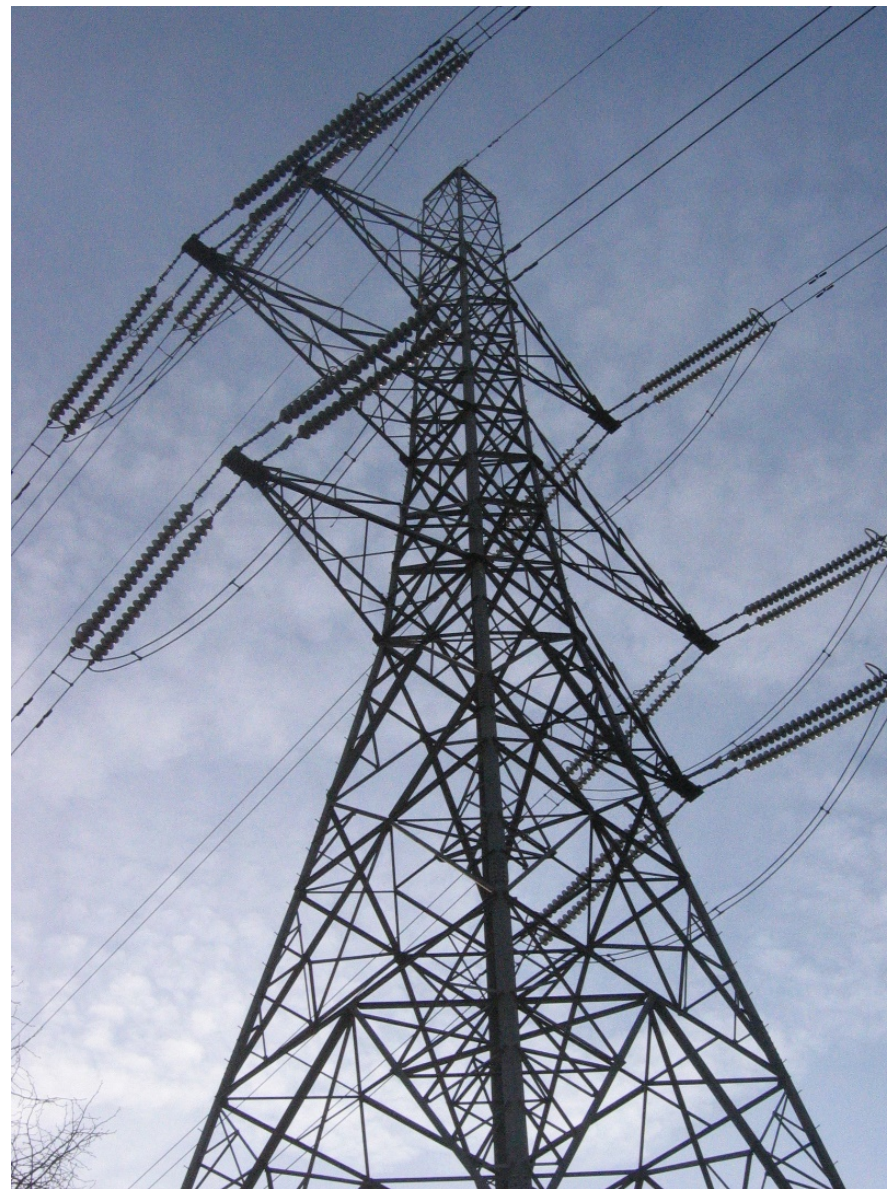


Communication Skills for IT Professionals

“How to Gain Stakeholder Support”



