



CONNECT Beyond Technical

Transforming Mindset and Skillset

This course equips tech experts with the skills to confidently engage with senior decision-makers, deeply understand their business needs, and deliver compelling, tailored solutions. Improvement is measured through visible behaviour and reassessment.

Why CONNECT Beyond Technical?

- **Think Strategically and Adapt:** Apply a whole-brain approach to recognize different communication styles, building stronger relationships quicker.
- **From Technical Expert to Trusted Advisor:** Learn to position yourself as a credible trusted advisor, adding value to each interaction.
- **Engage with Confidence:** Gain the skills to lead impactful discovery meetings, understand business drivers, and articulate clear business value.
- **Communicate Effectively:** Master the art of prioritizing customer issues and delivering persuasive solutions that resonate with executive stakeholders.
- **Practice Real-World Scenarios:** This experiential, hands-on course focuses on practical application—learning by doing—ensuring your team is ready to navigate complex conversations and challenging customer situations.

Course Highlights

Adaptive Communication:

Use a whole-brain model to adjust your approach based to different thinking and communication styles, even in difficult situations.

Customer-Centric Solutions:

Understand your customer's business needs and develop tailored solutions that address their specific priorities and goals.

Discovery Meeting Mastery:

Plan and execute discovery meetings that position you as a trusted advisor.

Efficient Planning:

Learn to prepare for meetings, presentations, and communications effectively - Cut preparation time in half without sacrificing impact.

ILT

3
DAYS

PRE-REQUISITES

Complete HBDI thinking preference survey (30 mins)

Complete skill assessment (45 mins)

AUDIENCE

Anyone who engages with customers and stakeholders

DURATION

Three days

DELIVERY

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