

American Management Association's How to Communicate with Diplomacy, Tact and Credibility

Learning Objectives

- Apply Diplomacy and Tact to Be a Credible and Effective Communicator
- Manage the Impact to Your Image
- Define and Leverage Your Communication Style
- Utilize Effective Communication Skills
- Demonstrate Good Listening Skills

The Importance of Perceptions

- Discuss How Perception and Image Can Impact Others' Perception of You and of Your Job Performance
- Describe How Diplomacy, Tact and Credibility Are Demonstrated Through Good Communication

Communication Style Differences

- Explain How Style Impacts the Image Others Have of You
- Evaluate the Opportunities and Challenges of Your Thinking Style in Working with Others
- Flex Your Style to Communicate with More Diplomacy, Tact and Credibility

Effective and Powerful Communication

- Identify and Remove the Roadblocks to Effective Communication
- Explain How to Positively Impact the Visual, Verbal, and Vocal Components of Communication
- Describe the Know-Feel-Do Model of Communicating
- Practice Good Communication Skills

Effective Listening Skills

- Identify the Barriers and Obstacles to Effective Listening
- Apply Good Listening Skills to Build and Improve Your "Image" and Your Ability to Communicate with Diplomacy, Tact and Credibility

Diplomacy, Tact and Credibility

- Define the Five Actions That Make for Credible Communication
- Recognize How to Utilize Diplomacy and Tact When Communicating with Others
- Apply Diplomacy, Tact and Credibility to Create More Effective Communication