Ministry of
Citizens' Services



CIRMO

CSD

ES

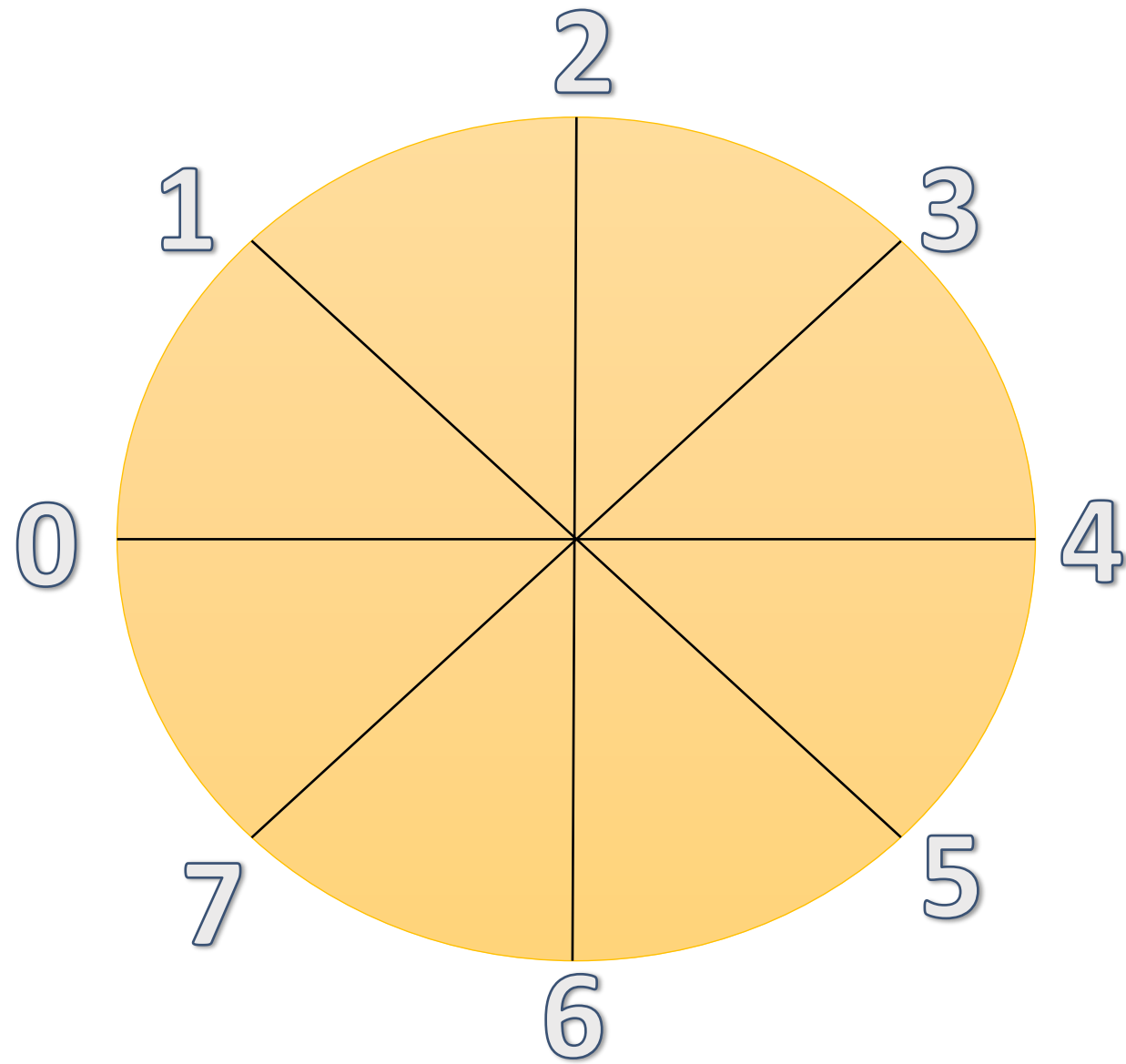
ICT

OCIO

PSD

RPD

SBC



CIRMO

CSD

ES

ICT

OCIO

PSD

RPD

SBC



Benefits of being a great communicator?

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ES

ICT

OCIO

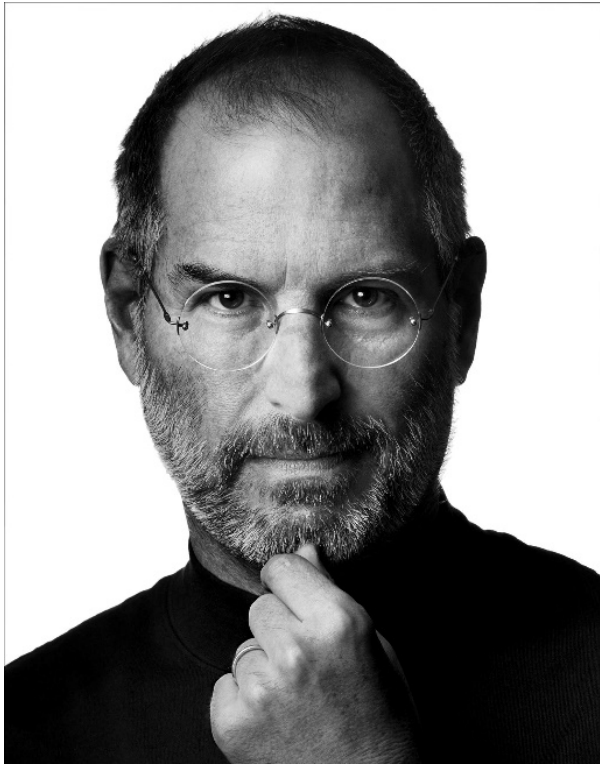
PSD

RPD

SBC



The Best Communicator you've seen



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What are the 6 key areas we will explore



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1

Understanding Your Audience



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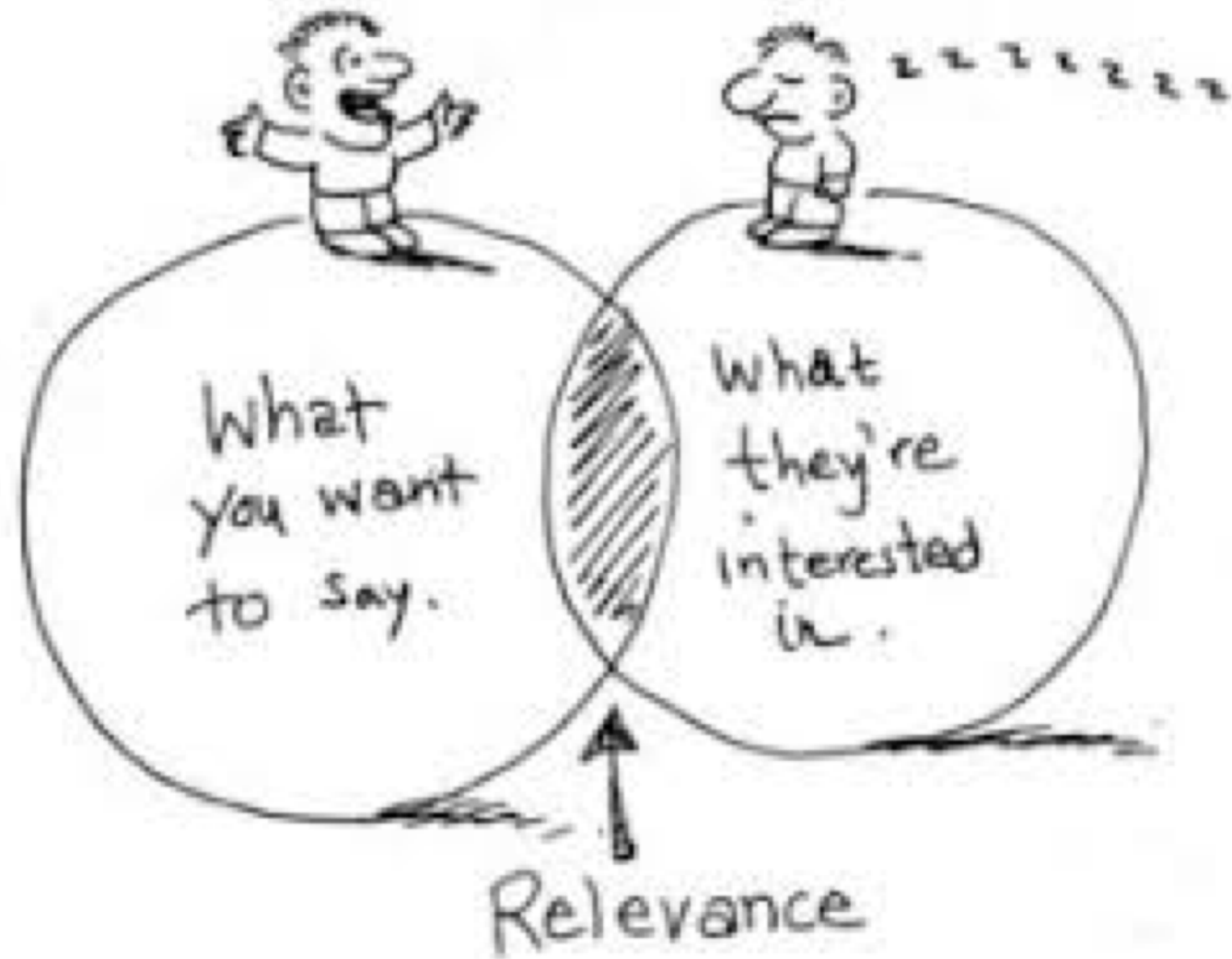
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OCIO

PSD

RPD

SBC



1

Three Steps to understand your audience

- 1) Ask yourself key questions
- 2) Do a little research
- 3) Then answer “How is your goal relevant to theirs?”

