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
• Define and Leverage Your Communication Style
• Utilize Effective Communication Skills
• Demonstrate Good Listening Skills

Communication: A Matter of Perception

• Define Diplomacy, Tact and Credibility as It Applies to Communication
• Discuss How Perception and Image Can Impact Others’ Perception of You and Your Job Performance
• Explain the PIE Model and Its Relevance

Apply Diplomacy

• Explain How to Positively Impact the Visual, Verbal, and Vocal Components of Communication
• Apply Good Listening Skills to Build and Improve Your Image and Your Ability to Communicate with Diplomacy, Tact and Credibility
• Identify the Barriers and Obstacles to Effective Listening

Communicating with Tact

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

Demonstrating Credibility

• Identify the Four Key Characteristics of Credible People
• Define the Five Actions That Make for Credible Communication
• Demonstrate Credibility in Written Communication
• Apply the Know-Believe-Feel-Do Model of Communicating

Putting It All Together

• Overcome Barriers That Hinder Effective Communication
• Apply Communication Skills of Diplomacy, Tact and Credibility