

Integrated Skills

Technology Professionals creating effective, conflict-free work groups, communicating, discussing and implementing ideas, creating more open, cooperative and active work groups.

Effective Communication Skills is designed to be highly interactive; all the skills are illustrated and then practiced using real business issues, ideas and recommendations. The program isn't "taught." It is coached while people are in a special work session focused on implementing real work. So you see if the skills make a difference – immediately!

Adaptability

Because this program focuses on real work, it is automatically tailored to the issues the participants want and need to address.

Specifications

Lunch and snacks and all materials are provided, including seven award-winning video lessons. Coaching handouts for each participant and 90 day access to the e-learning platform for pre-meeting preparation. The meeting leader is a properly certified PAR senior partner with an extensive background of coaching.

Before the Course

Part of this course is done at your own pace online prior to the Program Date. Participants are invited to a real work session to implement real work with their associates. They are asked to bring six to ten business improvement recommendations with them; they will try to get them implemented and measured for tangible results. Then they will complete the e-learning module Everyone's A Customer I. During the meeting day they will receive special coaching on how to succeed at getting support and measurable results. Details will be sent to registered participants prior to the course.

Next Program

May 4, 2010
November 16, 2010

Cost

TAG Members: \$395
Non-Members: \$415
Premier Member: \$375

For more information or to register, please contact Amanda Shook at (404) 920-2023 or ashook@tagonline.org



Effective Communication Skills For Technology Professionals



“An innovative and effective way to improve leadership, supervisory and coaching skills, increase teamwork and cooperation, and drive tangible business results for IT professionals.”

*New Format: Take Part I online and Part II in the classroom!
Certificate of Completion Awarded after Successful Completion of Parts I and II.*

The Program

Documenting measurable performance improvements and business results from training is becoming increasingly important to businesses focused on growth and continued success. To get this kind of verifiable success, you need a **higher-powered training** program that combines technical and interpersonal skills to produce measurable business results. We recommend Effective Communication Skills for Technology Professionals.

1. The skills are drawn from award-winning leadership, teamwork, sales and service programs with proven track records.
2. The skills are measurable, not vague, soft or fuzzy.
3. The skills yield immediate return-on-investment outcomes, guaranteed.

When was the last time you saw measurable increases in people's sheer competence as a result of training? When was the last time you saw greater profit as a direct result of training?

You will see it with Effective Communication Skills for Technology Professionals because it already has a track record for producing those outcomes.



Effective Communication Skills for Technology Professionals Curriculum

Introduction

- Leadership: An ability, not a job title
- The Leadership/Teamwork connection: Why entire teams use leadership skills
- Verify Intuitive skills and logical skill set

What Professionals Listen To That Others Do Not

- A new look at logic, emotions and decision-making
- Video-coached examples
- Skill-building exercises with specialized coaching
- Real business, coached

Outcome: The ability to tell the degree to which others are following or not following you at any given moment. The ability to accurately read degrees of buy-in or trust.

How Professionals Establish Conversational Rapport Quickly

- Credibility skills without using artificial techniques
- Video-coached examples
- Skill-building exercises with specialized coaching
- Real business, coached

Outcome: The ability to prove respect for anybody's point of view. . . in a completely honest manner. The ability to dissolve negative views during a leadership or teamwork interaction.

How Professionals Get the Key Facts: Analytical Business Skills

- Clarifying needs, problems and opportunities in-depth (superior diagnostic skills)
- Leading others toward targeted solutions
- Creating open-mindedness
- Video-coached examples
- Skill-building exercises with specialized coaching
- Real business, coached

Outcome: The ability to correctly analyze logical needs and the ability to tailor solutions to individual points of view.

How Professionals Position (Align) Their Ideas

- Intellectual and empathetic aligning as a personal skill
- Video-coached examples
- Skill-building exercises with specialized coaching
- Real business, coached

Outcome: The ability to "follow" and reason with someone else's point of view. How to position your ideas and solutions factually and emotionally for faster acceptance.

How Professionals Get "Buy-in," Support and Commitment

- Making yourself easy to follow when negotiating a change in point of view
- Creating a distinct change in how others think and feel towards your ideas
- The acclaimed ability to "inspire" confidence in others
- Video-coached examples
- Skill-building exercises with specialized coaching
- Real business, coached

Outcome: The ability to lead (get followers) even in the face of initial resistance. The ability to inspire confidence in others is learned as an explicit skill and proven in implementation.

How Professionals Manage Resistance or Reluctance

- Using leadership skills in high risk, high resistance situations
- Video examples of higher degrees of skill
- Skill-building exercises with specialized coaching
- Real business, coached

Outcome: Increased confidence and competence even in high risk, high resistance situations.

How to Bring about Commitments and Closure

- Obtaining firm decisions from others
- Commitments versus agreements
- Video examples of exact how-to's
- Skill-building exercises with specialized coaching
- Real business, entire skill set
- Measuring results: skills and increased business

Outcome: The ability to obtain mutual commitments instead of maybes. Measurable skills linked to measurable business results.

Previous Participant Feedback:

"I think the PAR method will increase my success at having project achieve buy-in and implementation."

"I think the PAR approach is very innovative and a refreshing new concept in learning how to be an effective communicator"

"Real world application was great help in solidifying the concepts."

The role playing was excellent and it helped reinforce the concepts.

"If you think you have good communication skills but are frustrated in your ability to affect change in your organizations, this class is for you. I believe what I have learned in this class will help me not just professionally, but in my personal relationships as well."

"So Glad I took this class!"

"Excellent Material with real life examples."

"[The instructor] Pat Malone was able to take the drudgery of formalized training. The class/presentation maintained my attention and actually gave me some useful techniques."

"Well constructed course. The instructor was well prepared."

"This was an amazing class! I feel I could not practice these skills enough. I can take these skills and now apply them to both business and personal communications and I am so thankful I signed up for this class."

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For more information
or to register, please
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