

PROFESSIONAL DEVELOPMENT FOR Technical Professionals

SEPARATELY BOOKABLE SEMINARS

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Report Writing for Technical Professionals

2 & 3 JUNE 2011, AUCKLAND
14 & 15 JULY 2011, WELLINGTON

- Establish credibility and communicate ideas through effective report writing skills
- Present technical information in a readable and attractive format
- Persuade report readers to implement recommendations

**Victor
Main**



Managing Technical Professionals

7 & 8 JUNE 2011, WELLINGTON
13 & 14 JULY 2011, AUCKLAND

- Aligning the technical professional's goals with business goals and setting performance expectations
- Recognising what drives and motivates technically-minded people
- Building a successful team, maximising individual motivation and team performance

**Bill
Butler**



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Report Writing for Technical Professionals

2 & 3 JUNE 2011, MERCURE HOTEL, AUCKLAND | 14 & 15 JULY 2011, AMORA HOTEL, WELLINGTON



ABOUT THIS COURSE

Business reports are often intended for a wide variety of different audiences who may have a general understanding of technical topics but not the specifics. Business reports that are weak and poor in structure, presentation and grammar can be time-consuming to read or perhaps even confusing to the intended audience. An effective business report captures and provides the right level of information on findings or projects accurately and logically. **Report Writing for Technical Professionals** is designed to help technical professionals improve report writing skills, sharpen up and deliver reports that are concise, logical and persuasive. The more effective reports are, the greater the chances for a successful outcome.



COURSE OUTLINE

Overview

- Fundamentals of effective business report writing
- Factors that affect readability
- Presenting technical information to non-technical people

Using the Right Language for Maximum Impact

- Choosing words and style appropriate for the reader and context
- Writing concise sentences to increase readability
- Avoiding redundant and commonly confused words
- Avoiding jargon unless readers are familiar with it
- Using active instead of passive voice
- Using correct punctuation and grammar

Practical Exercises

- Critique of participants real examples of writing – to identify areas for improving their use of written language
- Exercises to practise achieving high levels of readability

Planning the Report

- Identifying the objectives and information needs of readers
 - Senior executives
 - Line supervisors
- Identifying your technical strengths
- Determining critical content for the report

Drafting the Report

- Planning the overall structure of the report
- Determining the components of the report
 - Introduction
 - Body
 - Conclusion
 - Recommendations
- Preparing a table of contents
- When and how to use graphics – pictures, diagrams, flow charts, tables, graphs, etc.
- Testing and revising the report framework

Organising Relevant Information for the Report

- Writing effective executive summaries
- Consolidating highly factual/technical sections into appendices for easy reference
- Providing useful headings to guide the readers and capture their attention
- Distinguishing between important facts and the details that support them
- Providing effective explanations of figures and tables, etc
- Using sections, sub-sections, and bullet points as appropriate instead of continuous text, with numbering for ease of navigation

Recommendations and Solutions

- Separating conclusions from recommendations
- Making recommendations persuasive
- Presenting analysis of evidence
- Applying decision-making criteria
- Proving conclusively that the recommendations support the project/organisation's mission and goals

Reader-Friendly, Professional and Appealing Layout and Design

- Format
- Page size and orientation
- Margins and spacing

Proofreading For Outstanding Business Reports

- Spelling and grammar checks – benefits and limitations
- Checking for consistency
- Spotting commonly made errors in report writing
- Advantages of proof-reading on paper
- General principles for marking errors

Report Writing Exercise

- A team exercise in preparing and writing a report, using all the learning points from the course

Personal Action Plans

- Preparation of personal action plans for improving report professionalism and effectiveness



Victor Main

For over 30 years Victor Main has been turning highly complex information into plain language. As a certified adult trainer, Victor brings valuable insights gained from working with a diverse range of organisations. He specialises in running training programmes for those who need to convey complex information on paper and online.

Victor is a prolific researcher who keeps abreast of the latest business writing trends. He has delivered courses to central and local government, medical and legal sector, corporate sector, media organisations and companies that employ professional writers.

