

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that—our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Need help? Contact 1-877-566-9441 or visit www.amanet.org/2576

Communication and Interpersonal Skills for Technical Professionals

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

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.

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.

Special Feature

This Seminar Features Blended Learning

AMA Blended Learning combines instructor-led training with online pre- and post-seminar assessments, tune-up courses and other resources to maximize the participant's training goals. Through a blend of proven instructor-led seminars and powerful online technology, AMA Blended Learning provides a compelling and more comprehensive experience for the learner - producing a greater return-on-investment for the employer and the seminar participant.

Schedule

- [2] days - \$2,195 Non Members
- [2] days - \$1,995 AMA Members
- [2] days - \$1,795 GSA

Credits

12 PDU_L/12 PDU/1.2 CEU

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