

Communication Workshop for Professionals



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Workshop Summary

Communication Workshop for Professionals

Presenter: Kaiwen Cheng, KC Business Consulting, LLC

Workshop Description

As technology becomes more complex for products and services, the collaboration between functions and teams are becoming more critical and increasingly rely on better communication. This situation puts more emphasis on engineers to become better communicators. Communication helps engineers ensure a better understanding of the needs and wants to, and from, others. It also helps to get buy-ins faster and be more effective.

It is no wonder engineers with better communication skills tend to move up faster. However, the unique challenges in communicating complex technical content and fear of public speaking create lots of frustration for engineers. Becoming a better communicator requires lots of practice and benefits from coaching. This workshop will demonstrate the essentials for more effective communication. The hands-on practice is designed to help participants to discover improvement opportunities and set a course to become an effective communicator.

Workshop Outline

- Knowing your audience
- Delivering your message
- Engaging your audience
- Preparing the message with KISS principle
- What is A3 thinking?
- Enhancing with presentation
- The importance of practice

Workshop learning objectives

- Understanding how to prepare for a presentation
- Learning the physical presence as a good communicator
- Exploring the approach to engage audience
- Learning the benefit of A3 thinking
- How to create slides and graphics to enhance the communication
- The ideas for becoming a better communicator



KC Business Consulting, LLC

Who Should Attend

- Engineers
- Project managers
- Technical professionals
- Engineering students
- Education professionals
- Team leaders
- Managers and executives

About the Presenter

After a successful career of over 20 years in corporate America, Kaiwen Cheng switched his focus to share what he has learned to benefit others with his start up, KC Business Consulting, LLC.

Kaiwen has had multiple successful turn-around performances in Fortune 500 companies. His recent successes include leading a supplier quality team to deliver a 60% reduction of external complaints within 20 months. He and his team believe this success was the direct result of effective communication with the cross functional teams and the supply base. This effective communication helped concentrate resources and prioritize efforts that delivered optimal results.

As a business leader, he has learned how frequently management have wasted their time in listening to poorly prepared presentations. That's reason he continues to coach his staff, engineers, and mentees to sharpen their skills in delivering a concise message. He also uses his strength in data analytics in teaching how to use data and graphics for effective "storytelling". This workshop is the accumulation of his own practice, learning, and experiences on coaching others.

Kaiwen has a master's degree in industrial engineering from University Missouri – Columbia. He also holds a bachelor's degree in physics and with MBA education. He is also a certified Six Sigma Black Belt.