



LIVE SEMINAR

How to Communicate with Tact and Professionalism

2-Day Seminar



THIS SEMINAR AT A GLANCE:

- How to tailor your message to gain enthusiastic buy-in on your ideas and proposals
- Professional techniques for writing memos, letters and reports that get immediate results
- Ways to win arguments without losing friends
- How to calm people down without embarrassing them or subjecting yourself to their abuse
- How to listen for what's really being said

As a result of this training:

- You'll relate easily with difficult or stubborn people
- Your ideas and feedback will be met with enthusiasm and respect
- You'll identify others' strengths (and weaknesses) and use them to your advantage
- People will listen to what you have to say without interrupting you
- You'll maintain your composure and control — even when someone is right in your face

How to Communicate with Tact and Professionalism

SEMINAR SUMMARY



Interpersonal communication skills are the one asset that will take you up the career ladder faster than any other. But don't just take our word — look around. The true leaders in your organization are the people with the best communication skills. Coincidence? Hardly. Experts now agree that the movers and shakers who climb the corporate ladder fastest are the ones who can relate easily with people... present their ideas with conviction (and charisma) ... and emerge from almost every personal interaction on a high note.

Either through observation, trial and error or schooling from mentors, good communicators have mastered the art of "connecting" with people in ways that consistently yield positive results:

- They've learned that diplomacy works better than brute force
- They know how to help people "get it" the first time
- They're good empathizers, and know how to hit the right nerves to get the support they need
- They don't waste time rehashing instructions or entering arguments that go nowhere
- They listen first and act second — not the other way around

Practice makes perfect:

This seminar includes dozens of situational exercises designed to drive home new skills and reinforce old ones. Not only will you discover new strategies to improve your interpersonal communication skills — you'll also have the time to practice and apply these skills in "real life" situations.

You won't just know more after attending this seminar — you'll be a better communicator.

How we present this material:

An on-site workshop provides the perfect forum for real learning. Instructor-led discussions, exercises and in-class practice time help drive home key interpersonal skills and techniques. These interactive strategies help participants use more of what they learn in everyday situations.

Who will benefit most:

Executives, managers, supervisors, project managers, team leaders, sales and marketing professionals, administrative assistants — anyone whose position demands effective interpersonal skills.

PROGRAM AGENDA

Becoming an Exceptional Listener

- How to grasp what is not being said but implied
- The advantages of withholding judgment until the end of a situation
- Easy-to-use reminders that fix your attention on a speaker
- How and when to use open-ended, closed-ended, curiosity and clarifying questions
- "Charging Rhinos" — how to stop them from dominating conversations

Staying focused on the present

- How to stay focused and in-the-moment — even when everything was due yesterday
- Using "positive language" to steer a conversation in the right direction
- How to move any conversation out of the past and into the present
- The one "must do" to get others to join in and build on your ideas
- Techniques to move past "would-haves" and "should-haves" to discuss what's really happening

Tailoring a message to fit your audience

- How to break your message into manageable pieces for maximum impact
- Develop strategies for different audiences (staff members, peers and supervisors)
- Specific language that prevents mixed messages
- Anticipate what your audience wants — and give it to them
- Stay in touch with your audience by paying attention to nonverbal feedback
- How to use what you know about a person to help him or her understand your message
- Proven ways to reach poor listeners

Boosting your "power of persuasion"

- How to avoid the first deadly sin of communication
- How to get the support you need for your projects and proposals
- The best way to use stories, case studies and other anecdotal information
- Tips to achieve complete buy-in
- How to sell the benefits
- Dynamic openers and closers
- Build a "trust account" to draw on when you need it
- "Stealth" communication techniques that go unnoticed but get results

Writing for impact and clarity

- How to enhance your credibility through well-crafted memos, letters and faxes
- The art of delivering a reader-centered message (instead of a writer-centered one)
- The best way to convey rejection and other unwelcome news — and still come out looking good
- Powerful writing techniques that persuade people and affect outcomes
- Final edits that add prestige to all your documents

Communicating in a diverse environment

- How to limit the effect workplace differences (age, sex, race, culture) have on good communications
- Tips to overcome strong emotional responses to cultural collisions
- Basic business etiquette: how old-fashioned manners often solve workplace differences

Continuing Education Pryor Learning, LLC (and its Fred Pryor Seminars and CareerTrack divisions) is an approved provider of credits through NASBA, HRCI, PMI® and SHRM. Visit our [Please refer to the course description page for specific credit eligibility.](https://www.pryor.com/continuing-education/) <https://www.pryor.com/continuing-education/>

Registration Information

Enroll Today!

Online: [pryor.com](https://www.pryor.com)

Phone: 1.800.780.8476

Email: customerservice@pryor.com

Additional information can be found in our FAQs:

<https://www.pryor.com/faq/>

Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note that if you do not cancel and do not attend, you are still responsible for payment.

PryorPlus

Get more for you or your team with a PryorPlus annual pass:

- ☑ Free attendance to hundreds of live virtual and in-person seminars
- ☑ 24/7 access to more than 5,000 recorded and on-demand courses
- ☑ Microlearning, quizzes, video, eBooks, webinars and more
- ☑ Earn professional credits: CEU, CPE, HRCI, PDC and PDU

Learn more at <https://www.pryor.com/unlimited-training/>