

ESSENTIAL PEOPLE SKILLS FOR TECHNICAL PROFESSIONALS

TARGET AUDIENCE

Engineers, Accountants, IT Specialists, Medical doctors Lab Techs, Project Officers, Surveyors, Architects & E Specialists and other technical professionals who must influence non-technical colleagues

CORE PROMISE

Turn technical expertise into workplace influence

EXPECTED OUTCOMES

1. Translate technical concepts into clear, persuasive language for non-technical audiences.
2. Build credibility and rapport with colleagues, clients and managements
3. Manage conflicts and pushbacks without damaging relationships
4. Run productive meetings and present technical data with impact
5. Navigate workplace politics and give/ receive feedback professionally.

DETAILED COURSE OUTLINE

MODULE 1: THE TECHNICAL PROFESSIONAL'S INFLUENCE

Why brilliant work gets ignored when people skills are missing

- a. The Negative (Curse) Side of Knowledge
- b. Trust Vs Competence Matrix
- c. Self-Assessment: Technical Vs People Skills Matrix
- d. Activity: Map your key stakeholders and influence challenges

Takeaway: Awareness of your current impact footprint

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MODULE 2: COMMUNICATING WITH NON-TECHNICAL AUDIENCE

Stop losing people at " Hello"

- a. Translation framework: from data----insights----action
- b. BLUF Method: Bottomline Up Front for emails, reports and briefings
- c. Analogies & Visuals: Making the complex simple without dumping down
- d. Jargon Check: What to keep and what to kill
- e. Practice Lab: Explain your current project to a 14-year-old and then to a director
- f. Email Clinic: Rewrite 3 real technical emails for clarity and influence

MODULE 3: BUILDING CREDIBILITY AND PROFESSIONAL PRESENCE

How to be heard before you speak

- a. The 3 Pillars: Competence, Reliability and Warmth
- b. Body Language for Technical Experts-Avoiding "robot" mode
- c. Voice and Pace: Sounding confident without arrogance
- d. Meeting Behaviors: When to speak, when to listen and how to disagree
- e. Activity: 60-second professional intro that builds trust

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MODULE 4: COLLABORATION AND STAKEHOLDERS MANAGEMENT

Getting things done through people who don't report to you

- a. Stakeholders Mapping: Power Vs Interest grid for your projects
- b. The "Yes, And" Approach Vs NO, Because" protecting relationships
- c. Managing Up: How to brief managers who have no time
- d. Cross-functional Conflicts: IT vs Finance, M& E Vs Program scenarios
- e. Roy Play: Negotiating deadlines/ resources with a difficult colleague

MODULE 5: FEEDBACK, CONFLICT and DIFFICULT CONVERSATION

What technical pros avoid most—and need most

- a. SBI Model: Situation-Behavior –Impact for giving feedback, correcting without being critical
- b. Receiving Feedback-dropping defensiveness, extracting value
- c. Conflict styles: Competing, Avoiding and accommodating— knowing when to use each
- d. Scripting Difficulty Conversations: When you.....I feel.....Because.....I need
- e. Practice: Live coaching on participants' real workplace conflicts

Takeaway: Difficult Conversation Planner

MODULE 6: PRESENTING DATA AND LEADING MEETINGS

From boring slides to decisions made

- a. The 10-20-30 Rule: for technical presentations that don't put people to sleep
- b. Story & Data: Turning spreadsheets into narratives

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- c. Meeting Leadership: Agenda, facilitation and Action Close
- d. Handling Questions and Pushbacks: That won't work responses
- e. Mini-Presentations: 3-Minute pitch of technical idea + Peer Feedback

Takeaway: Presentation Structure Temperate

MODULE 7: ACTION PLANNING AND ACCOUNTABILITY

Making it stick back at the office

- a. The 3 Changes Commitment: 1 communication, 1 relationship, 1 habit
- b. Accountability Pairs: Peer-check in system
- c. The 30-60-90 Day Plan: Specific actions with deadlines
- d. Manager Briefing Temperate: How to ask for support post-workshop

MODULE 8: DEVELOPING PEOPLE MANAGEMENT SKILLS

Appreciating the feelings and limitations of others

- a. Developing emotional intelligence
- b. Improving and managing successful relationships
- c. Influencing how others think
- d. Strategic thinking and creative/ innovative thinking

FEES

The course attracts a fee of **K750,000** per person inclusive of tuition, reference materials, certificate of attendance, morning and afternoon teas/coffee and lunch