**Revision:**

Is Sparta talked about?

What is Sparta:

* A B-Corp certified firm that provides technology and business consulting services to public and private sector clients nationwide.
* Uses a "hire, train, deploy" (HTD) model; recruits and upskill recent individuals in tech areas, including DevOps, Data – this is the added value.
* These individuals, known as 'Spartans,' then work on projects with clients across the UK.
* Then offers ongoing learning and development pathways to kickstart their careers in technology.

Sparta Journey

* 6 Month Probation.
* Academy of 5 – 10 weeks (8 for us)
* Pre-Assignment Time.
  + Including continual development during this time.
* Client Deployment for 2 years
  + Has own separate 6-month probation.
* Can choose how to progress from here.

Tell Me About Yourself (TMAY)

* Delivered within 2 minutes.
* Background, Skills, and Goals.
* Main experience.
* Passion and Values
* Competencies.

Interview Prep

* Client
  + Research the company / client.
  + Have good, original questions.
  + What value do you add?
* Technical
  + What skill?
  + Where did you get this skill?
  + How did you get this skill?
  + What is the benefit of having this skill?
* Mindset
  + Maintain confidence.
  + Practice answering questions.
    - Where do you want to be in 5 years?
    - Do you want to manage others?
    - Why?
* Interests – show them you’re 3 dimensional.
* How to handle a question you don’t know the answer for?
  + “Sorry, that’s something that is currently out of my skill set, but it is something that I am eager to learn about.

Success checklist – have you done the following in preparation for the client?

* Researched the client?
* Understand the client’s industry and latest projects?
* Know what the client does?
* Understand the role you’re applying for?
* Have questions ready for the client?
* Why would you like to work for this client?
* Have set aside time for interview questions prep each night?
* Have looked at the “what, where, why” of my training.
* Practiced your story.
* Know what your goals are in this role.
* Ready to talk about what you love to do/
* Have a strategy for the interview.

Profiles looked at in week 3.

Equality, Diversity, and Inclusion.

Sparta Values:

* Drive
* Innovation
* Flexibility
* Collaboration
* Empathy & Diversity.

7 Communication Principles:

* Complete
  + Include all information necessary.
* Concise
  + Keep it to the point.
* Concrete
  + The right level of detail – not too much or too little.
* Correct
  + Must be accurate and grammatically correct.
* Courteous
  + Be polite, professional, and friendly.
* Clarity
  + Accessible, easy to digest, and logical.
* Consideration
  + Be in tune with the receivers’ emotions.

How poor communication affects business:

* Loss of potential business.
* More likely for mistakes to occur.
* Lack of coordination.
* Damage to corporate image.
* Employee frustration.
* Poor morale.

Barriers to communication:

* Personal
  + May not get on well with someone else, causing friction.
  + May get on too well with someone else, causing work to not be done.
* Physical
  + Body language miscommunication.
* Geographical
* Cultural
  + Different social cultures.
  + Language barrier.
* Organisational
  + Unclear political structures within an organisation.

Types of Communication:

* Verbal
  + Words
  + Message
* Vocal
  + Tone
  + Intonation
  + Cadence
  + Pauses
* Visual
  + Appearance
  + Method
* Non-Verbal
  + Open / closed body language.
  + Posture.

Types of Listening

* Cosmetic
  + Can hear the words, but not listening.
* Conversational
  + Bullet point understanding of something.
* Active
  + Able to understand the information being imparted on you, actively looking to get greater information from the speaker.
* Deep
  + Acute level of mental awareness. Gaining a sense of characteristics of the speaker themselves. Building in the person that is being communicated. Listening and actively thinking on purposeful actions of cadence and tone.

Active Listening:

* Listen and observe verbal and non-verbal messages received and provide appropriate feedback.
  + Practice
  + Concentrate
  + Listen
  + Attention
  + Show Interest
  + Engage
* Hearing things
* Seeing things
* Full attention to speaker

Types of Questions:

* Closed questions – Mostly binary, yes / no questions/
  + When did that happen?
  + Was your trip successful?
  + Did you like the candidate?
  + Did you have a good meeting?
* Open Questions – Leading questions to elicit greater information.
  + What led up to that?
  + What did you manage to accomplish on your trip?
  + In what ways does the candidate meet our needs?
  + What happened at the meeting?

Why ask good questions?

* Helps to elicit knowledge.
* Removes duplicated effort.
* Removes / clarifies misunderstandings, inaccuracies, confusion, wasted functionality.

How to build rapport?