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Single Biggest Idea

It's not about **you** Its about your
Audience.

Content for Clarity



VS





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SBC

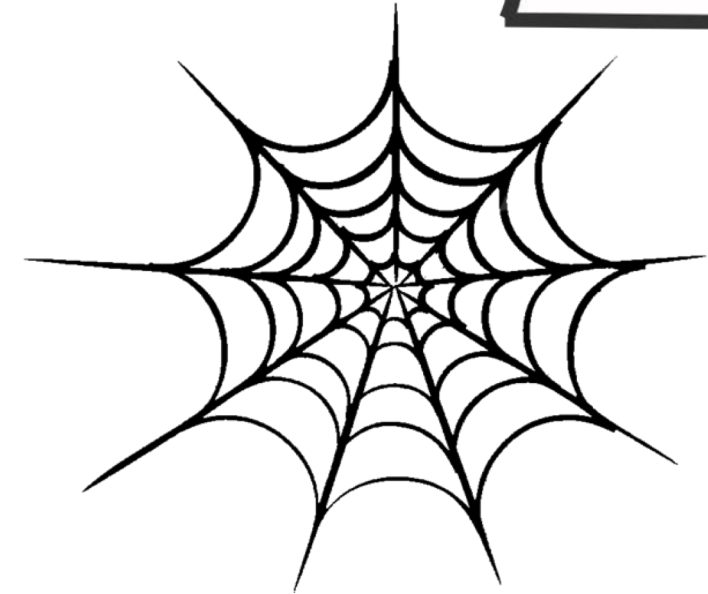
Keep It Simple!

- Simple Language (7th Grade)
- Clear and Concise
- Define Terms and Acronyms (HTTP)



