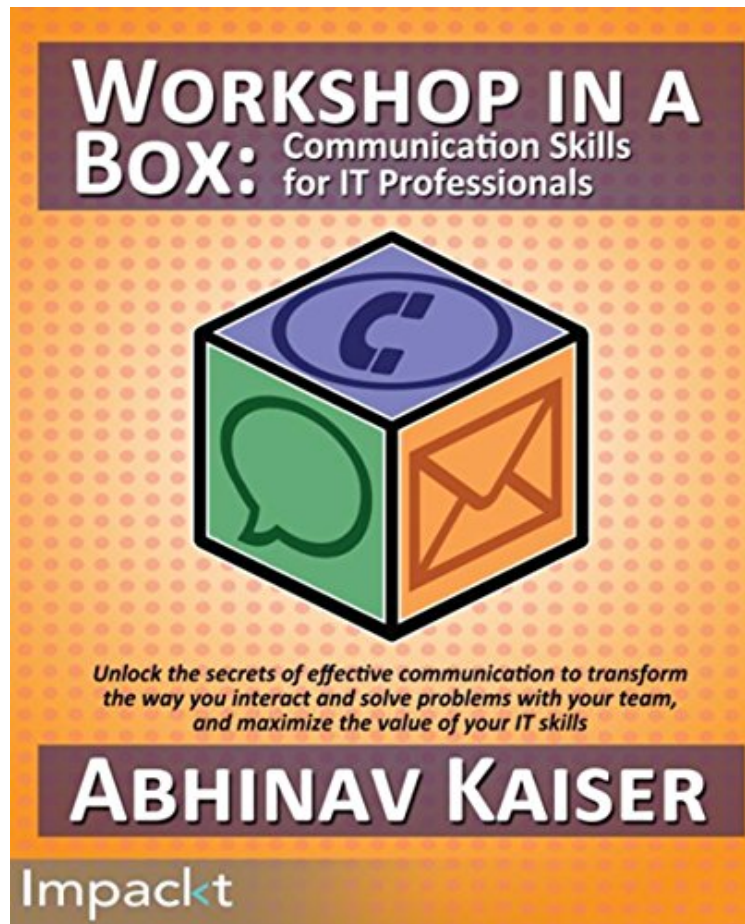


Workshop in a Box: Communication Skills for IT Professionals

Abhinav Kaiser

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Modern business is built on tech - an IT team that is able to deliver results to meet internal and customer demands is essential, and should not be underestimated. Yet while sharp technical knowledge is an integral component of a team's talents, effective communication is paramount. The ability to understand and explain problems, issues and ideas is vital, and ensures that tech has a lasting impact and within your business. Become a better communicator with this self-learning guide, and find out how important effective communication is in a world that depends upon technology. Get to grips with a range of different methods of communication, and learn how to navigate the nuances of each. Find tips and exercises to help you develop strategies to deal with a range of different situations and issues, and explore how to create quality presentations, reports, business cases, and proposals. With everything from the

fundamentals of day to day interaction with colleagues, customers and clients to communicating complex and business critical ideas and information covered, this book will help you become a better communicator ndash; and will demonstrate how effective communication can help you get ahead in IT.

About the AuthorAbhinav Kaiser Abhinav Kaiser works as a Consulting Manager for a leading consulting firm. He has more than 12 years of experience in IT management consulting, IT management training, business process consulting, project management, transition management, and IT service management, among others. He has helped organizations create value through IT, and has designed and implemented IT management solutions for smooth and efficient functioning of IT environments. He has trained thousands of IT professionals in soft skills and on management topics. Abhinav has earned the Project Management Professional (PMP), ITIL Expert, and COBIT certifications. He blogs on communication and management on his weblog at <http://abhinavpmp.com>. His articles also appear on Tech Republic and Pluralsight. He is from Bangalore, India and currently lives in Sydney, Australia. He is married and has a 5-year-old daughter.