

## Course Content

**Title:** Technical Communications

**Potential PDH:** 16

**Code:** BTT001

### Description:

The engineer will be taught the value and importance of technical writing, presentations, verbal communications, and Management of Change to everyday function and career progression. Persuasion and personal influence will be included as well as leadership and effective team performance and contribution.

### Outline:

- Introduction
- Technical Writing Basics
  - Writing Process Overview
  - Technical Writing Principles
  - Company Standards
- Verbal Presentations
  - Public Speaking Techniques
  - Appropriate Participation in Presentations
  - Your Audience
  - Training Techniques
- Formal vs Informal Communication
  - Phone/WebEx, Email, Texts, Social Media
  - In-person Communication Techniques
  - Business Etiquette
- Problem Solving and Critical Analysis
  - Problem Solving
  - Crisis Management
  - Chain of Command
  - Management of Change
  - Effective Teamwork
  - Time Management
- Leadership and Management
  - Effective Leadership Techniques
  - Assembling a Project Team
  - Resolving Conflict in the Workplace
  - Communications with Vendors
- Real-World Applications and Examples
  - Workplace Examples
  - Role-playing

### Instructor:

Michael (Mike) Bober holds a BS in Chemical Engineering from the New Jersey Institute of Technology. He served as a Process Engineer, Project Developer, Economist, and Manager at Exxon's Bayway Refinery for twelve years. He then joined Mobil Research and Development as an FCC Specialist. He

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managed technical training for Engineering, worldwide, until Exxon and Mobil merged in 2000. At this point, he managed worldwide technical training for ExxonMobil Research and Engineering and then retired from managing the Technical Portfolio for ExxonMobil's Global Manufacturing Training initiative – with a combined service of 37 years to the two companies.

Maureen Brody has over 10 years of experience in professional and technical writing, analysis, and project management. Her extensive research and writing experience spans a variety of fields, including market research, training program development, and the creation of knowledge transfer materials. As a former teacher, she brings superior skills in curriculum development, project management, program development, customer engagement, and communications, as well as a healthy dose of patience! Her creativity, as well as attention to detail, are major assets in the development of training materials, technical documents, and assessments. Maureen's experience includes pharmaceuticals and consumer packaged goods, oil & gas, education, and non-profits. Maureen holds a BA in English from Pennsylvania State University.