

ExecuTrain Workshop Outline

Business Skills for the IT Professional

4 Days



Description

This 4-day comprehensive program covers communication skills, resolving conflict, time management, and working with project teams.

Objectives

Upon successful completion of this course, students will be able to:

- ✓ describe the communication process.
- ✓ apply listening skills.
- ✓ identify factors that influence communication.
- ✓ use communication tools.
- ✓ manage and resolve conflict.
- ✓ manage change.
- ✓ communicate in the workplace.
- ✓ allocate time.
- ✓ prioritize time.
- ✓ analyze, plan, and schedule time.
- ✓ avoid procrastination.
- ✓ manage interruptions and information flow.
- ✓ use time management tools.
- ✓ organize a project team.
- ✓ identify project team roles, resolve conflict, and build consensus.
- ✓ communicate in project teams.
- ✓ communicate one-to-one and express ideas in project teams.
- ✓ identify team roles, make team decisions, and make team meetings productive.
- ✓ assign team roles and set team goals.
- ✓ prepare teams for project work and provide team support.

Outline

Communication Skills

Understanding the Communication Process

- The Goal of Effective Communication
- The Importance of Effective Communication
- How Communication Works
 - The Process
 - Communication Networks
 - Eliminating Barriers

Listening Skills

- Introducing Listening Skills
 - Active Listening
 - Re-examining Your Listening Skills
 - Empathetic Listening
- Using Questions
- The Role of Silence
- Interpreting Responses
- Recognizing Individual Sensory Modes

Understanding Influencing Factors

- Identifying Influencing Factors
- Minimizing Assumptions and Preconceptions
- Minimizing Prejudices
- Understanding the Situation or Environment

Using Communication Tools

- Understanding Delivery Methods
- Selecting Words
- Using Tone and Sincerity
- Using Body Language
- Selecting the Correct Channel

Communicating in the Workplace

- Writing Effective Sentences
 - Placing Modifiers
 - Using Active Voice
 - Combining Sentences
- Proofreading
 - Proofreading Suggestions
- Using Telephone and Voice Mail Etiquette
 - Placing Calls
 - Answering Calls
 - Using Voice Mail
- Using E-mail Etiquette
 - Understanding E-mail Guidelines
- Resolving Employee Complaints
 - Understanding Effective Complaint Resolution Processes

Resolving Conflict

Managing and Resolving Conflict

- Understanding Conflict
 - Types of Conflict
 - Stages of Conflict
- Identifying Factors That Promote Conflict
 - Poor Communication
 - Low Associate Morale
 - Individual Associate Concerns
 - Environmental Stresses
 - Diversity Issues
- Using Constructive Ways to Manage Conflict
 - Responding vs. Reacting
 - Separating People from Problems
 - Coping Strategies
 - Conflict Handling Intentions
 - Negotiation and Bargaining
 - Personal Inventory: Conflict Management Style
- Applying Conflict Management Tools
 - Tips for Controlling Emotions
 - Defenses Against Verbal Attacks
 - Handling Routine Hassles
 - Dealing with Anger and Aggression
 - Managing Intense Personality Types

Understanding Change

- Creating a Mission Statement
 - Components
- Distinguishing Between Frame-bending Changes and Frame-breaking Changes
 - Frame-bending Changes
 - Frame-breaking Changes
- Restructuring an Organization
 - External Factors
 - Internal Factors
 - Communicating and Implementing Restructuring
- Reaffirming Core Values
 - Managing Change

Time Management

Examining How You Currently Allocate Your Time

- Your Week at a Glance
- Identifying Individual Time Wasters
 - Common Time Wasters
 - Time Wasters or Long-Term Investments?
 - Some Useful Techniques for Managing Interaction

Prioritizing Your Time

- Deciding What Your Priorities Should Be – And Why
- Begin with Your Job Description
- Open the Time Window
 - Putting Your Money Where Your Time Is
- What Have You Learned?
 - Making the Match

Analyzing, Planning, and Scheduling Your Time

- Common Analysis and Planning Techniques For Your Review

Avoiding Procrastination

- Recognizing the Results of Procrastination
- Common Strategies to Avoid Procrastinating

Managing Interruptions and Information Flow

- Organizing Your Environment
- Handling Mail and Memos
- Handling E-Mail
- Handling Interruptions
 - Putting Your Phone on Voice Mail
 - Set Expectations
 - Close the Door
 - State the Consequences of Interruptions
- Handling Meetings

Using Time Management Tools

- Introduction to Time Management Tools
- "Sensing" Time
- Planning and Scheduling Strategy
 - Monthly Planning and Scheduling
 - Weekly Planning and Scheduling
 - Daily Planning and Scheduling

Project Teams

Fundamentals of Project Teams

- Project and Project Teams
 - Identifying the Phases of a Project Life Cycle
 - Identifying the Requirements of a Successful Project
- Project Team Organization
 - Organizing a Project Team
 - Avoiding Pitfalls in a Project Team

Participating in a Project Team

- Project Team Characteristics
 - Identifying the Roles in a Project Team
 - Identifying the Roles of Project Stakeholders
- Conflict and Consensus in Project Teams
 - Resolving Conflict
 - Achieving Consensus

Communicating in a Project Team

- Personal Responsibilities in a Team
 - Controlling Stress
 - Evaluating Performance
- Communication With the Team
 - Being an Active Listener
 - Being an Effective Communicator

Individuals and Project Teams

- Individual Communication
 - Identifying Characteristics of Comprehensive and Supportive Listening
 - Receiving Feedback
- Expressing Yourself in a Project Team
 - Expressing Yourself With Clarity
 - Expressing Yourself Assertively
 - Empowering Yourself

Applying Team Building Techniques

- Team Roles and Communication
 - Identifying the Effects of Project Team Stages
 - Dealing With Difficult Team Members
- Decision Making in a Project Team Meeting

Decision Making and Achieving
Consensus

Project Team Meetings and Pitfalls

Building Cohesion

Identifying Common Issues

Identifying Effects of Misunderstood Roles

Managing Conflict

Building a Project Team

Select a Project Team

Assigning Roles to Project Team

Members

Project Team Goals

Setting Goals for a Project

Project Team at Work

Preparing Teams for Project Work

Motivating Your Team

Developing Positive Culture

Providing Support for Project Teams

Managing Change in a Project Team

Improving Your Team

Directing Team Focus