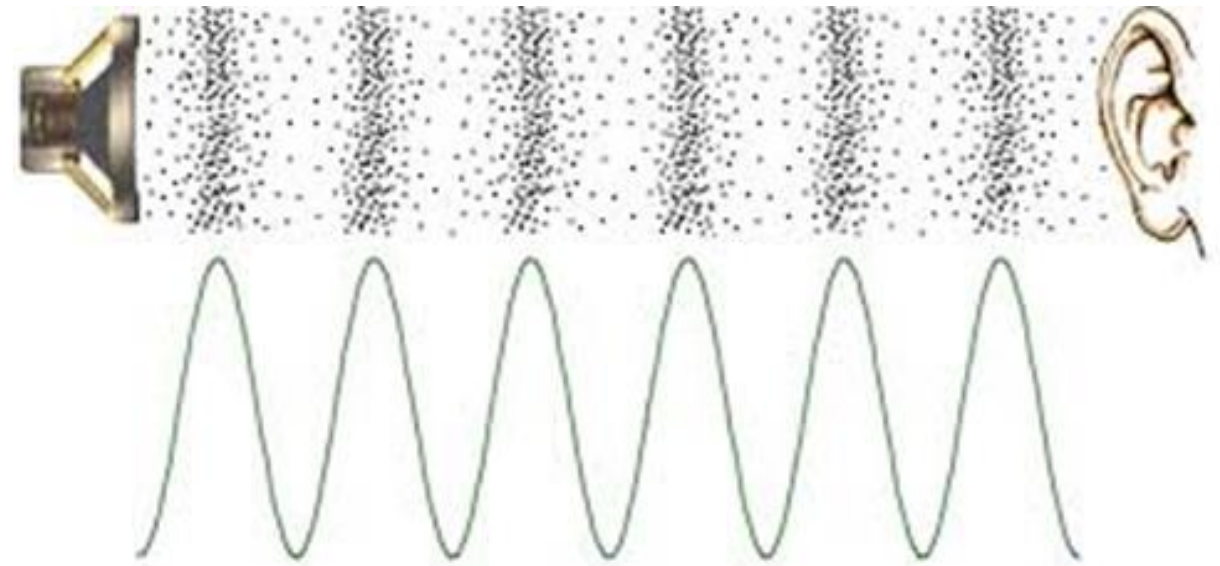
Constantly be Relating

- Stories
- Analogies
- Visual Aids
- Key Phrases



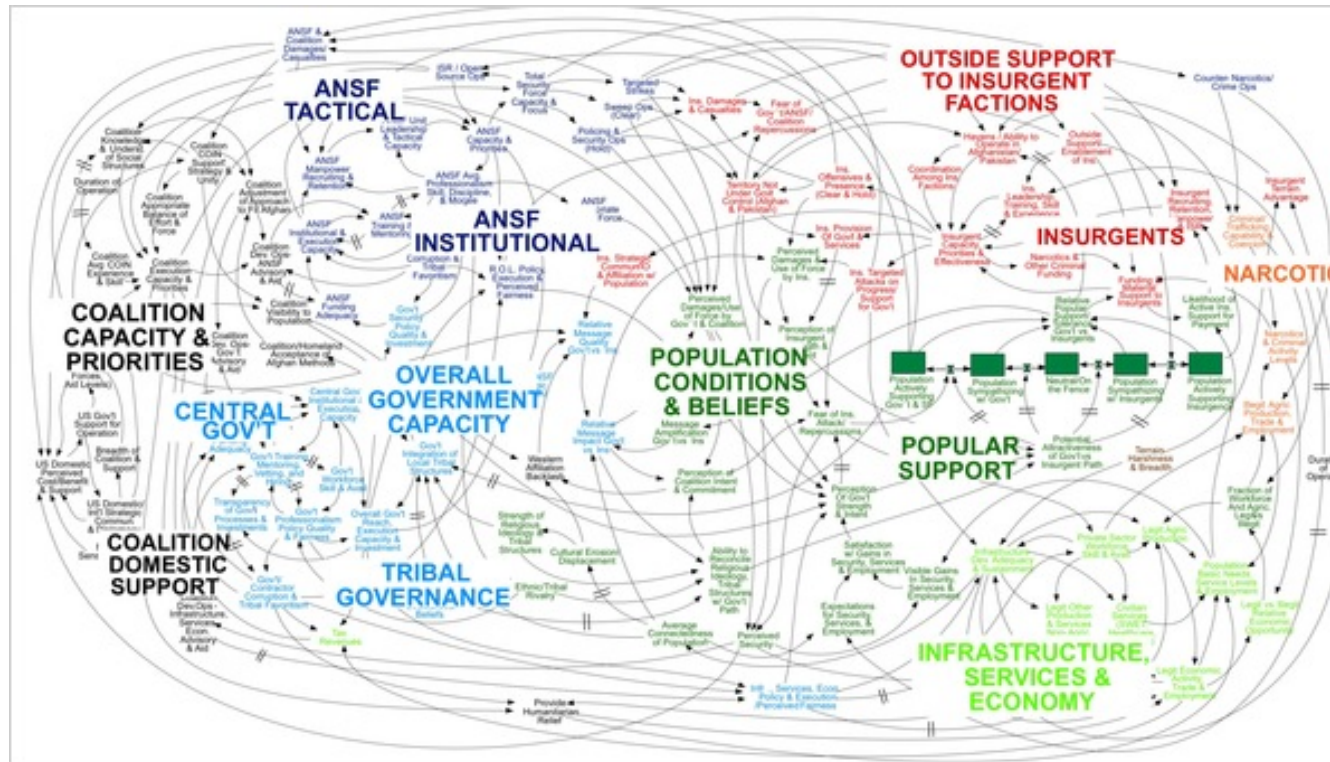
Your Voice

- Pacing
- Enunciation
- Volume load enough

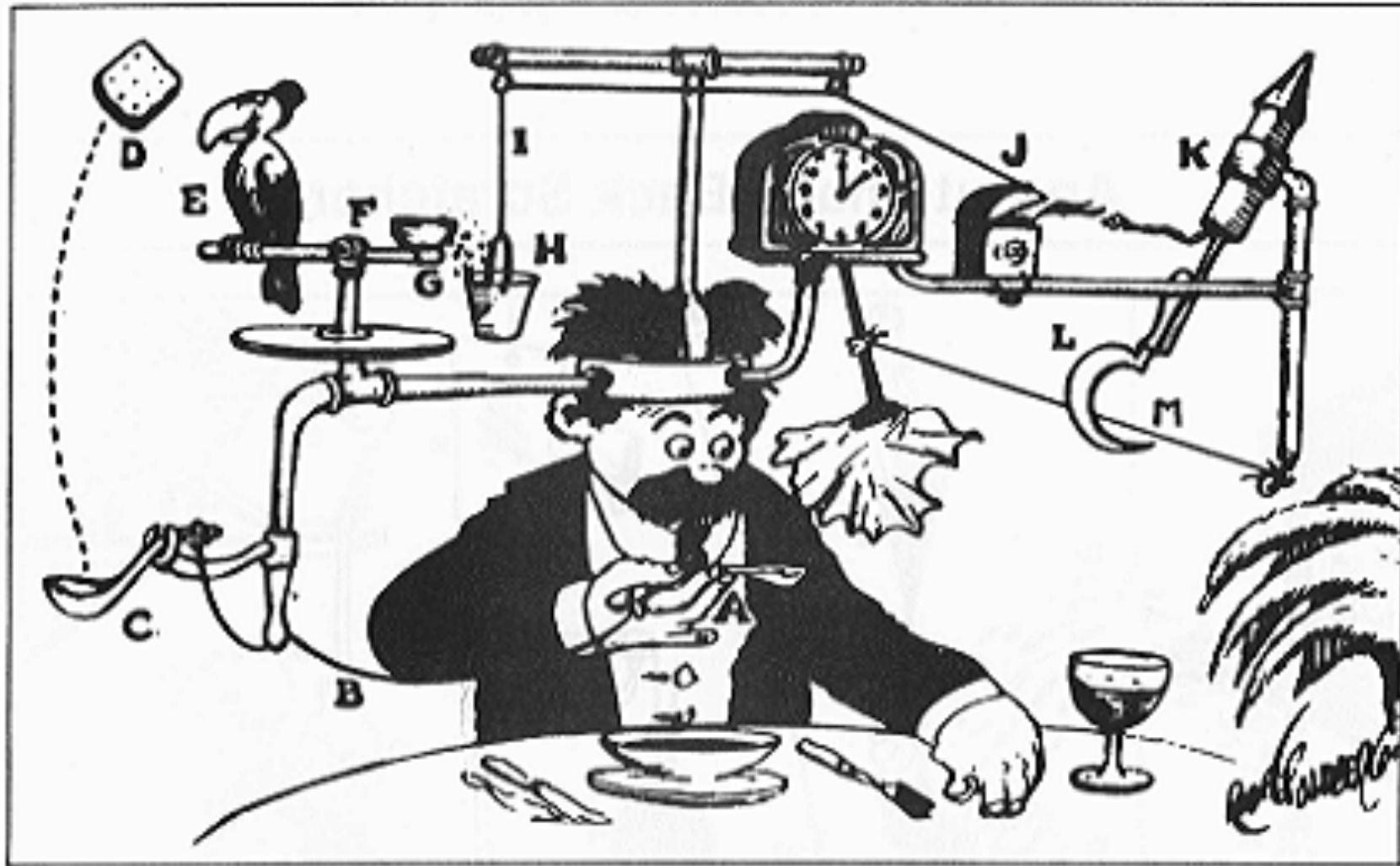


Power point Rules

- 3-4 Bullets Max
- Use it as a visual aid



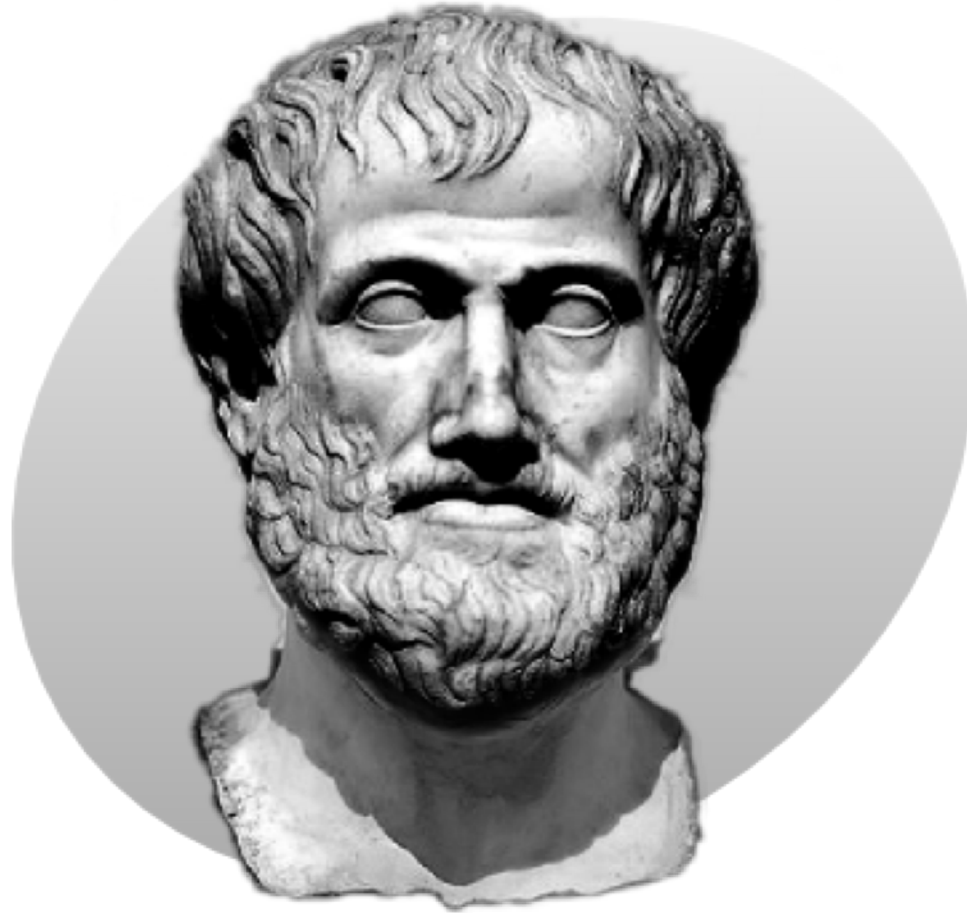
Self-Operating Napkin



Ornithological Species of
identical plumage
circumnavigate in the closest
geomorphological climate.

Keep it as simple as possible, while
still getting your Point
