



Zero Outage

INDUSTRY STANDARD

Soft Skills Training



universität
wien

Fakultät für Informatik

Training Goals:

- Listen more actively than before
- Apply the 5 Whys (Fishbone Diagram) to solve problems
- Reflecting differences between F2F and virtual communication
- Dealing with IT problem situations/failures more consciously and thoughtfully in teams
- Dealing with intercultural differences more securely and consciously in teams

Training content (selection):

- Zero Outage Industry Standard Overview
- Soft skills in virtual communication
- Active listening training
- Virtual communication training
- Problem solving (5 Why, Ishikawa)
- Simulated IT outage
- Behaviour in stressful situations
- Teamwork in a virtual environment
- Reflection

Training Format:

- 100 % online
- 3 interactive live webinars (modules)
- Small groups for maximum interaction
- Each module 2 1/2-hours with break
- One module every week
- Group work in virtual Breakout-Rooms

Registration: office@zero-outage.com

Training target group:

- IT Operations
- IT Management

