

HOW TO COMMUNICATE WITH DIPLOMACY, TACT AND CREDIBILITY

Get your point across with a positive professional image.

Seminar #2206

Overview

This communication skills seminar is for anyone who wants to hear others clearly and respond appropriately when feeling challenged, overwhelmed or "on the spot"...gain collaboration when presenting new ideas instead of trying to seize control...and have thoughtful and diplomatic interactions in difficult situations.

How well you communicate can make or break your professional image, influencing how others view your work, your performance...even your technical skill sets and your prospects for career mobility. This communication skills seminar will teach you how to choose and use the most appropriate words and emotional tone for every business situation. In just two days, you'll gain insights into your communication style and that of others, while providing you with skills for clearly and effectively receiving and transmitting information, ideas, thoughts, feelings and needs.

Schedule

- [2] days

- [2] days - **\$2,095** Non Members
- [2] days - **\$1,895** AMA Members
- [2] days - **\$1,623** GSA

Credits

1.2 CEU /12 PDU

Schedule

We have 96 scheduled sessions located nationwide starting between 5/31/2012 - 2/21/2013

Date	Location	Duration
May 31, 2012 - Jun 1, 2012	Houston, TX	2 Days
Jun 4, 2012 - Jun 5, 2012	Las Vegas, NV	2 Days
Jun 4, 2012 - Jun 5, 2012	New York, NY	2 Days
Jun 4, 2012 - Jun 5, 2012	New York, NY	2 Days
Jun 7, 2012 - Jun 8, 2012	Atlanta, GA	2 Days
Jun 11, 2012 - Jun 12, 2012	Arlington/Washington DC, DC	2 Days
Jun 14, 2012 - Jun 15, 2012	San Francisco, CA	2 Days
Jun 18, 2012 - Jun 19, 2012	Seattle, WA	2 Days
Jun 21, 2012 - Jun 22, 2012	Overland Park, KS	2 Days
Jun 25, 2012 - Jun 26, 2012	Denver, CO	2 Days
Jun 28, 2012 - Jun 29, 2012	Richmond, VA	2 Days
Jul 9, 2012 - Jul 10, 2012	Chicago, IL	2 Days
Jul 9, 2012 - Jul 10, 2012	Philadelphia, PA	2 Days
Jul 9, 2012 - Jul 10, 2012	Boston, MA	2 Days
Jul 12, 2012 - Jul 13, 2012	Atlanta, GA	2 Days
Jul 12, 2012 - Jul 13, 2012	New York, NY	2 Days
Jul 16, 2012 - Jul 17, 2012	Arlington/Washington DC, DC	2 Days
Jul 16, 2012 - Jul 17, 2012	San Francisco, CA	2 Days
Jul 19, 2012 - Jul 20, 2012	Dallas, TX	2 Days
Jul 26, 2012 - Jul 27, 2012	Los Angeles, CA	2 Days
Jul 30, 2012 - Jul 31, 2012	Myrtle Beach, SC	2 Days
Aug 2, 2012 - Aug 3, 2012	Phoenix, AZ	2 Days
Aug 6, 2012 - Aug 7, 2012	Chicago, IL	2 Days
Aug 9, 2012 - Aug 10, 2012	New York, NY	2 Days
Aug 9, 2012 - Aug 10, 2012	San Francisco, CA	2 Days
Aug 13, 2012 - Aug 14, 2012	Boston, MA	2 Days
Aug 16, 2012 - Aug 17, 2012	Arlington/Washington DC, DC	2 Days
Aug 16, 2012 - Aug 17, 2012	San Diego, CA	2 Days
Aug 20, 2012 - Aug 21, 2012	Atlanta, GA	2 Days
Aug 20, 2012 - Aug 21, 2012	Minneapolis, MN	2 Days
Aug 23, 2012 - Aug 24, 2012	Houston, TX	2 Days
Aug 27, 2012 - Aug 28, 2012	Parsippany, NJ	2 Days
Sep 6, 2012 - Sep 7, 2012	Newport Beach, CA	2 Days
Sep 6, 2012 - Sep 7, 2012	Princeton, NJ	2 Days
Sep 6, 2012 - Sep 7, 2012	Chicago, IL	2 Days
Sep 10, 2012 - Sep 11, 2012	Durham, NC	2 Days
Sep 10, 2012 - Sep 11, 2012	Dallas, TX	2 Days
Sep 13, 2012 - Sep 14, 2012	New York, NY	2 Days
Sep 13, 2012 - Sep 14, 2012	San Francisco, CA	2 Days
Sep 17, 2012 - Sep 18, 2012	Denver, CO	2 Days
Sep 17, 2012 - Sep 18, 2012	Seattle, WA	2 Days
Sep 20, 2012 - Sep 21, 2012	Arlington/Washington DC, DC	2 Days
Sep 27, 2012 - Sep 28, 2012	Lake Buena Vista, FL	2 Days
Oct 1, 2012 - Oct 2, 2012	Chicago, IL	2 Days
Oct 4, 2012 - Oct 5, 2012	Atlanta, GA	2 Days
Oct 4, 2012 - Oct 5, 2012	New York, NY	2 Days
Oct 8, 2012 - Oct 9, 2012	Las Vegas, NV	2 Days
Oct 8, 2012 - Oct 9, 2012	San Francisco, CA	2 Days
Oct 11, 2012 - Oct 12, 2012	Cincinnati, OH	2 Days
Oct 11, 2012 - Oct 12, 2012	Minneapolis, MN	2 Days
Oct 15, 2012 - Oct 16, 2012	Arlington/Washington DC, DC	2 Days
Oct 18, 2012 - Oct 19, 2012	Houston, TX	2 Days
Oct 22, 2012 - Oct 23, 2012	Boston, MA	2 Days
Oct 25, 2012 - Oct 26, 2012	Honolulu, HI	2 Days
Oct 29, 2012 - Oct 30, 2012	New York, NY	2 Days
Nov 1, 2012 - Nov 2, 2012	Chicago, IL	2 Days
Nov 1, 2012 - Nov 2, 2012	San Francisco, CA	2 Days

