

# COMMUNICATION FUNDAMENTALS FOR TECHNICAL PROFESSIONALS

Designed specifically for engineers and other technical professionals, this program focuses on essential communication skills and related techniques that may not have been part of their previous training, but are now crucial to their success. Participants will learn how to write and present information more effectively, and to define and manage project requirements more efficiently. They will be taught core negotiating techniques, and be introduced to the mentoring process. The entire program is highly interactive, including exercises, presentations, practice sessions, and a project.

## **Technical Writing**

(Two 4-hour sessions)

- Identify principles of good writing
- Learn better techniques for presenting data and technical information
- Understand and master formats, templates, and company standards
- Practice writing more clearly

Participants will receive criticism on a piece of technical writing.

## **Technical Presentation Skills**

(Three 4-hour sessions)

- Plan a presentation to meet audience needs
- Organize a presentation for maximum impact and recall
- Present ideas to a targeted audience in a clear and organized manner
- Organize and present technical data so it “communicates”
- Learn four winning methods for delivering a presentation
- Deliver presentations more powerfully

Participants will prepare and deliver a presentation. They will be videotaped and receive expert feedback.

## **Project Management: Requirements Definition and Management**

(Three 4-hour sessions)

- Managing requirements – Types, definitions, reviews, and maintenance
- Levels of requirements – Defining levels, specifications, etc.
- Writing requirements and common problems
- Elements – Allocation, rationale, verification, etc.

Participants will prepare and/or review requirements for one project.

## **Negotiation Skills**

(One 4-hour session)

- Understand the Win/Win and Give/Get philosophies of negotiating
- Identify and apply effective tools and techniques to improve negotiation skills
- Relate the Six Steps in Negotiating to a current situation or challenge
- Practice the Six Steps in Negotiation

Participants will prepare and practice one negotiation session.

## **Mentoring**

(One 4-hour session)

- Identify the purpose and definitions of mentoring
- Discuss the mentoring process
- Use tools for positive mentoring
- Practice key skills in mentoring

Participants will prepare and practice a mentoring session.

**TIME INVESTMENT:** 40 hours