across.

Structure for Simplicity



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ES

ICT

OCIO

PSD

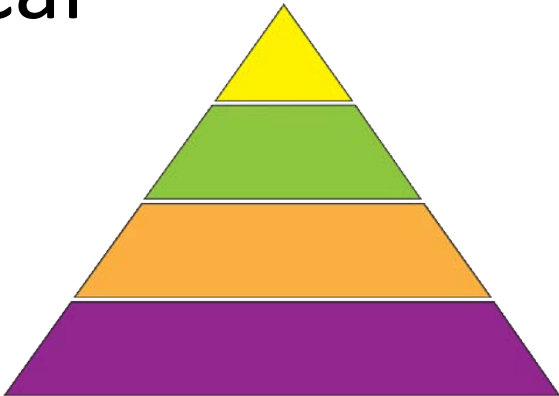
RPD

SBC

Top Three Structures



Chronological

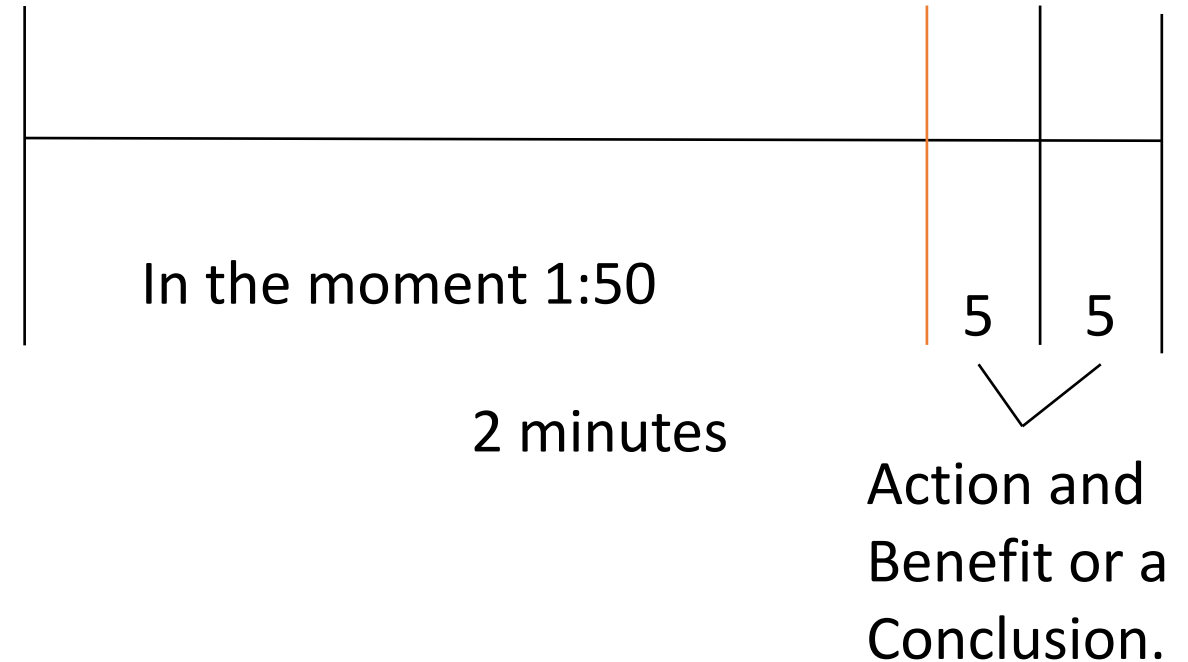


Structural

- 1 
- 2 
- 3 

Numerical

What is contained inside the structure of any great presentation?



4

Engage the Audience



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OCIO

PSD

RPD

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How to engage your audience in the first 20 seconds?

