

COMMUNICATING WITH DIPLOMACY, DISCRETION AND INFLUENCE: A COURSE FOR SENIOR ADMINISTRATIVE PROFESSIONALS

Communicating with Diplomacy, Discretion and Influence: A Course for Senior Administrative Professionals

Seminar #2196

Overview

Senior managers and their assistants agree: diplomacy, discretion and advanced communication skills are critical for executive assistants. With so much pressure facing everyone in the business today, it's critical that you gain the skills that help represent your boss and your organization in the most positive manner. Increase your value by building and maintaining powerful business relationships, communicating with savvy and finesse and handling sensitive issues—and people—with tact and diplomacy.

Credits

Schedule

We're sorry but this seminar is no longer available as an open enrollment seminar, but it can be delivered at your site. Please consider these alternative solutions to your development needs:

- [Explore AMA's other offerings.](#)
- Call 1-877-566-9441 to speak to a sales representative about bringing this or a similar seminar to your workplace.
- [Request a copy of AMAs most recent seminar catalog.](#)

How You Will Benefit

- Communicate more effectively with senior executives, your colleagues and clients
- Flex your communication style to better match your organization's culture
- Handle office politics and turf wars effectively and gracefully
- Increase your comfort zone, handle the social and protocol aspects of business at an executive level
- Understand connections and distinctions between assertiveness and diplomacy

What You Will Cover

- Building a foundation of influence and credibility to handle situations with discretion and authority
- Identifying and building on your communication strengths
- Communicating strategically and employing diplomacy
- Handling sensitive information and delicate situations with tact
- Effective communications for the electronic age
- Using the Link-It Action Planner to apply what you learned to your job

Who Should Attend

Senior administrative professionals including those who assist CEOs, COOs, CIOs, chairmen, presidents, vice presidents and directors.

Ways to Register

- Call 1-877-566-9441 for an AMA Training Consultant
- Email customerservice@amanet.org
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)