

COMMUNICATING TO SUCCEED

Get your point across with a positive professional image.

When challenged, overwhelmed or on the spot, can you hear others clearly and respond appropriately? When presenting ideas, do you seek to gain cooperation or to seize control? Do you avoid difficult situations and relationships or collaborate through thoughtful and diplomatic interactions?

How well you communicate can influence how others view your work, your performance and your prospects for career mobility. Now you can learn how to choose and use the most appropriate word and emotional tone for every business situation. In just two days, this seminar offers insights into communication styles, while providing you with skills for ideas thoughts feelings and needs.

HOW WILL YOU BENEFIT

Communicate efficiently and tactfully with clients direct reports, colleagues, your boss and senior management

- Respond in a professional manner, even you are out of your comfort zone.
- Strengthen your communication effectiveness with active listening
- Elicit cooperation and respect by modeling
- Improve your image through increased self-awareness

WHAT YOU WILL COVER

How diplomacy, Tact and Credibility Influence How Other Perceive you

- How “ Image” impact others’ perception of you, your credibility and your job performance
- Using diplomacy, tact and credibility to positively impact your image
- Communication- based components of image

Communication Style Difference: The insight Inventory

- Developing awareness of your communication style
- How stress negatively impacts how you communicate
- Reading others so that you can communicate more effectively
- Matching your communication style with the communication style of others.
- Utilizing diplomacy, tact and credibility when communicating across style.

Listening for Effective Communication

- The Barriers and obstacles to effective listening
- How good listening is critical as a “ receiver” of a communication message
- Building rapport through good listening

- How to use active listening skills
- Using listening skills to build and improve your “image”

Using Diplomacy, Tact and Credibility

- Understanding when and how to use diplomacy
- How and when and how to use diplomacy
- How and when to be tactful
- The Concept of credibility: what it is, how to use it when communicating
- Five actions for credible communication
- How to handle difficult situations with diplomacy, tact and credibility

Your Communication Action Plan

- Creating an action plan to improve your communication skills back at work
- Signing a “follow-up” contract

WHO SHOULD ATTEND

Employees who want to advance their credibility with diplomatic communication.