



Business Skills for IT Professionals

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

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.

Target Audience:

All IT professionals interested in maximizing their personal effectiveness

Objectives:

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

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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