

CRITICAL TRAINING SOLUTIONS, L.L.C.

Understanding My Technical/Non-Technical Colleague

“I don’t understand her...she talks techno-speak.”

“How can I work with him? He’s so unstructured.”

Though we speak different languages and use different styles, we need each other to create success. There is no barrier between the technical and the administrative employee. There is only a space - a space they can both cross to meet in the middle. This course will not only provide tools and techniques to bridge the gap, it will also energize the technical and non-technical colleagues in their will to do so.



Course Data

Training Schedule: 1-Day Course, 6 hours

Typical Audience: Technical staff, Administrative Staff, Supervisors, Managers

Best Class Size: 15 to 25 Attendees

Format: Lecture, Case-studies, Problem Solving Models, Attendee-driven Problem Solving

Training Objectives

- Recognize and break through barriers to collaborative thinking.
- Learn alternative systems of thought, and when to use them.
- Understand technical workers; their independent dispositions and motivations.
- Understand administrative workers; their team and task orientations.
- Exercise new options to bring the technical and non-technical thinker together.
- Learn and avoid communication triggers that kill effective communication

Course Summary

- The identity shift: Who am I? Who are they?
- The empowerment shift: What do I gain through cooperation?
- Self-mediation among peer groups.
- Vertical and Horizontal communication skills
- The Conflict/Collaboration Matrix
- Using Directional Dialogue to diffuse misconceptions
- Introduction to Lateral Thinking
- Moving off single positions to multiple interests
- 5 Habits of Deliberate Listening