

## **AMA-2206 How to Communicate with Diplomacy, Tact and Credibility**

Course Code: 2206

Duration: 2 days

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

### **OVERVIEW**

How well you communicate can make or break your professional image. It directly influences how others view your work and performance—as well as your prospects for career advancement and mobility. Unfortunately, being diplomatic, tactful and credible doesn't always come naturally to people. Even when it does, such communication can easily be derailed by emotions and conflicts. To be a communicator who is skilled in all three areas, it takes awareness, training and the know-how to apply proven techniques to all kinds of situations.

This seminar will teach you how to choose and use the most appropriate words and emotional tone for every business interaction. You will gain insights into your communication style and the styles of others, while building skills to clearly and effectively receive and transmit information, ideas, thoughts, feelings and needs.

### **SKILLS COVERED**

After taking this course, you should be able to:

- Apply diplomacy and tact to be a credible and effective communicator
- Manage the impact your communications have on your image
- Define and leverage your communication style
- Develop and demonstrate better listening skills
- Understand the importance of perceptions

- Explore communication style differences and learn to flex your own style
- Recognize the impact of stress on communications and be able to adjust for it
- Know what makes effective, powerful communication and develop the skills to model it

### **WHO SHOULD ATTEND?**

Business professionals who want the skills to communicate in a positive, professional manner no matter what the situation.

### **MODULES**

#### **Module 1: The Importance of Perceptions**

- Discuss How Perception and Image Can Impact Others' Perception of You and of Your Job Performance
- Explore How Diplomacy, Tact and Credibility Are Demonstrated Through Good Communication Skills

#### **Module 2: Communication Style Differences**

- Explain How Style Impacts the Image Others Have of You
- Evaluate the Opportunities and Challenges of Your Style in Working with Others
- Flex Your Style to Communicate with More Diplomacy, Tact and Credibility
- Effective and Powerful Communication
- Identify and Remove Roadblocks to Effective Communication

**Module 3: Effective and Powerful  
Communication (cont'd)**

- Explain How to Positively Impact the Visual, Verbal, and Vocal Components of Communication
- Describe the Know-Feel-Do Model of Communicating
- Practice Good Communication Skills

**Module 4: Effective Listening Skills**

- Identify the Barriers and Obstacles to Effective Listening
- Apply Good Listening Skills to Build and Improve Your “Image” and Your Ability to Communicate with Diplomacy, Tact, and Credibility

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