Nov 5, 2012 - Nov 6, 2012	Philadelphia, PA	2 Days
Nov 5, 2012 - Nov 6, 2012	Atlanta, GA	2 Days
Nov 8, 2012 - Nov 9, 2012	Hartford, CT	2 Days
Nov 8, 2012 - Nov 9, 2012	Parsippany, NJ	2 Days
Nov 12, 2012 - Nov 13, 2012	Arlington/Washington DC, DC	2 Days
Nov 15, 2012 - Nov 16, 2012	New Orleans, LA	2 Days
Nov 19, 2012 - Nov 20, 2012	Durham, NC	2 Days
Nov 26, 2012 - Nov 27, 2012	San Diego, CA	2 Days
Dec 3, 2012 - Dec 4, 2012	Minneapolis, MN	2 Days
Dec 3, 2012 - Dec 4, 2012	Boston, MA	2 Days
Dec 6, 2012 - Dec 7, 2012	San Francisco, CA	2 Days
Dec 10, 2012 - Dec 11, 2012	Dallas, TX	2 Days
Dec 10, 2012 - Dec 11, 2012	Los Angeles, CA	2 Days
Dec 10, 2012 - Dec 11, 2012	New York, NY	2 Days
Dec 13, 2012 - Dec 14, 2012	Denver, CO	2 Days
Dec 13, 2012 - Dec 14, 2012	Pittsburgh, PA	2 Days
Dec 13, 2012 - Dec 14, 2012	Seattle, WA	2 Days
Dec 17, 2012 - Dec 18, 2012	Arlington/Washington DC, DC	2 Days
Dec 17, 2012 - Dec 18, 2012	Chicago, IL	2 Days
Jan 7, 2013 - Jan 8, 2013	Chicago, IL	2 Days
Jan 10, 2013 - Jan 11, 2013	New York, NY	2 Days
Jan 17, 2013 - Jan 18, 2013	Arlington/Washington DC, DC	2 Days
Jan 17, 2013 - Jan 18, 2013	Atlanta, GA	2 Days
Jan 24, 2013 - Jan 25, 2013	Houston, TX	2 Days
Jan 24, 2013 - Jan 25, 2013	San Francisco, CA	2 Days
Jan 24, 2013 - Jan 25, 2013	Albany, NY	2 Days
Jan 28, 2013 - Jan 29, 2013	Newport Beach, CA	2 Days
Jan 28, 2013 - Jan 29, 2013	Cincinnati, OH	2 Days
Jan 31, 2013 - Feb 1, 2013	Fort Lauderdale, FL	2 Days
Feb 4, 2013 - Feb 5, 2013	Boston, MA	2 Days
Feb 7, 2013 - Feb 8, 2013	Atlanta, GA	2 Days
Feb 7, 2013 - Feb 8, 2013	Dallas, TX	2 Days
Feb 7, 2013 - Feb 8, 2013	New York, NY	2 Days
Feb 11, 2013 - Feb 12, 2013	Chicago, IL	2 Days
Feb 14, 2013 - Feb 15, 2013	Parsippany, NJ	2 Days
Feb 14, 2013 - Feb 15, 2013	San Francisco, CA	2 Days
Feb 21, 2013 - Feb 22, 2013	Arlington/Washington DC, DC	2 Days
Feb 21, 2013 - Feb 22, 2013	Minneapolis, MN	2 Days
Feb 21, 2013 - Feb 22, 2013	Philadelphia, PA	2 Days

Registering more than 4 people, please call 1-877-566-9441.

How You Will Benefit

- Communicate efficiently and tactfully with clients, direct reports, colleagues, your boss and senior management
- Respond in a professional manner, even when you're out of your comfort zone
- Strengthen your communication effectiveness with active listening
- Elicit cooperation and respect by modeling
- Improve your image through the increased self-awareness you'll gain in this communication skills seminar

What You Will Cover

How Diplomacy, Tact and Credibility Influence How Others Perceive You

- How "image" impacts others' perception of you, your credibility and your job performance
- Use diplomacy, tact and credibility to positively impact your image
- Communication-based components of image

Communication Style Differences: The Insight Inventory®

- Develop awareness of your communication style
- How stress negatively impacts how you communicate
- "Read" others so that you can communicate more effectively
- Utilize diplomacy, tact and credibility when communicating across styles

Effective and Powerful Communication Skills

- How to positively impact the visual, verbal and vocal components of communication
- The "Know-Feel-Do" model of communicating

Listening for Effective Communication

- The barriers and obstacles to effective listening
- How good listening is critical as a "receiver" of a communication message
- Build rapport through good listening skills
- How to use active listening skills
- Using listening skills to build and improve your "image"

Using Diplomacy, Tact and Credibility

- Understand how and when to use diplomacy
- How and when to be tactful
- The concept of credibility: what it is, how to use it when communicating
- Five actions for credible communication
- How to handle difficult situations with diplomacy, tact and credibility

Your Communication Action Plan

- Create an action plan to follow at work after you've completed this communication skills seminar
- Sign a "follow-up" contract

Who Should Attend

Professionals who want to advance their credibility with diplomatic communication should attend this valuable communication skills seminar.

Ways to Register

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

