



BUSINESS SKILLS COURSES FOR ENGINEERS

IIE is launching a series of business skills courses developed specifically for engineering professionals. Run in conjunction with specialist training provider Interact Development, they are ideally suitable for engineers working alongside managers, staff, customers, suppliers and contractors. The opening workshops in the series will be held in June this year.

Effective Communication 1 day workshop - 12 June 2003

This practical workshop will help engineers to build more productive working relationships, providing the skills needed to develop the presence of a true professional. The day will focus on clear communication, particularly when establishing new relationships. There will be opportunities to discuss and practice typical situations.

Course Objectives

You will learn to:

- develop listening and questioning techniques to build rapport with others
- acknowledge the importance of politics and emotion in business
- recognise the importance of body language in communication
- recognise the differences in peoples' motivation
- communicate technical information more clearly
- match communication style to method and media.

Key Outputs

You will achieve:

- better working relationships with colleagues and customers
- deeper understanding of what you and others are trying to communicate
- improved motivational skills
- greater technical/engineering clarity and effective delegation of complex tasks
- more effective and efficient working processes, with improved business outcomes.

Assertion & Managing Conflict 1 day workshop - 13 June 2003

This workshop is designed to equip engineers with the skills to handle difficult situations and people with confidence, and to communicate effectively without causing offence. It will teach a number of techniques to use when faced with aggression and provide opportunities to practice these skills in a safe environment.

Course Objectives

You will learn to:

- recognise and plan for factors that can lead to conflict
- acknowledge different points of view and your contribution to conflict
- deal with difficult face to face situations
- handle pressure, aggression and emotion
- ask for what you want
- judge when to be conciliatory and when to get tough
- listen to others and ask the right questions
- compromise without giving way
- build self-esteem and assert yourself.

Key Outputs

You will achieve:

- the confidence to deal with difficult situations
- focused meetings with clearer actions/outcomes
- the ability to defuse conflict in the workplace
- increased respect from customers, colleagues and suppliers
- the ability to be assertive without being aggressive.



Special introductory price: Single workshop - members £199*, non-members £249*
Book both courses together and save an additional £50! (members £348, non-members £448)

** Normal price: members £249, non-members £299 (plus VAT)*

I would like to register for:

☐ **Effective Communication on 12 June 2003**

☐ **Assertion and Managing Conflict on 13 June 2003**

Name _____
Job title _____
Address _____

Membership Number (if applicable) _____
Organisation _____

Postcode _____
Fax _____

Tel _____
Email _____

Please return this completed form to Interact Development Ltd, 4 Hook Hill Park, Hook Heath, Woking, GU22 0PX, fax to 01483 761675, or email your request to bookings@interact-development.com (VAT No 453282257)