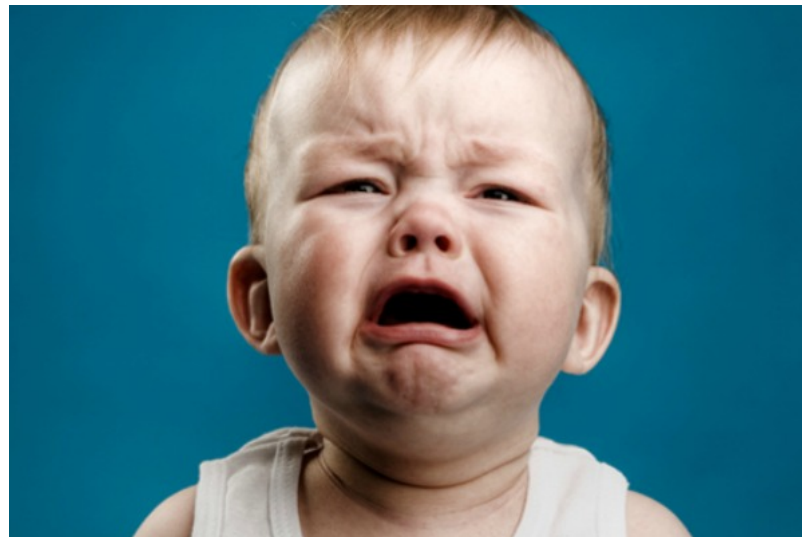
- Presence
- The approach
- The beginning



4

Overcoming the FEAR of public Speaking

- Reframe
- Practice
- Visualize



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CSD

ES

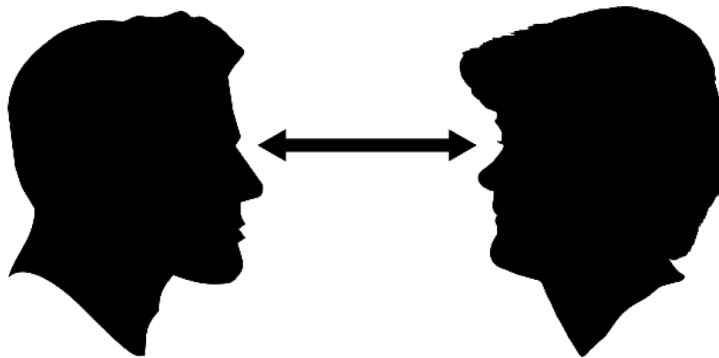
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OCIO

PSD

RPD

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Eye Contact



Transfer Of State

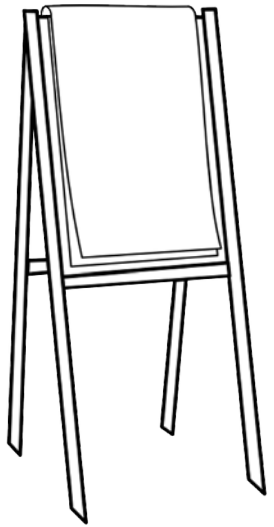
Questions



4

A few more ways to engage the audience

- Relating to the audience (Phrases and stories)
- Shocking facts and confusion
- Visualization



Create moments of
_____ One _____ on
_____ One _____ communication.

