



Technically trained and technically talented people – engineers, systems analysts, nurses, accountants, scientists, technicians, mechanics, and others – are the core to every organization. This highly interactive five-day workshop offers these key people the training they need to make their maximum contribution to the organization.

The Technical Professionals' Skills for Success include project management, problem solving and decision making, being an effective team member, and interpersonal effectiveness. In this workshop includes techniques on the following topics:

## PROJECT MANAGEMENT

- ❖ Set realistic project objectives with the involvement of all stakeholders.
- ❖ Plan the project, starting with a complete task analysis and using the planning techniques of GANTT, PERT, and CPM.
- ❖ Anticipate problems in the project and effectively deal with them before they become a crisis.
- ❖ Accomplish effective and timely project reporting.
- ❖ Complete any project on time, within budget, and with the highest quality results.

## PROBLEM SOLVING AND DECISION MAKING

- ❖ Completely describe any problem and determine the true cause of the problem.
- ❖ Determine the action(s) to take to eliminate the problem.
- ❖ Identify and set priorities for the objectives for any decision.
- ❖ Identify and evaluate the alternatives available for the decision.
- ❖ Make the best balanced choice, and develop a plan to implement the chosen course of action.
- ❖ "Project" the implementation of the plan - identify both preventative and contingent actions and build them into the plan.



## BEING AN EFFECTIVE TEAM MEMBER

- ❖ Determine the characteristics of a high performance team and assess the functioning of any team.
- ❖ Share the leadership role appropriately and effectively.
- ❖ Set realistic, reachable goals with the team.
- ❖ Establish roles for every team meeting.
- ❖ Conduct effective team meetings.
- ❖ Get things done by working well with others.

## INTERPERSONAL EFFECTIVENESS

- ❖ Describe and understand their own interaction style - both appreciating its strengths and correcting its weaknesses.
- ❖ Discover and appreciate the interaction styles of others.
- ❖ Temporarily modify ("flex") their behavior to more effectively interact with others.
- ❖ Influence other people and be appropriately open to the influence of others.
- ❖ Identify and communicate the interests (their own and others) that underlie positions and conclusions.
- ❖ Get what they want, help other people get what they want, and strengthen the relationship long-term.

This workshop begins with the identification of Learning Objectives specific to the workshop participants. We then use concept briefings, small group exercises, case-study practices and real-issue applications to review, learn and develop the skills critical to success in today's organizations. The workshop closes with each participant completing an Action Plan for continued development of the competencies and skills covered in the workshop.

*Although this program is available in several formats, five full days is recommended.*

