asking "What if?"
- Structure the Message
- Offer Options
- Sally's Story
- Asking "What would make you happy?"
- Carpet Story
- The Seven Stages
- Understanding Change

Section C: Translating Your Knowledge

- Comparison Method
- Contrast Method
- Construction Method
- Combination Method
- Things to Remember

Section D: Accountability and Trust

- Earning Trust and Building Rapport
- Accountability Diagram
- Five Steps to Trust
- Trust Principles

Section E: Building Rapport

- Three Rapport Elements
- Use Their Names
- Discover Their Interests
- Let Them Talk
- Pacing
- Match Conversational Modalities

Section F: Repairing Damaged Relationships

- R.E.L.A.T.E.
- R = Reside
- E = Express
- L = Listen
- A = Ask
- T = Tell
- E = Encourage

Section G: Effective Written Communications

- Writing Principles
- Getting Started
- Main Idea
- The Writing Process

Section H: Types of Writing

- E-mails and Memos
- Progress Reports
- Feasibility Studies
- Proposals
- Project Charter Template
- Technical Documentation
- Writing Example

Session 3

Section A: Preparing the Presentation

- Delivering Your Message
- LIVE Studio
- Six D Methodology

Section B: Delivering the Presentation

- Openings and Closings
- Transitions
- Handling Questions
- Presentation Types

Section C: Creative Communications Management

- Creativity Defined
- The Creative Process
- Mental Blocks
- Unlearn What You Know
- Tips for Being Creative
- Idea Evaluation
- Creative Roles

Section D: Creativity Techniques

- Comparative Contrasts
- What If?
- Ask Mother Nature
- Take a Different Route
- Wear a Different Hat
- Renaming
- Anything is Possible
- Accidental Discovery
- A Thousand Words
- Go for a Walk
- Listen to Music
- Never Stop Reading

Section E: Value-Added IT

- Understanding Alignment
- Negative vs. Positive Alignment
- Relationship Stages
- Beyond Alignment Toward Synergy

Section F: Value Quantifier

- Quantifier Index
- Index Example
- Group VQI

Section G: What Managers Buy

- Managers' Needs
- Financials
- Benefit/Cost/Flow Chart
- Importance and Urgency Matrix
- Influence and Control Matrix
- Forced-Choice Indicator

Section H: Selling Solutions

- Sizzlemanship
- Steps to the Sale
- Closes
- Selling Solutions with Integrity

Section H: Developing Communication Channels

- Internal Channel
- Partnership Channel
- Consulting Channel
- Appreciation Channel
- Reporting Channel