

The Complete Two-day Seminar on Communicating With Tact and Professionalism

OVERVIEW

“Why didn’t I think of saying that at the time?” Most of us know what it’s like to have the perfect response pop into our heads too late to be of any use.

Yet, there are people who seem to know exactly what to do and say in any situation. Faced with an angry customer, or a tense negotiation, they don’t stammer or get upset—they keep their cool and sail through the encounter. Not surprisingly, the professional who demonstrates that kind of poise and presence is also the person who rapidly rises through the ranks.

Great communicators are made, not born—it’s a matter of having the right knowledge and tools. Through our research we’ve collected crucial and practical information on these subjects and condensed it into a highly interactive training program. At the completion of this training, you’ll feel confident and comfortable communicating with diplomacy, tact and professionalism.

LEARNING OBJECTIVES

- Express methods to win others’ confidence in your ability to lead
- Identify appropriate and effective communication skills
- Explain techniques to deal with difficult customers, co-workers and others
- Describe how to influence others and turn opponents into allies
- Identify strategies to get the information you need
- Describe persuasion techniques

COURSE HIGHLIGHTS

Communicating under pressure: How to be poised, calm and effective no matter what

- Thinking on your feet and communicating effectively
- How to pinpoint and eliminate your communication snags
- Tell the truth without fear
- Instant solutions to the most common communication problems
- Proven tips for making sure your instructions are clear and understood
- How focusing on the person’s feelings allows them to “get” your message

- Responding to questions, even when you don’t know the answer
- Techniques for handling disagreements
- What’s your credibility quotient? Gain and maintain respect with these strategies
- Capture your listener’s attention and get your point across—even when they’re resistant, upset or angry
- Excuses, excuses—how they can torpedo your reputation and career
- How showing others how to please you will make your life easier
- Don’t shoot the messenger! Diplomatic ways to say “no,” deliver bad news and give helpful feedback
- Phone vs. face-to-face communication—important differences you must be aware of
- No more “foot-in-mouth” disease—how to avoid saying things you’ll regret

The secrets to getting the information you want

- Breaking the ice: Tips for getting a conversation rolling
- How skillful listening will bring you great power
- What are the filters you listen through?
- How to get the information you *need* ... more quickly
- Tips on understanding and communicating effectively with different personality types

COURSE OVERVIEW

- Listening between the lines—identifying the hidden agendas and false signals that lead to misunderstandings
- And your point is? How to get a “rambler” to cut to the chase
- 7 body language signs to watch for—and what they mean
- From angry to agreeable: The 4 steps for handling complaints masterfully
- When you’re the target—how to handle criticism, barbs and wisecracks
- The dangers of saying too much ... how to know when to keep your mouth shut
- He said/she said ... it pays to understand how gender-oriented communication styles differ
- The dos and don’ts of documentation—these guidelines could save you
- When things get out of hand, techniques for defusing tense or explosive situations
- “We’re in this together”: How to turn tough cases into team players
- Getting to win-win solutions—there’s no reason to have any “losers” in your company anymore

How to be positively persuasive: Getting people to buy into your ideas

- The secret to projecting an aura of confidence and power
- Being a person of your word ... how cultivating that reputation gives you great power
- Negotiation strategies for getting agreement without giving in
- How to make it *easy* for a person to change his or her mind
- When there’s no budging them—how to formulate a Plan B
- Master the sound bite: How to package concepts and information into memorable nuggets
- Steps to follow to respond to any question successfully
- Killjoys, skeptics and wet blankets—how to deal productively with even the toughest objections and resistance
- How to participate in and lead productive meetings
- Tips and techniques for delivering knockout presentations
- How to be a great leader—learn to communicate in a way that motivates and inspires

Diplomacy in action: How to manage conflicts and prevent communication problems

- Where do most problems come from?
- How being unconditionally constructive is the key to your success
- The 5 most powerful words in the English language
- All we want is a little respect ... ways to encourage this all-important practice
- Sure-fire ways to prevent or reduce defensive behavior
- The 4 types of questions ... how to know which to use to get the information you need
- How to deal with hotheads, bad-mouthers, habitual faultfinders and other morale busters
- Handling other people’s conflicts without getting caught in the crossfire
- Putting it on paper—writing skills that will see you through touchy situations

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)