

# Communication Skills for IT Specialists

The world of IT can be confusing if you don't speak the language, so our **Communication Skills for IT Specialists** course is designed to help you effectively engage with all types of audiences.

This highly informative course will enable you to manage and build positive relationships throughout any organisation as businesses continue to embrace new technological advancements.

To be a great communicator you need to be able to first of all understand the theory behind good communication and the positive results it brings. You'll learn great negotiation and listening skills, together with assertiveness training and how to manage resistance and conflicts.

What's more, to truly add value, you'll learn how to harness your creativity, create impactful presentations and discover the secret behind selling your ideas with passion.

## Designed for

This course has been create specially for IT Specialists to help them improve their communication skills in everyday dealing with colleagues and clients.

## Aims and Objectives

To learn how to communicate successfully while managing projects and people within the IT industry.

## Prerequisites

Some computer experience and the willingness to engage in communication and negotiation exercises.

## Course Content

**Session 1:** Importance of Communication Skills, Foundations of Effectiveness, Communications Theory, Assertiveness, Listening Skills, Effective Listening Techniques, Personality Types, Conflict Resolution.

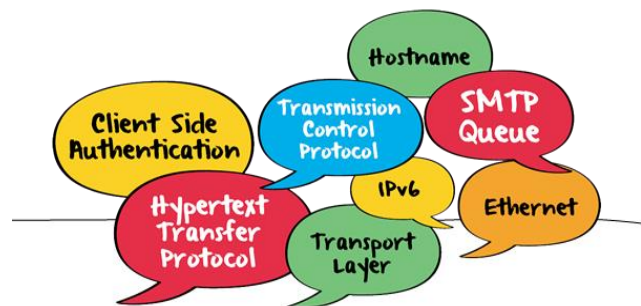
**Session 2:** Negotiation Skills, Negotiation Tips and Techniques, Translating Your Knowledge, Accountability and Trust, Building Rapport, Repairing Damaged Relationships, Effective Written Communications, Types of Writing

**Session 3:** Preparing the Presentation, Delivering the Presentation, Creative Communications Management, Creativity Techniques, Value-Added IT, Value Quantifier, What Managers Buy, Selling Solutions, Developing Communication Channels

## Benefits

- Increased earning potential with clear communication skills
- The ability to manage communications within your organisation and IT department
- The flexibility and value of a self-study course designed to enable you to work at your own pace
- The opportunity to gain the widely recognised Pitman Training Certificate
- The opportunity to gain certification which is recognised by industry computing manufacturers and organisations

**Course duration: 8 hours**



\* Please note that exams will need to be booked and paid for separately

The CPD Standards Office  
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Make sure this course is right for you - have a friendly chat with a Course Adviser, arrange to drop in to have a FREE taster or book a place...

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