



Business Skills for IT Professionals

As the pace of technological innovation continues to accelerate, organisations are increasingly looking towards their IT departments to help capitalise on new technologies in order to achieve business results. This shift in expectations with regards to how IT interacts with the business has created the need for IT professionals to develop a new set of competencies.

There are some programs in the market that focus on communication or leadership skills for technical people, but there really aren't any programs that provide the opportunity to learn about all of the inter-personal and personal skills required by today's IT professional.

In response to this gap, Global Knowledge has designed a unique workshop to equip IT professionals with the skills and knowledge required to maximise their success in today's business environment: **Business Skills for IT Professionals**

The new 2-day workshop was developed drawing on content from a variety of programs in Global Knowledge's award-winning portfolio as well as current research.

Business Skills for IT Professionals (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, business awareness, leadership, collaboration and communication also play an important role.

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.

Objectives

In this training, the participant will learn:

- Being business-focused
- The process of communication
- Communication factors
- Recognising and adapting to the personal needs of others
- Developing influential communications
- Developing and delivering effective presentations
- Supporting the change process

Target Audience

The Business Skills for IT Professionals-training is for all IT professionals interested in maximising their personal effectiveness.

Benefits

Benefits for the Individual:

- Improved self-awareness of inter-personal communication strengths and development opportunities
- The ability to develop and deliver clear and influential communications
- Improved productivity and performance

Benefits to the Organisation

- Stronger internal and external relationships
- Improved organisational communication
- Increased employee productivity

Why Choose Global Knowledge?

Over 25 years of Experience of Proven Results

At Global Knowledge we share our expertise with you. We have over 25 years of experience developing and delivering learning solutions and have been recognised with numerous international industry awards for the quality of our programs and the results they achieve. We collaborate to develop learning solutions that create the shift in skills and behaviours that you are trying to achieve.

Learn as You Work - Work as You Learn

We understand what it is like to work and try to develop new skills. Working and learning are often perceived as separate. We believe by integrating these in your learning design together, you can save time, effort and money. Whether you choose to participate in learning that takes place in the traditional classroom or the virtual one, Global Knowledge embeds this integrated philosophy into our curriculae. We believe in practical and pragmatic training, applied on the job, resulting in real work business outcomes.

Partners in Your Business

We take the time to understand your learning goals, have meaningful dialogues and translate those into learning that matters to you, your people and your business. Whether you choose our standard courses or opt to tailor and customise the materials, our team works together with yours to ensure your learning experience exceeds expectations and positively impacts business results. It is a collaboration that works.

Learn from the Best Instructors

- Many of our instructors are also consultants, bringing their real-world knowledge, tips, and best practices into the classroom.
- Our Project Management course instructors are experienced, PMP®-certified professionals.
- More CCIE, CCSI, MCSE, MCSA, and MCITP instructors than any other training provider. All Microsoft instructors are MCTs.

Choose from Robust Delivery Options

- Premium content and expert instruction are offered via open-enrollment classrooms; live web-based virtual classrooms; private on-site instruction; and self-paced learning on CD.
- We also can provide a tailored, blended learning solution that best meets your needs.

Experience Award-Winning Training

- Microsoft Learning Competency Marketing Acceleration Partner of the Year
- VMware Global Education Partner of the Year
- Cisco Worldwide Learning Partner Award of Excellence for Collaboration
- TrainingIndustry.com List of Top 20 Companies
- Red Hat Premier Training Partner of the Year
- PMI Product of the Year
- TrainingIndustry.com Top 20 IT Training Company
- IBM Outstanding Contributor
- #1 Most Recommended IT Training Provider*
- #1 in Customer Satisfaction*

* From a Q2 2011 survey of the "IT Professional Advisory Panel," a blind panel comprised of IT professionals. Survey data collected by Vision Critical LLC.

Train Your Entire Team or Company with Our Worldwide Solutions

- Classroom training centers located in 23 countries; online and on-site instruction worldwide; courses can be taught in 11 different languages.
- Proven capability to deliver timely, consistent, and high-quality training solutions to the individual, to teams, and to a globally dispersed workforce.

Select from More Than 1,200 Courses

Our broad and deep training portfolio spans foundational and specialised training and certifications.