



## Business Skills for IT Professionals

**Duration: 2 Days**    **Course Code: BSITP100E**

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### Overview:

In a world of functional interdependencies, live and online communication, internal and external customer service expectations, and business outsourcing, interpersonal skills—or lack of them—are affecting individual and team performance more than ever. Research such as that by Professor Robert Kelley from Carnegie Mellon Tepper School of Business has demonstrated clearly that technical skills alone do not distinguish standout employees. Competencies such as initiative and business awareness, as well as skills in leadership, collaboration, communication also factor in.

The Business Skills for IT Professionals Program is a two day workshop designed specifically to equip technical professionals with the inter-personal skills required to succeed in today's demanding business environment.

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### Target Audience:

All IT professionals interested in maximizing their personal effectiveness

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### Objectives:

- In this course you will learn:
  - Being business-focused
  - The process of communication
  - Communication factors
  - Recognizing and adapting to the Personal Needs of others
  - Developing influential communications
  - Developing and delivering effective presentations
  - Supporting the change process
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### Prerequisites:

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### Additional Information:

Benefits for the Individual: Improved self-awareness of inter-personal communication strengths and development opportunities The ability to develop and deliver clear and influential communications Improved productivity and performance  
Benefits to the Organization Stronger internal and external relationships Improved organizational communication Increased employee productivity

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### Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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