

American Management Association's Communication and Interpersonal Skills for Technical Professionals

Learning Objectives

- Identify Communication Differences Between Technical and Nontechnical Professionals
- Differentiate Personal Style Preferences in Order to Communicate Better with Others
- Strategically Apply a Communication System to Build Trust and Credibility and to Enhance Relationships
- Apply Verbal and Nonverbal Techniques to Build Rapport
- Develop Communication Skills That Promote Better Work Relationships
- Apply Strategies to Manage Conflict Productively

The Communication Challenge

- Distinguish Communication Needs and Expectations of Technical and Nontechnical Professionals
- Define Generational Differences and Their Impact on Communication
- Assess the Communication Needs and Expectations in Your Own Job

Personal Styles—Your Own and Others’

- Differentiate Communication Style Preferences in Order to Better Understand Others
- Identify Your Own Style Preferences and Their Strengths and Limitations
- Use Behavioral Clues to Determine Others’ Personal Styles and to Work More Effectively with Other Styles

A System for Communication

- Distinguish Between Verbal and Nonverbal Communication
- Identify Criteria for Establishing Trust and Building Credibility
- Implement a Communication Model for Conducting More Effective Conversations

“I Listen”—Understanding the Message

- Identify the Role of Active Listening in Effective Communication
- Demonstrate the Critical Skills of Active Listening—Acknowledging Emotions, Encouraging, and Acknowledging Ideas
- Apply Effective Listening Techniques to Your Own Work Situations

Asking Questions

- Identify and Construct Open-Ended and Closed-Ended Questions
- Demonstrate Effective Use of Questioning
- Apply the Techniques to Your Own Work Situations

“I Talk”—Sending the Right Message

- Demonstrate Effective Use of Informing and Directing
- Identify Appropriate Use of Skills to Influence
- Apply Techniques to Your Own Work Situation

Managing Conflict

- Determine Your Own Conflict Style Using a Self-Assessment
- Identify When and How to Deliver Criticism Appropriately and Effectively