

American Management Association's Effectively Communicating in the Moment

Learning Objectives

- Assess Your Professional Strengths and Opportunities When Communicating in the Moment
- Apply Preemptive Mindfulness and Stress Management Strategies to Bring Your Best Self to In-the-Moment Communication Challenges
- Use In-the-Moment Mental Templates to Organize Your Thinking and Frame Your Responses
- Integrate Impactful Nonverbal Delivery Behaviors with Your In-the-Moment Communication

Getting Started

- Identify Professional Strengths and Opportunities When Communicating in the Moment
- Apply Listener-Centered Approaches to Organizing Ideas in the Moment
- Employ Listener Analysis to Frame Messages
- Apply Preemptive Strategies for Stress Management

Practicing Tools and Strategies for Rapid Communication

- Choose Appropriate Mental Templates to Organize Responses in the Moment
- Apply Nonverbal Behaviors and Delivery That Exude Confidence and Competence
- Complement Nonverbal Behaviors with Verbal Strategies That Create a Sense of Confidence and Competence
- Analyze Personal Communication Behaviors and In-the-Moment Communication

Situational, In-the-Moment Communication

- Identify the Power of Questions to Build In-the-Moment Responses That Are Focused and Succinct
- Apply Strategies to Handle Hostile Questions and Remain Confident and Communicative
- Recognize and Leverage the In-the-Moment Demands of Five Common Workplace Situations

Situational, In-the-Moment Communication Workshop

- Use In-the-Moment Communication Techniques and Strategies in Common Workplace Communication Situations
- Create an Ongoing Action Plan to Develop In-the-Moment Communication Competence