



## SOFT SKILLS FOR IT PROFESSIONALS

Think that all you need to succeed in IT are technical skills? .....Think again.

The top IT positions are going to candidates with great customer service, stellar project management and effective team-building skills. These are classical “soft skills” that are becoming ever more important in IT.

*So important they can mean the difference between you and the next technically qualified candidate when applying for your next promotion or job.*

Why? ....Because today’s IT world isn’t just about being technically savvy. With the increased shortage of IT professionals, the best jobs are going to seasoned professionals that have a great combination of technical knowledge, general business skills and communication skills.

### Soft Skills Defined

Simply put, soft skills are the ability to communicate with people. They are the skills that make customers feel happy. They are the skills that keep customers, and that makes individuals with these skills very valuable. So if you’re wondering what the incentive is to brush up on this skill set—it’s success!

To an IT professional, anything outside of product and development skills could be considered soft skills, but here’s a list of must-have soft skills for IT professionals.

## Course Outline

### 1. Professionalism

- How attitude and ambition contribute to career development

### 2. Effective Communications

- Getting your message across
- Developing the ability to actively listen
- Cross-cultural communication

### **3. Written Communications**

- Effective and efficient business writing
- Understanding business style
- Using templates to simplify and speed up the writing process

### **4. Presentations**

- Best practices for preparing and delivering dynamic presentations

### **5. Motivation**

- Patterns of motivation in the workplace
- Motivational tools and how to apply them

### **6. Delegating**

- Delegating as the art of management
- Managing and monitoring delegated tasks for maximum productivity

### **7. Negotiating**

- Negotiation fundamentals
- Win-win situations

### **8. Leadership**

- Choosing a leadership style
- Recognizing when leadership is necessary

### **9. Time/Stress Management**

- Knowing what is the best use of your time, all the time
- Managing Time and Priorities
- Techniques for minimizing workplace stress

### **10. Problem Solving/Conflict Resolution**

- Best practices for reaching optimum decisions

This workshop is a detailed insight into the **SOFT SKILLS** domain. It is interactive and includes many activities and exercises to enhance the learning experience

- ❖ It is spread over the period of 3 full days consisting of 8 hrs each (9am-5pm)
- ❖ It includes 2 tea breaks and a lunch break

## The course break-up is as follows:

### Day One:

1. Professionalism
2. Effective Communications
3. Written Communications
4. Presentation Skills

### Day Two:

5. Motivation
6. Delegating
7. Negotiating

### Day Three:

8. Leadership Skills
9. Time/Stress Management
10. Problem Solving/conflict resolution

## Proposed Training Plan Consists of:

- ❖ Training Kit : Handouts, Activities, Exercises
- ❖ Training Duration: 3 full days (8hrs each)
- ❖ Number of candidates: Minimum=20 Maximum=40
- ❖ The training venue proposed is :PC hotel or Avari Hotel, according to availability of dates assigned by PITB for the training.

## TRAINING COST:

Cost per Individual Participant is a total of: .....= Rs.16000

Includes cost of:

- + Handouts,
- + Activity/Exercise material,
- + Certificates,
- + Tea (twice),
- + Buffet Lunch,
- + Hotel Facility Charges,
- + and Trainers Cost