

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

## AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that—our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?  
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

**Need help?** Contact 1-877-566-9441 or visit [www.amanet.org/2031](http://www.amanet.org/2031)

# Effectively Communicating in the Moment

## Feel empowered when called upon to “stand and deliver” in spontaneous moments

It’s happened to all of us—you’re asked unexpectedly during a meeting to give a project update, or are stopped in the hallway with an important question, or are cornered in a challenging conversation. You can’t plan for these unrehearsed events, but you can take steps to always be confident and ready when they do happen.

Now you can **apply preemptive and in-the-moment strategies to excel when communicating in unscripted situations**. You’ll learn strategies for managing emotional and physiological responses, along with mental templates to guide and frame your responses. Then you’ll practice five workplace situations where you must effectively meet immediate communication demands. Beyond these hands-on activities, you’ll also **receive peer and leader feedback plus insights from a video session** that will help you recognize and improve your nonverbal delivery behaviors.

### How You Will Benefit

- Manage stress in difficult impromptu interactions
- Organize and frame responses using mental templates
- Develop behaviors that convey professionalism
- Assess your professional strengths and opportunities when communicating in the moment
- Apply preemptive mindfulness to bring out your best self
- Employ listener analysis to frame messages
- Use in-the-moment strategies to organize your thinking
- Integrate impactful nonverbal delivery behaviors into your in-the-moment communications

### What You Will Cover

- Assessing your in-the-moment communication needs
- Reviewing a listener-centered approach to organizing your ideas in the moment
- Starting strong: preemptive emotional/physical tools for stress management
- Learning tools and strategies for rapid communication
- Applying nonverbal behaviors that exude confidence and competence
- Applying new in-the-moment mental templates
- Identifying stalling techniques that don’t erode credibility
- Exploring situational in-the-moment communication
- Recognizing the power of questions to build focused and succinct in-the-moment responses
- Reviewing approaches to use in five common workplace in-the-moment

communication situations

- Understanding how social media, texting and emailing relate to in-the-moment communications
- Handling hostile questions assertively and professionally
- Handling mediated in-the-moment communication on phone calls, in videoconferences and on conference calls
- Exploring and practicing small talk in social or business networking events

## Who Should Attend

All business professionals at any point in their careers who need to develop and improve their in-the-moment communication capabilities and confidence.

## Schedule

- [2] days - \$2,195 Non Members
- [2] days - \$1,995 AMA Members
- [2] days - \$1,889 GSA

## Credits

1.2 CEU

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