



How to Communicate with Diplomacy, Tact and Credibility

How to Communicate with Diplomacy, Tact and Credibility

Be a consistently professional communicator - even in the most difficult circumstances and situations.

Highlights

- Learn and practice your communication skills with role plays to become more diplomatic, tactful and credible.
- Develop your listening skills to build and improve your professional image.

Key Competences

- Communicating diplomatically
- Key listening skills
- Visual, verbal & vocal skills
- Stress management when communicating
- Using the right style

The Right Programme for You

It is not always easy to be diplomatic and tactful, but you can learn how to do it. If you find it challenging to communicate in difficult situations, this programme helps you to develop these key skills.

Managers

Business Professionals



Learn, Practice and Use

- **Apply** diplomacy and tact to be a credible and effective communicator in your organization
- **Manage** the impact your communications have on your image internally and externally
- **Define** and adapt your own personal communication style
- **Develop** and demonstrate better listening skills with your colleagues
- **Understand** the importance of perceptions in all situations
- **Explore** communication style differences and learn to flex your own style
- **Recognize** the impact of stress on communications and be able to adjust for it
- **Know** what makes effective, powerful communication and develop the skills to implement it
- **Avoid** the "Hot Buttons" that can make you less diplomatic and tactful
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

Practical Information

Face-to-Face



2 days
€2,295

Live Online



4 x 3-hour sessions
€2,295

PMI Certified

The programme is certified by the Project Management Institute® (PMI).
More information at mce.eu/pmi

Available In-Company

The programme is available as an In-Company solution for your teams.
More information at mce.eu/inco

Programme Modules

1

The Importance of Perception

- Understanding how perception and image can impact others' perception of you and your performance
- Recognizing how diplomacy, tact and credibility are demonstrated through good communication

2

Communication Style Differences

- Knowing how style impacts the image others have of you
- Flexing your style to communicate with more diplomacy, tact and credibility
- Completing the Insight Inventory® to better understand how style affects your communication effectiveness
- Flexing your style to gender, generation and position
- Recognizing how stress impacts how you use your style traits

3

Effective and Powerful Communication

- Identifying and removing the roadblocks to effective communication
- Knowing how to positively impact the visual, verbal and vocal components of communication
- Describing the Know-Feel-Do Model of communicating
- Implementing strategies for powerful communications and practicing them
- Understanding nonverbal communication as a critical part of the communication process

4

Effective Listening Skills

- Applying good listening skills in order to communicate with diplomacy, tact and credibility
- Identifying the barriers and obstacles to effective listening
- Using good listening skills to build and improve your image
- Knowing how ineffective listening can cost you and the organization

5

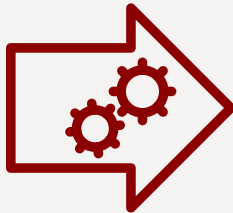
Diplomacy, Tact and Credibility

- Defining the five actions that make for credible communication
- Applying diplomacy, tact and credibility skills to create more effective communication
- Identifying how “hot buttons” make people lose their diplomacy and tact—and credibility
- Being aware of your “hot buttons,” and preparing before you face these situations



Learn

the key business skills and knowledge you need for your management role today and tomorrow



Practice

the skills you learn and get feedback, recommendations and coaching



Use

what you learn and practise as soon as you get back to your office

For more information please contact:



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