Managing Technical Professionals

7 & 8 JUNE 2011, AMORA HOTEL, WELLINGTON | 13 & 14 JULY 2011, MERCURE HOTEL, AUCKLAND



ABOUT THIS COURSE

Everybody is different. But some may be more different than you think. Due to the nature of their jobs, technical professionals are typically and understandably meticulous individuals who are accustomed to working with tangible, hard facts and concrete representations of ideas. Their autonomous nature can sometimes make them less engaging and appear to be 'out of touch' with the rest. The course offers techniques for setting and communicating performance expectations, leveraging motivation drivers and delegating tasks while optimising individual contribution to the team. It also looks at strategies for dealing with conflict within the team, for keeping the group energised and directed, and for mitigating the difficulties of virtual and remote teams.



COURSE OUTLINE

The Skilled Manager

- The principles of management: expectations of you as a manager
- Your core values about people, value and power
- Profiling your strengths and capabilities as a manager of technical staff

Your Role as a Leader

- Distinguishing between management and leadership
- Influencing and persuading staff to achieve your goals

Getting Things Done Through Delegation

- "Letting go" of things others can do
- The delegation checklist: making delegation safer for you and for them
- The relationship between delegation and empowerment

Making Decisions and Stimulating Solutions

- Fitting your decision-making approach to the situation
- Using tools that can help clarify issues, actions and outcomes
- Building a "solutions" culture: empowering staff and stimulating ideas

The Communication Challenge

- Seeking to understand and be understood
- Recognising things that typically go wrong in communication
- Assessing your ability to listen and question effectively

Managing Performance in Technical Teams

- The essential components that create high performance
- Setting and communicating performance expectations
- Delivering feedback that helps people to lift their game

What Gets Rewarded Gets Done: Understanding Motivation

- Recognising and valuing efforts and contributions of individuals and teams
- Developing recognition systems that fit in your technical team
- Recognising behaviours: understanding what makes people tick

From Conflict to Cooperation

- Confronting potential conflict situations
- Handling disagreement and personal agendas
- Problem-solving and getting to win/win
- Requesting a change in behaviour
- Dealing with conflict within the team

Retaining Team Vitality

- The characteristics of a high performing team
- Understanding the roles people play in teams
- Creating a team culture that keeps your team focused and vital

Managing Virtual and Remote Teams

- Managing the potential challenges of remote teams
- Building team identity and maximising team functioning

Coaching and Mentoring

- Coaching or mentoring: using each process to get the most from your team
- Exploring structures for coaching and mentoring sessions

Your Development Plan

- Formulating a plan for your own ongoing development



Bill Butler

Bill Butler is director and principal consultant of Academy of Training, a company which specialises in training workshops, consultancy services and conference addresses.

Bill has a wealth of training experience gained in a variety of organisations and cultures following his entry into the personnel development field. Prior to this he was General Manager of the New Zealand Institute of Chartered Accountants, a major professional body with over 30,000 members.

Bill has a strong background in management and with his qualifications in accounting, business management and psychology, he is able to present to a diverse range of programmes to senior management and support staff alike.



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To find out more, please call (09) 912 3610 or email mike@brightstar.co.nz

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PROFESSIONAL DEVELOPMENT FOR Technical Professionals

Report Writing for Technical Professionals

Managing Technical Professionals



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 • Send a substitute delegate in your place
 • Confirm your cancellation in writing (letter, fax or email) at least ten working days prior to the event and receive a refund less a \$300+GST service charge per registrant. Regrettably, no refunds can be made for cancellations received after this date.

Delegates are responsible for their own travel/accommodation bookings and no compensation will be made should the conference be rescheduled or cancelled.

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Please Note: Bright*Star reserves the right to make any amendments that we may deem to be in the best interest of the seminar

Course Information

EARLY-BIRD SPECIAL

Registrations received/paid before below dates

STANDARD PRICE

Registrations received/paid after below dates

Report Writing for Technical Professionals (TE016)

\$1895 plus GST **SAVE \$200**
 (21 April 2011)

\$2095 plus GST
 (21 April 2011)

Managing Technical Professionals (TE015)

\$1895 plus GST **SAVE \$200**
 (21 April 2011)

\$2095 plus GST
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(*earliest applicable earlybird date applies)

Train the team and save

Register on any two 2-day courses and **SAVE \$500** off the total cost or three 2-day courses and **SAVE \$1000** off the total cost. For larger bookings call (09) 912 3610 or email mike@brightstar.co.nz to discuss further in-house or group training options.