

# How to Communicate with Diplomacy and Tact

## Live Online Training



In this program, you will learn how to determine if your image is sending the wrong message and gain a flexible communication style with an awareness of your word choices, tone, and body language. You will also develop the skills to disagree agreeably, communicate more effectively through active listening, and control your own “hot buttons” – right from your own desk!

Have you ever been awed by people who always seems to know what to say and how to say it in any situation? They have mastered the art of communicating with diplomacy, tact, and confidence. This is perhaps the single most important skill to influence people and drive results.

### Participants will be able to:

- Discover whether your image is sending the wrong message.
- Develop flexibility in your communication style.
- Speak confidently, diplomatically, and tactfully in difficult situations.
- Use a tried and true method to disagree agreeably.
- Communicate more effectively through active listening skills.
- Control your “hot buttons” so that you respond instead of react.
- Avoid conflict, but stay calm and poised when it’s unavoidable.
- Present yourself in a powerful way without intimidating others.
- Deal assertively and diplomatically with difficult people.
- Maintain your composure when criticized.
- Increase trust, credibility, and respect through words and actions.

### Live Online Seminars

- Multi-session workshops that include a small breakout to practice techniques
- Skills development with relevant examples
- Individualized trainer coaching & feedback
- Deep-dive skills development boot camps

### Time commitment:

Four 3-Hour Sessions

### Cost:

Please inquire for price

### Date/Time:

Check Website\*

### Primary Competency Categories:

- Attitude
- External Awareness
- Influence

### Related Competency Categories:

- Leadership
- Accountability

1.2 CEUS

11 SHRM

11 PMI/PDUs

11 HRCI Recertification Credits

13 NASBA CPE Credits

## Contact Us



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