Learnsoft
ENTERPRISE TRAINING

Effective Communication Skills for Technical Professionals

Length: 1 Day

Summary: Most technical professional's communications are filled with lots of technical jargon and pseudo-codes to communicate meaning. Problems can arise when communicating the message to a non-technical professional or senior management. This course has all the information, skills, and strategies you need to eliminate misunderstandings and making sure communication difficulties don't hold you back.

Effective communication is vital to your success. The ability to communicate, cooperate, and collaborate is hugely important in today's interconnected work environment, but if you are struggling to get your point across it can lead to problems, even impacting your ability to perform your job.

At this program's conclusion, participants should be able to:

- Define why active listening is important
- Identify personal behavior style and its unique challenges
- Describe a model of feedback, communication, and listening
- Explain the importance of body language
- Effectively introduce themselves and others
- Rephrase blunt language for better communication
- List techniques for dealing with difficult people
- Develop an action plan to improve communication skills

COURSE CONTENT

1: THE BASICS OF COMMUNICATION FOR TECHNICAL PROFESSIONALS
- Clear communication and understanding the communication process
- Different types of communication and when to use each one
- Active listening skills

2: THE ROOT CAUSES OF MISUNDERSTANDINGS
- Speak the same language
- Logical minds vs. emotional ones – How to bridge the gap in communication styles
- The information paradox: Why too much information can be counterproductive

3: SENDING THE RIGHT MESSAGE
- Strategizing your message before you deliver it
- Why tone is important and why you may be sending the wrong message

4: SPEAKING CLEARLY AND OTHER VERBAL COMMUNICATION STRATEGIES
- Rephrasing – finding other words instead of idioms and tech speak
- Volume and timbre: how the way you speak sends a message
- Humor – when it's appropriate and when it's not
- Why too many details can kill your message
- Nonverbal communication cues: what are they saying about you?
- The importance of language choices in communication