5

Non Verbal Communication



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ES

ICT

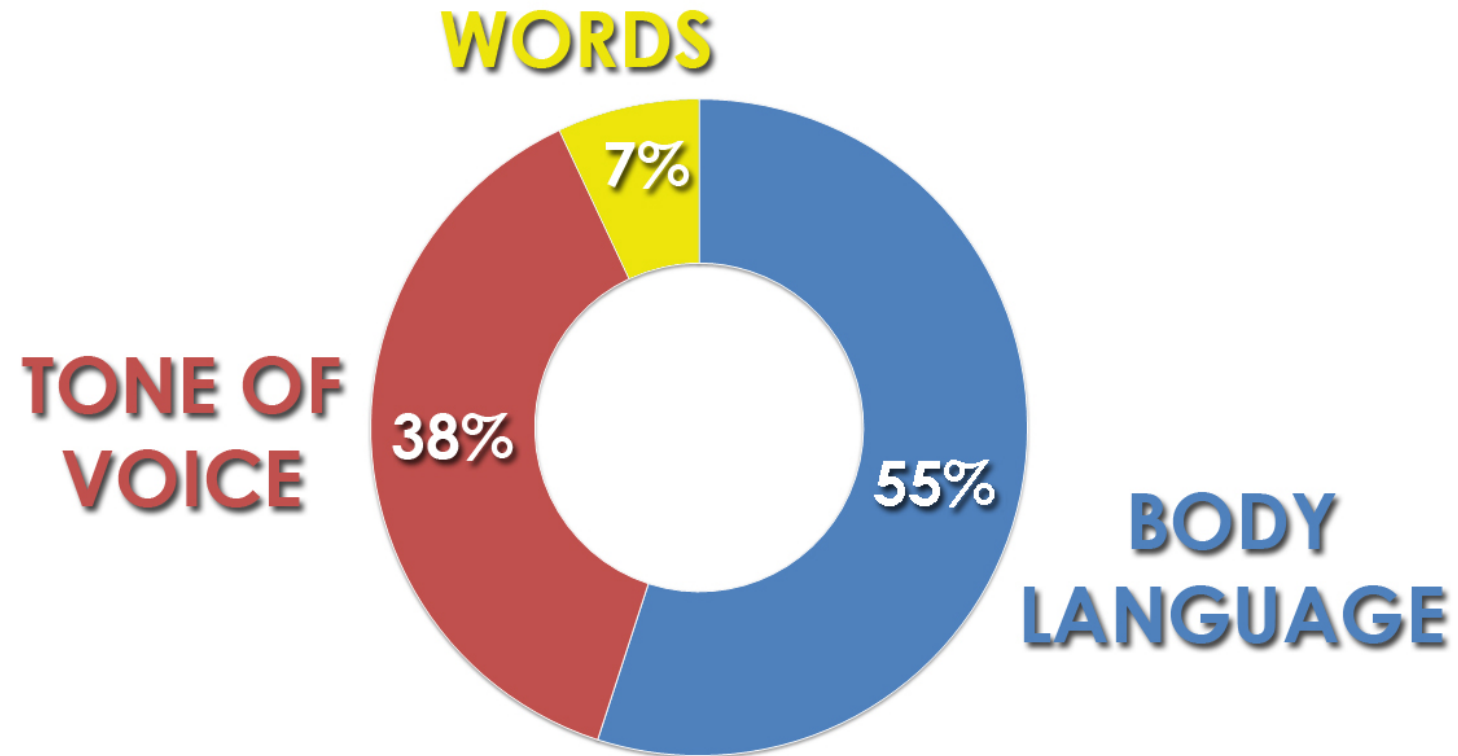
OCIO

PSD

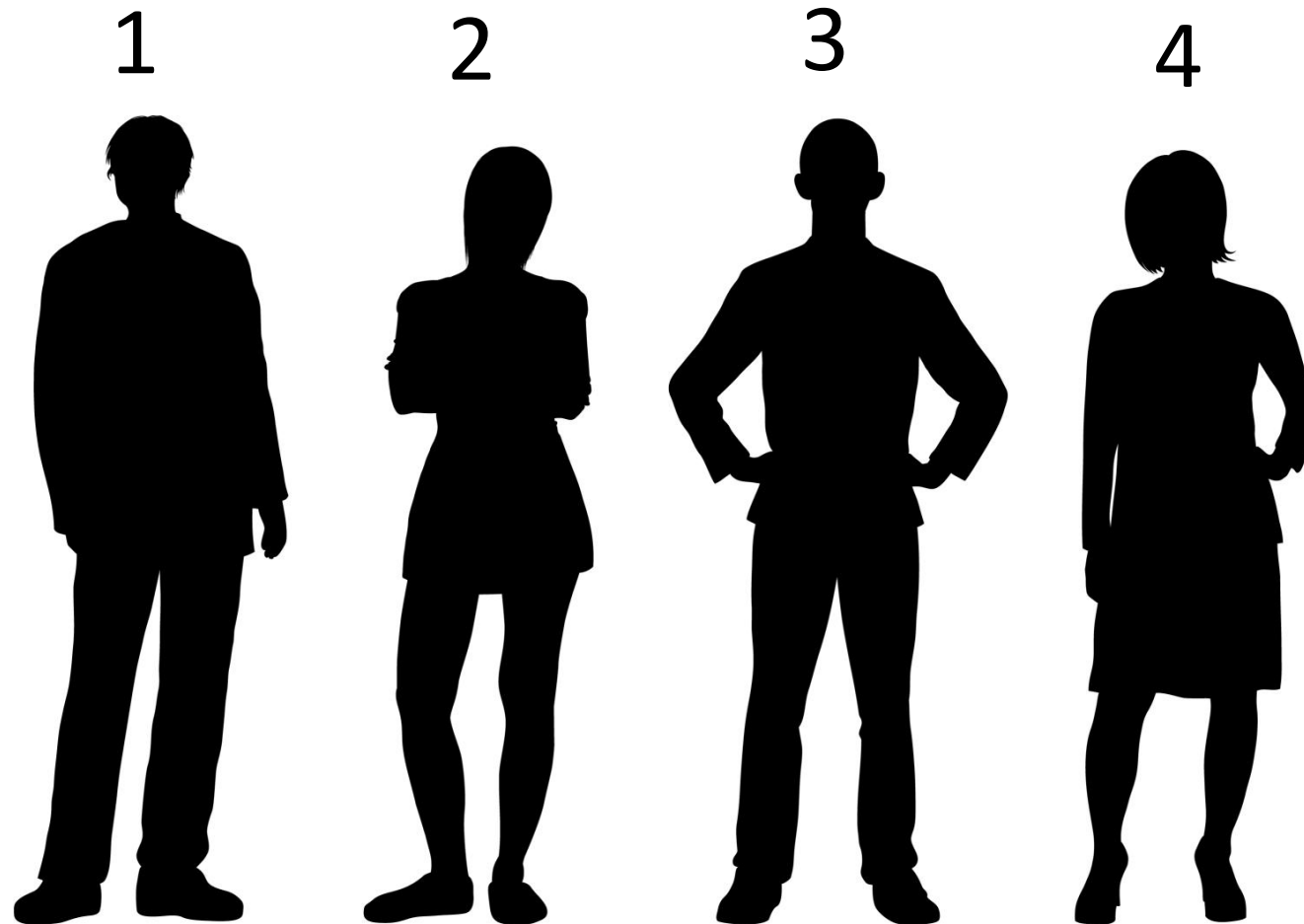
RPD

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What Makes Up What We Hear



Open Vs Closed Body Language



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OCIO

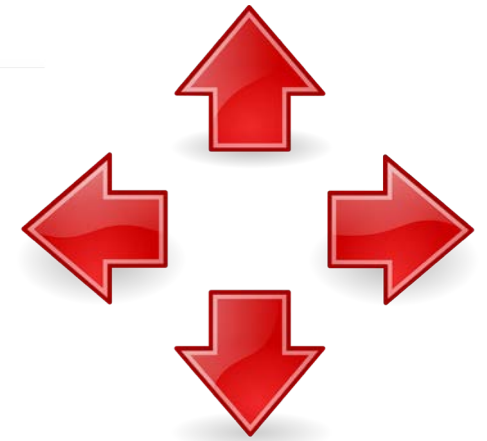
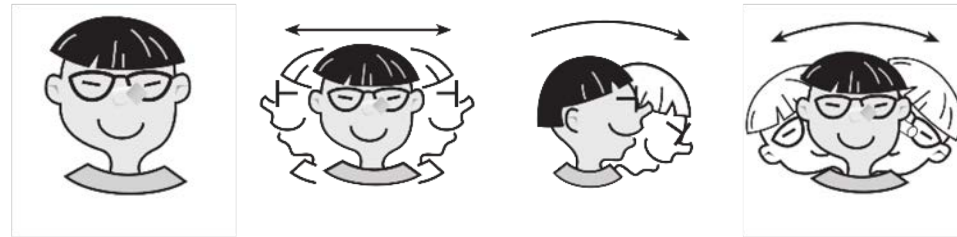
PSD

RPD

SBC

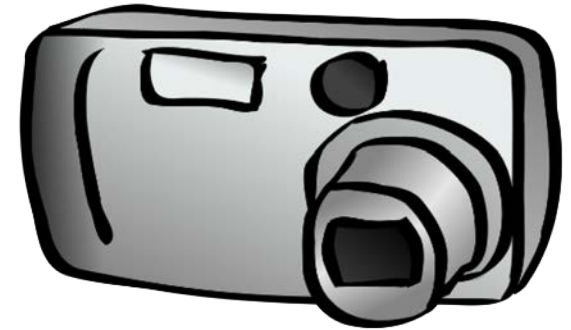
Purposeful Movement

- Prompting Gestures
- Zoning the Stage
- Congruent Body Language/ Mirroring



How to build excellent body language?

