IT Communication Without Noise: From Unclear Requirements to Delivered Results.

Course code: KORITKOM

Communication in IT either builds value or burns the budget. In one day, you will learn two simple techniques: the meta-model of questions (to clarify vague statements) and reframing (how to turn an emotional reaction into a constructive shift). You will practice them on the situations that hurt the most: requirements, feedback, misunderstandings (jumping to conclusions, accusations, assumptions), incidents, and online messages. You will leave with concrete phrases you can use in practice (how to ask questions, what to say during escalation, how to give feedback) and practical tools that reduce noise and shorten the path to decisions.

Affiliate	Duration	Course price	ITB

The prices are without VAT.

Course terms

Date	Duration	Course price	Type	Course language	Location

The prices are without VAT.

Who is the course for

For people in IT who make decisions and deliver results together every day: project and product managers, developers, testing specialists, operations and infrastructure professionals, team leads and team facilitators, architects, IT leaders, and customer support specialists in technology companies.

What we teach you

Training Objectives
  - Use the meta-model of precise questions to quickly clarify requirements, priorities, and "quick" requests.
  - Use reframing to reduce defensiveness during feedback, escalations, and retrospectives.
  - Handle difficult conversations (feedback, escalation, incident) calmly and factually.

Benefits for the Team and the Company
  - Less rework thanks to precise requirements and clear definition of done and acceptance criteria.
  - A stronger culture of openness: ambiguity is acknowledged and resolved rather than ignored.
  - Faster decision-making when problems arise and fewer communication gaps.
  - More predictable deliveries and better collaboration between business and IT.
  - Higher-quality meetings and less "noise" in written communication.
  - Greater satisfaction for both customers and leadership.

Teaching materials

Gopas guide book for this course.

Course outline
  - **Why silence in IT is expensive**
  - What assumptions, ambiguity, and silence cause; where losses most often arise.
  - **Communication is the foundation of team success**
  - Principles to ensure information flows on time and to the right people.
  - **Mindsets influence emotions**
  - How words shape reactions; how to reduce tension and increase understanding.
  - **The power of hidden details and active listening skills**
  - Techniques that shorten the path to decisions and prevent unnecessary conflicts.
  - **Meta-model: first understand, then act (interactive practice)**
  - Precise questions for vague statements; a checklist for work assignments.

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- **Reframing: perspective makes a difference (interactive practice)**
- How to turn an "attack" into agreement; using the language of facts and solutions instead of labels.
- **Clear requirements without assumptions (interactive exercise)**
- From incomplete requests to clear definition of done and acceptance criteria.
- **Feedback that does not trigger defensiveness (interactive exercise)**
- Safe wording and handling difficult conversations.
- **Handling an escalated situation (interactive exercise)**
- Short, factual, and calming messages; agreement on next steps.
- **Different expectations across roles**
- How to align the perspectives of business, development, testing, and operations.
- **Translating between worlds: business - IT (interactive exercise)**
- Technical topics explained in the language of impact, risks, and value; quick one-sentence summaries.
- **Challenges of remote and hybrid communication**
- When to write, when to call; response times.
- **Stories from practice – conflicts and their resolution**
- Real situations and concrete approaches that worked.
- **Final reflection and personal action plan (interactive exercise)**
- Commitments, an accountability partner, and progress metrics.

The training "IT Communication Without Noise: From Unclear Requirements to Delivered Results" is an experiential and interactive program that helps teams turn difficult conversations into clear agreements and stable results.

You can expect discussions, team activities, simulations, and self-reflection — minimal theory, maximum practice, and tools you can start using the very next day.Text2

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