* Make a good introduction.
* Be friendly.
* Find commonalities.
* Actively listen and ask specific engaging questions about what they’ve said.
* Open body language.

Personality Types

* Extroverts
* Introverts
* Supporter
  + Someone you can reach out to. Doesn’t necessarily ask to be involved, but always happy to help out.
* Director
  + Natural leader.
* Analytical
  + Natural pragmatist.

Conflict Causes:

* Miscommunication
* Goals / Priorities
* Stress
* Resources
* Personality
* Differences

Feelings:

* Angry
* Sad
* Frustrated
* Fear
* Hurt
* Eristic (enjoys arguing).

Conflict Management:

* Understanding the situation.
* Know your audience.
* Ask others for their perspective.
* Compromise if you need to.
* Not every situation needs an immediate reaction.

Conflict Resolution strategies:

A diagram of a company's company's company's company's company's company's company's company's company's company's company's company'

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Thomas-Kilmann Conflict Mode Instrument.

Communication Styles:

* Aggressive
  + Dominates the conversation.
  + Poor listening skills.
  + Criticises.
* Assertive
  + Confident in expressing themselves.
  + Encourages a two-way conversation.
  + Can say no.
* Passive Aggressive
  + Appears passive.
  + Hides their resentment.
  + Words are not in line with their actions.
  + Sarcastic.
* Passive
  + Finds it difficult to say no.
  + Compliant.

Assertive is where you would like to be. An “I win, you win” communication style.

Professional Awareness:

* Professional Awareness
  + Understand your profession.
  + Enhance your skills.
  + Identify challenges.
  + Awareness of ethical and social responsibilities.
* Self-Branding
  + What are your goals.
  + What are your values.
  + Be authentic.
  + An online presence.
  + Network.
  + Learn and grow.
* Networking
  + Company Events
  + Special interest groups
  + Team Building Activities
  + Offer to Help Others
  + Meetings with Colleagues
  + Offer and share your expertise.
* Written Communication
  + Be clear and concise.
  + Grammar and spelling
  + Professional Tone
  + Correct Salutations / Titles
  + Good Title / Subject Lines
  + Easy to Read Message
  + Professional Email Sign off
  + Know your audience.
  + Proper etiquette at all times.
  + Remain professional on informal communication apps.

Workshops:

* What is a workshop?
* Why is it important to conduct Internal & External research about your client?
* What is considered a source of information?
* What is an email and why is it important?

Discovery Techniques

* Round Robin
* Brainstorming
* Post-It
* Stepwise Refinement
* Brain Writing
* Breakout Groups
  + Introverts more likely to open up in smaller groups.

Workshop Prep:

* Workshop Objectives
* Identify and Invite participants.
* Appropriate structure & participation style.
* Facilitate.
* Select a suitable venue.
* Allow enough time.

Internal Research

* Employee Feedback
* CRM e.g. Salesforce
* Processes and Policies
  + HR
* Manuals and Documents
* Organisation Chart
* Repositories

External

* Organisation Websites
* Google
* Academic Journals
* Government Websites
* Review Sites
* Professional Associations

Email Etiquette:

* Subject Line
* Greeting
* Brief Introduction
* The purpose
* A call-to-action
* A closing
* Your contact information

Agenda Email

* What is it?
* Is it needed?
* Why is it important?

Qualities of a good presenter

* Confidence
  + Knowledge of the Subject
  + Prep and planning
  + Rehearsal
* Manner
  + Voice
  + Appearance
  + Movement
* Attitude
  + Appropriate
  + Helpful
* Diligence
  + Attention to Detail
  + Strive for perfection.
* Enthusiasm
  + Passion

Structure:

* Introduction and Background
* Outline
* Sections
  + Lead-in
  + Content
  + Summary/Review
* Conclusion
* Any Questions
* Summary

Bullet Points 6 x 6 Rule

* Include no more than 6 words per line.
* And no more than six bullet points per slide

10 / 20 /30 Rule

* Presentation slides no more than 10
* Presentation lasts

Use charts / images

Time Management

The process of meaning a task during its lifecycle including planning, tracking, and reporting.

* Time Boxing
* Time Blocking
* Eat the Frog
* Pomodoro

Task Management Elements

* Capture task
* Organise, prioritise, and schedule
* Action

Where can tasks come from?

* Email
* WhatsApp
* Phone conversation
* Informal Conversation
* Meeting
* Slack
* Your brain

If a task takes 2 minutes or less, don’t capture / record it.

Pareto principle:

* 20 % of actions responsible for 80% of outcome.

Use the factors of

* Importance
* Urgency

A diagram of different types of tasks

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