General information

Solver
training & consulting

Toolkit is a peer-learning and practical exercise based series of workshops meant to develop skills software engineers and other IT professionals need to ace every client interaction.

Theoretical information contained in the program will cover the basics, but will be kept to a minimum in order to maximize practical relevance.

Toolkit is built specifically with behaviour adoption in mind and puts learning into a performance context rather than the standard competence building setting. Our approach is about what participants can do rather then about what the know.

Trainers available for the program:

Ronald Borsi – former senior IT consultant went rogue to become a trainer

Adrian Rusu – certified geek, marketing specialist at an IT company

Vlad Pop – computer scientist by trade, vice president at Romanian IT (NGO)

Program details

The program consists of 4 sessions. Each session has a duration between 4 and 5 hours.

A period of 2-3 weeks is recommended between sessions.

The maximum number of participants is 15.

Business Knowledge

During this workshop participants get a broader view of the business functions within IT companies, but also get a sense of how interactions happen between different business functions.

Participants will receive a description of a "broken" interaction between a customer and a service provider (IT industry example). After careful consideration, they will select fixes (cards that describe actions to be taken in order to fix something) from a stack and explain how applying certain behaviours or actions could have changed the outcome of the interaction.

Duration
4 hours

Behaviours encouraged

- Seeking to understand clients' organizational structure

- Talking to the right people, not the ones that are comfortable to talk to

- Experimenting (in a safe way) with outcomes generated by giving certain information to certain people

Interpersonal skills

This session focuses on the following interpersonal skills: assertiveness, empathy and active listening.

The workshop is highly interactive as participants receive all the theoretical information beforehand and have to present it in groups to their peers.

In order to try out the fresh info the trainers will organize an unusually funny, but constructive Improvisation Theatre session.

Behaviours encouraged

- Listening with the precise aim of uncovering and understanding "hidden" info that clients have

- Standing up for oneself without coming over as aggressive

- Actively seeking to understand customer needs, expectations

Duration
4 hours

Customer Communication

Getting the desired reaction for information one sends to customers can sometimes be a tricky thing. Too much or too little information will produce odd results.

The focus of this workshop is to help participants get the right information from customers in order to be able to "publish" their info in the most effective way possible.

During the session we will focus on adopting a consultative approach to both asking for and offering information.

In order to ensure a high adoption rate we will use the ABC (Antecedent-Behaviour- Consequence) behaviour framing method.

Duration
4 hours

Behaviours encouraged

- Clarifying unclear or insufficient information

- Offering just the right amount of detail, to the right people in the right format

Connecting the dots

We will borrow the methods of our sister company, Secret Sauce - innovation studio, and show associative thinking can help participants find more creative solutions for both technical and non-tech problems.

The famous but ellusive process of connecting the dots can actually be replicated by applying a certain pattern of action.

In order to walk the walk the trainers will guide participants through a process of complex problem solving. Participants will chose the issue to work on, the trainers will provide the right tools.

Duration
4 hours

Behaviours encouraged

- Employing "discovery behaviours"

- Actively seeking to improve things

ToolBox

Contact

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