Communicating with Tact, Diplomacy and Professionalism

Length: 1/2 Day

Summary: In this course, you will learn how to handle sensitive topics, problem people and sticky situations with finesse and skill. Once conflict occurs, opinions will occur and conversations can get emotional. When not addressed, these conversations will hurt teams and organizations. This course will provide you with communication skills to handle these types of conversations with professionalism. You will also explore the core skills and attitudes needed by managers in providing support for growth and performance.

COURSE CONTENT

1. **HOW TO BE POISED, CALM AND EFFECTIVE**
   - Getting the information that you want
   - Communicating professionally
2. **HOW TO MANAGE CONFLICT AND PREVENT COMMUNICATION PROBLEMS**
   - How to be Positively Persuasive
   - How to handle conflict diplomatically
3. **START WITH HEART: HOW TO WORK ON ME FIRST**
   - Explain what dialogue is and how it affects results