

ABSTRACT AND BIOGRAPHY

Keys to Making Virtual Communication Work

Negotiating with stakeholders, working with team members and influencing critical decisions are all in a day's work. But, given the global nature of today's workforce, how well we do any of these critical tasks is often directly related to the strength of our virtual communication skills.

Recent statistics tell us that verbal communication constitutes only 5-20% of our message, with the rest being nonverbal and preverbal communicating. The problem is, as you know, virtual communication often falls prey to miscommunication and unintended or undesired outcomes. All too often, we take communication for granted, sending scores of e-mails and scheduling and holding conference calls and webinars without thinking about how best to achieve our objectives. Helping to develop virtual communication skills among your team members, peers and staff members is imperative to improving overall interactions and work performance.

In this informational presentation, you'll have the opportunity to—

- Identify your personal communication style
- Use techniques to leverage your communication style—and the styles of others—in a virtual environment
- Develop rules of engagement for successful virtual communication
- Apply a proven process to deliver high-impact communication to internal and external stakeholders

Participants will come away with a better understanding of the importance of high-impact communication, as well as tools and techniques for ensuring that future communications achieve their desired goals.

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Jonathan B. Gilbert, PMP has more than 30 years of experience as entrepreneur, educator, chief executive officer, construction manager, management consultant, project manager and engineer. In 1975, he began his career as a project engineer and construction manager, designing, building and operating environmental treatment facilities. This experience enabled him to teach value engineering and project management to engineering and construction professionals throughout the United States.

Mr. Gilbert has worked for management consulting firms such as Fails Management Institute, Scott, Madden and Associates and INNOVA Group. In 1997, Mr. Gilbert founded Jonathan Gilbert & Associates, where he provided advice and counsel to clients in the areas of strategy, organization development, executive coaching and project management. Currently, Mr. Gilbert is Director of Client Solutions for ESI International.

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Mr. Gilbert earned his B.S. in Civil Engineering from the University of Maryland at College Park, concentrating in project/construction management and environmental engineering. He is certified as a Project Management Professional (PMP®) by the Project Management Institute (PMI®).