

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