



How to Communicate With Tact, Professionalism and Diplomacy

We're
coming
to your
area ...

Learn the secrets to being seen as a polished, influential professional who garners respect and builds positive relationships with ease.

- ▶ Keys to being a direct communicator without coming across as blunt or uncaring
- ▶ Secrets to appearing professional and confident, even when you feel nervous and uncertain
- ▶ How to establish instant rapport with someone you just met
- ▶ Techniques for “reading” others so you communicate with their needs in mind
- ▶ Communicating in conflict: Considerations that’ll keep you from making a terrible mistake
- ▶ Assertiveness techniques that help you get what you want ... without alienating others
- ▶ Techniques for persuasive communication when you need to get others’ buy-in

Special Section: Communicating via Technology



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NationalSeminarsTraining.com/CP
or call 1-800-258-7246



Bring This Course to Your Organization

If you have multiple employees who could benefit from this training, consider bringing it on-site to your organization. Our Enterprise Learning Solutions team can tailor any program to meet your unique needs and core competencies. Learn more at NationalSeminarsTraining.com/CorporateTraining. Or contact a training specialist at 1-800-344-4613.

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People judge you by how you communicate.

It's a fact: The ability to communicate effectively can make or break your career. Don't believe it? Consider this staggering statistic from a survey of U.S. businesses: **"Inability to communicate" and "poor communication skills" were listed as the top reasons for employees not succeeding on the job.**

In today's highly competitive business environment, effective, diplomatic communication is a skill that must be mastered if you intend to get ahead and stay there.

How to Communicate With Tact, Professionalism and Diplomacy is a powerful workshop that combines all facets of on-the-job interpersonal communication—from speaking to writing to listening to presenting—and shows you, step by step, how to master them.

Are You Ever Faced With These Communication Challenges?

Do you ever ...

- Find your team projects suffering communication breakdowns?
- Feel angry because someone put you down or challenged you in front of others?
- Get the feeling that others aren't listening to you?
- Fumble for the right words when asked a question unexpectedly in a meeting?
- Dread delivering bad news to employees, supervisors or clients?
- Envy other professionals who express their ideas with such confidence and power?

If any of these communication challenges sound all too familiar, you don't want to miss this workshop. Enroll today.



The use of this seal confirms that this activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval.

A Glance at Your Agenda

Registration begins at 8:15 a.m.

Workshop hours: 9 a.m. to 4 p.m.

I. Communicating With Diplomacy and Finesse

- ▶ Words and phrases that will get you in trouble every time—and better options to replace them
- ▶ Where communication typically breaks down between people
- ▶ Damage control strategies for getting your foot out of your mouth when you've made a statement you regret

II. Creating the Image of a Professional, Powerful Communicator

- ▶ Tips for controlling your body language and gestures to communicate the message you want
- ▶ How to appear poised and confident, even when you're not

III. Listening Skills That Can Double Your Communication Effectiveness

- ▶ When silence is power: How to use it to gain information from others
- ▶ What to do when the person you're listening to just can't seem to get to the point

IV. Communicating With Tact in Difficult Situations—and With Difficult People

- ▶ How to deal with the backstabbing, ridicule and aggressive tactics of others

- ▶ What to do when you're challenged or put down in front of others
- ▶ Tips for quickly defusing explosive or tense situations

V. How to Build Rapport, Strengthen Work Relationships and Achieve Respect

- ▶ Make sure you get credit for your contributions—6 ways to toot your own horn without bragging
- ▶ Recognize and tap into the informal channels of information

VI. SPECIAL SECTION: Exuding Professionalism in Your Writing—Even Emails!

- ▶ Avoid the most common mistakes made in writing emails and memos
- ▶ Emails: The importance of accuracy and a professional tone, even in informal correspondence and messages

VII. Communicating to Persuade and Influence

- ▶ Tips for presenting your point of view in a way that will generate respect
- ▶ When they just won't see it your way: Understanding your options

See your complete agenda at
NationalSeminarsTraining.com/CP

Enrollment Fee

Group discount: When three enroll from your organization, a fourth attends FREE. Group discounts apply to seminar registrations only and cannot be used for STAR12 or on-demand seminars.

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*Plus tax where applicable

To Enroll ...



Register online at
NationalSeminarsTraining.com/CP



Call toll-free **1-800-258-7246**

Registration Information

Our Registration Center is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

Check-in begins at 8:15 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

Cancellations and substitutions. Cancellations received up to five working days before the seminar are refundable, minus a \$10 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply toward a future seminar. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what's required. You may also call us at 1-800-258-7246 for additional assistance.

Tax deduction: The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.



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