



The Essentials of Communicating With Diplomacy and Professionalism

Learn how to build and strengthen speaking, writing and interpersonal communication skills ... stay in control of any situation ... and manage responsibilities with tact, poise and polish!

Who Will Benefit From This Seminar ...

Managers and supervisors, team and work group leaders, senior managers and executives, customer service personnel, administrative staff—anyone who needs to deal with difficult people and high-pressure situations without feeling intimidated or losing your cool

“Why didn’t I think of saying that at the time?” Unfortunately, we all know what it’s like to have the perfect response pop into our heads *after* an important situation or verbal exchange—too late to be of any use.

Yet there are those individuals who always seem to know exactly what to do—and say—in any conflict or crisis. Faced with an angry customer, an uncooperative co-worker or a tense negotiation, they don’t stammer, stumble or get upset—they keep their cool and smoothly sail through the encounter, getting what they want without breaking a sweat. And, not surprisingly, the professional who demonstrates that kind of powerful poise and presence is also the person who rapidly rises through the ranks.

Fortunately, great communicators are made, not born—it’s a matter of having the right tools and knowledge. However, most of those inspiring individuals have gotten there the hard way, learning these valuable skills and techniques through trial and error, painstakingly developing them over many years and making countless mistakes along the way.

Until now. In order to streamline the learning process, we’ve done extensive research and sifted through sage advice from the most accomplished diplomats, speakers, writers and negotiators. The result? We’ve collected the most crucial, practical information on these subjects and condensed it into an idea-crammed seminar presented by seasoned pros.

On-Site Seminar Objectives

Once your staff is treated to the hundreds of solid-gold nuggets offered in this seminar, they won’t be able to wait to put them to work. For example, they’ll learn how to ...

- Win others’ confidence in their ability to lead
- Deal with difficult customers, co-workers and others
- Answer questions masterfully, even if they’re not sure of the answer
- Defuse tense situations
- Influence others and turn opponents into allies
- Deflect rude and cutting remarks and look good doing it
- Negotiate agreement without giving in
- Handle the toughest questions with finesse and polish
- And more!

Let SkillPath’s on-site trainers show your staff how to handle touchy topics, problem people and sticky situations with skill and ease. Your staff soon will have the techniques and strategies that will enable them to respond to pressure situations with confidence. Call 1-800-767-7545 today to schedule this critical workshop.

The Essentials of Communicating With Diplomacy and Professionalism

COURSE OVERVIEW

Communicating Under Pressure: How to Be Poised, Calm and Effective No Matter What

- Why being able to think on your feet—and then communicate effectively—is *crucial* in today's workplace
- What gets in your way? Here's how to pinpoint and eliminate your communication snags
- Instant solutions to the most common communication problems
- How to tell the truth without fear
- Proven tips for making sure your instructions are clear *and* understood
- How focusing on the person's feelings allows them to "get" your message
- Responding to questions, even when you don't know the answer
- Techniques for handling disagreements
- What's your credibility quotient? Gain and maintain respect with these strategies
- How to capture your listener's attention and get your point across—even when they're resistant, upset or angry
- Excuses, excuses—how they can torpedo your reputation and career
- How showing others how to please you will make your life easier
- Don't shoot the messenger! Diplomatic ways to say "no," deliver bad news and give helpful feedback
- Phone vs. face-to-face communication—important differences you must be aware of
- No more "foot-in-mouth" disease—how to avoid saying things you'll regret

The Secrets to Getting the Information You Want

- Breaking the ice ... tips for getting a conversation rolling
- How skillful listening will bring you great power
- What are the filters you listen through?

- How to get the information you *need* ... more quickly
- Tips on understanding and communicating effectively with different personality types
- Listening between the lines—identifying the hidden agendas and false signals that lead to misunderstandings
- And your point is ... ? How to get a "rambler" to cut to the chase
- 7 body language signs to watch for, and what they mean
- From angry to agreeable: The 4 steps for handling complaints masterfully
- When you're the target—how to handle criticism, barbs and wisecracks
- The dangers of saying too much ... how to know when to keep your mouth shut
- He said/she said ... it pays to understand how gender-oriented communication styles differ

Diplomacy in Action: How to Manage Conflicts and Prevent Communication Problems

- Where do most problems come from?
- How being unconditionally constructive is the key to your success
- The 5 most powerful words in the English language
- All we want is a little respect ... ways to encourage this all-important practice
- Sure-fire ways to prevent or reduce defensive behavior
- The 4 types of questions ... how to know which to use to get the information you need
- How to deal with hotheads, bad-mouthers, habitual fault-finders and other morale busters
- Handling other people's conflicts without getting caught in the crossfire
- Putting it on paper—writing skills that will see you through touchy situations

- The do's and don'ts of documentation ... these guidelines could save your hide!
- When things get out of hand—techniques for defusing tense or explosive situations
- "We're in this together" ... how to turn tough cases into team players
- Getting to win/win solutions—there's no reason to have any "losers" in your company any more

How to Be Positively Persuasive: Getting People to Buy Into Your Ideas

- The secret to projecting an aura of confidence and power
- Being a person of your word ... how cultivating that reputation gives you great power
- Negotiation strategies for getting agreement without giving in
- How to make it easy for a person to change his or her mind
- When there's no budging them—how to formulate a Plan B
- Master the sound bite: How to package concepts and information into memorable nuggets
- 5 steps to follow to respond to any question successfully
- Killjoys, skeptics and wet blankets—how to deal productively with even the toughest objections and resistance
- How to participate in and lead productive meetings
- Tips and techniques for delivering knockout presentations
- How to be a great leader—learn to communicate in a way that motivates and inspires