

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