- Practice on your own (Mirror, Video)
- Find a Friend or college
- Take acting or improv



Voice



Increase Pitch/Pace when?



Decrease Pitch/Pace when?



When do we use Pauses?

Congruency is
Key.

6

Keeping Communication Going



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ES

ICT

OCIO

PSD

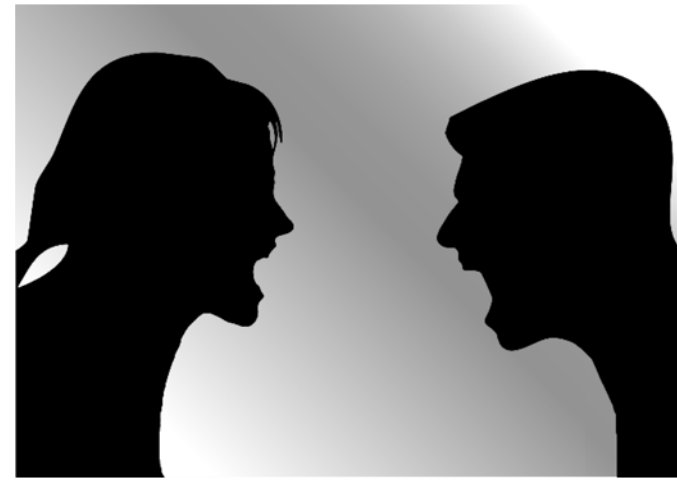
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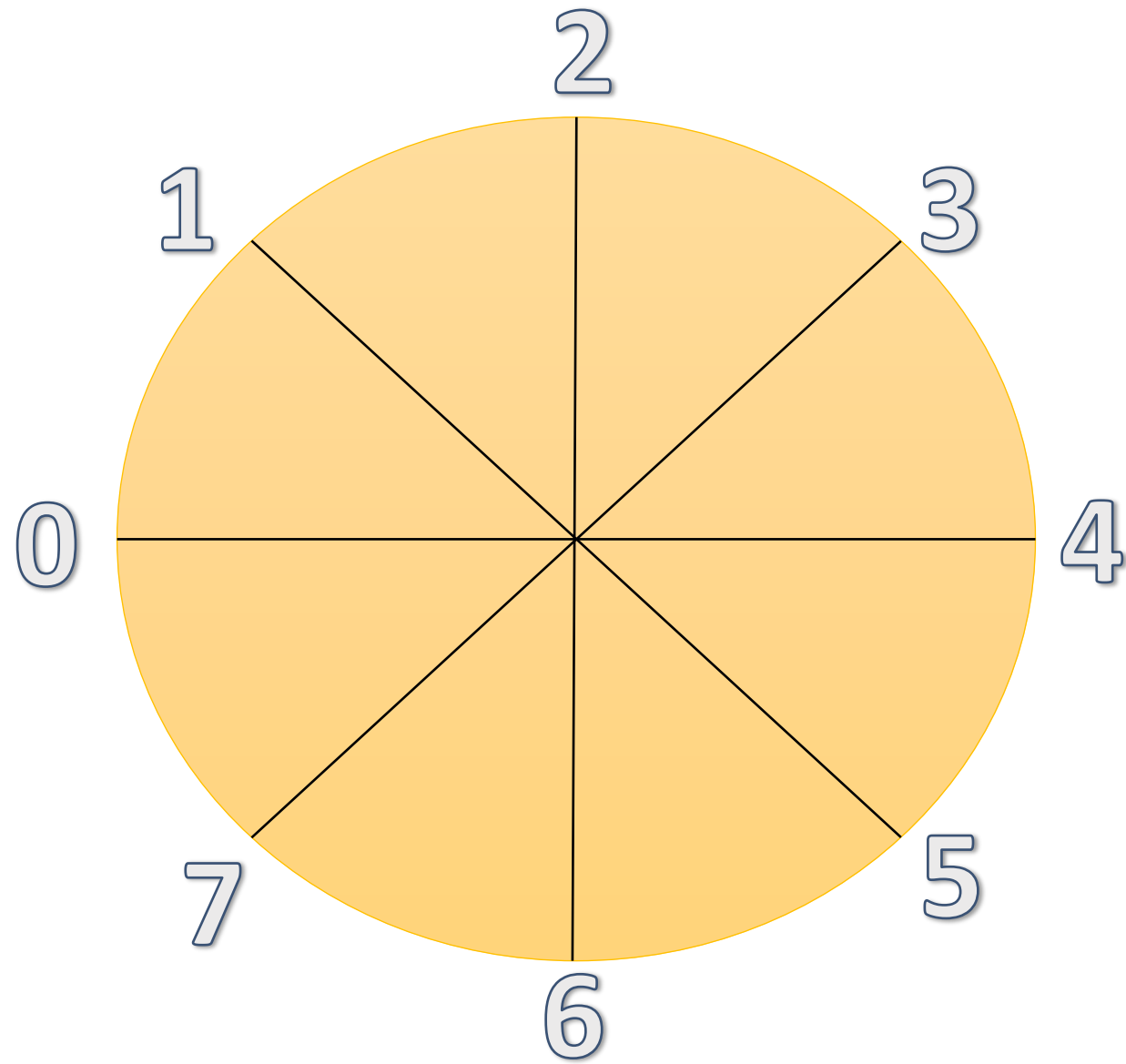
6

3 Tips

- Know how to disagree agreeably (Think, Cushion, Speak)
- Understand how to overcome objections
 - Time, Resources, Money, No Need
- Make sure you listen



Evidence defeats Doubt.



How do you get to the next level?



CIRMO

CSD

ES

ICT

OCIO

PSD

RPD

SBC

Questions

CIRMO

CSD

ES

ICT

OCIO

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RPD

SBC

