

COMMUNICATION AND INTERPERSONAL SKILLS: A SEMINAR FOR IT AND TECHNICAL PROFESSIONALS

To achieve success, technical professionals must have strong and flexible interpersonal and communication skills in addition to their technical abilities.

Seminar #2576

Overview

Whether you're an IT professional, engineer, scientist or researcher, communicating with others—both technical and nontechnical professionals—is an essential part of the job. This seminar will give you the interpersonal and communication tools you need to ensure mutual clarity and understanding when dealing with others, so you can maximize all your business interactions and achieve your critical goals.

Schedule

- [2] days
- [2] days - \$2,095 Non Members
- [2] days - \$1,895 AMA Members
- [2] days - \$1,623 GSA

Credits

12 PDU /1.2 CEU

Schedule

We have 12 scheduled sessions located nationwide starting between 6/4/2012 - 2/14/2013

Date	Location	Duration
Jun 4, 2012 - Jun 5, 2012	Chicago, IL	2 Days
Jun 21, 2012 - Jun 22, 2012	New York, NY	2 Days
Jul 30, 2012 - Jul 31, 2012	Arlington/Washington DC, DC	2 Days
Aug 13, 2012 - Aug 14, 2012	New York, NY	2 Days
Aug 23, 2012 - Aug 24, 2012	San Francisco, CA	2 Days
Sep 24, 2012 - Sep 25, 2012	Chicago, IL	2 Days
Oct 8, 2012 - Oct 9, 2012	New York, NY	2 Days
Nov 15, 2012 - Nov 16, 2012	Atlanta, GA	2 Days
Dec 3, 2012 - Dec 4, 2012	Chicago, IL	2 Days
Dec 13, 2012 - Dec 14, 2012	New York, NY	2 Days
Jan 14, 2013 - Jan 15, 2013	Arlington/Washington DC, DC	2 Days
Feb 14, 2013 - Feb 15, 2013	San Francisco, CA	2 Days

Registering more than 4 people, please call 1-877-566-9441.

How You Will Benefit

- Recognize and manage differences between you and nontechnical professionals
- Deliver clear messages to nontechnical professionals
- Apply verbal and nonverbal techniques to build shared understanding
- Strategically apply a communication system to enhance relationships and achieve performance goals
- Develop active listening skills that promote better work relationships
- Get your points across in diverse communication contexts
- Use influencing skills to complete projects faster and grow your reputation
- Be able to productively manage conflict

What You Will Cover

Identifying differences between technical and nontechnical professionals

- Recognizing the differences in communication needs/expectations of technical vs. nontechnical professionals
- Understanding the impact of generational characteristics on communication within and outside of technical areas
- Analyzing your own work situation based on communication needs and expectations

Interpersonal Strategies to Help You Get Your Points Across in Diverse Circumstances

- Distinguishing communication style preferences to better understand and influence others
- Determining your personal communication styles with the DiSC® profile
- Identifying the strengths and limitations of your DiSC® profile
- Using behavioral clues to determine others' personal styles
- Describing how to more effectively work with other styles

Strategically Applying a Communication System to Enhance Relationships

- Differentiating between verbal and nonverbal communications
- Assessing your own nonverbal traits and developing an improvement plan
- Identifying criteria for establishing trust and building credibility
- Using a communication model to conduct more effective conversations

Developing Active Listening Skills to Promote Better Work Relationships

- Recognizing the role of listening in effective communications
- Knowing when and how to acknowledge emotions and ideas
- Applying effective listening techniques to own work situations

Communication Strategies to Help You Achieve Your Goals

- Determining when to use open and closed-ended questions
- Demonstrating and applying the effective use of informing, directing and criticizing

Productively Managing Conflict

- Using and applying the AEIOU model to assertively build shared expectations

- Determining your own conflict style using the Thomas-Kilmann Conflict Mode Instrument
- Developing an action plan to apply these techniques to your own work situations

Who Should Attend

All technical and IT professionals who need to develop the interpersonal and communication skills necessary to effectively convey their knowledge to those around them.

Ways to Register

- [Register Online](#)
- Call 1-877-566-9441 for an AMA Training Consultant
- Email customerservice@amanet.org
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)