



This course provides students with valuable professional training in successful communication for project and people management within the IT industry. This course covers all aspects of power communication from understanding theory to conflict resolution and presentation styles. Included are scenarios that show how effective communication becomes a key advantage in today's IT environment. This translates into a need for IT specialists who can effectively communicate and help organizations implement and manage technology with employees, clients, and consumers. This course is a must for any technology specialist.

Prerequisites

- Introduction to Windows or Equivalent Experience

Content

- Importance of Communication Skills
- Foundations of Effectiveness
- Communications Theory
- Assertiveness
- Listening Skills
- Personality Types
- Conflict Resolution
- Translating Your Knowledge
- Preparing the Presentation
- Creative Communications Management
- Value-Added IT- Understanding Alignment
- Selling Solutions
- Developing Communication Channels