



LIVE SEMINAR

Communicate with Tact and Professionalism



IN THIS ONE-DAY SEMINAR:

Discover the tried and true techniques of effective communication that have alluded so many for such a long time. *Communicate with Tact and Professionalism* teaches you how to become an outstanding verbal communicator, effective writer, empathetic listener and master craftsmen with your own body language so that all your communication is consistent and well received. At the conclusion of the seminar, you will have a well-written action plan and be on your way to emerge as an effective communicator.

Communicate with Tact and Professionalism

S E M I N A R S U M M A R Y

Exceptional leaders must have effective communication skills.

Have you ever felt the pain of knowing that you had important information to communicate, but when you tried to get the message out people did not receive it with the same level of urgency that you thought it deserved? Maybe you created unintended conflict, or the audience fell asleep in the details. Either way, your message didn't produce the effect you hoped it would. If only there were a way to transplant the clear picture of things as they exist in your mind, into the mind of your readers and listeners.

Exceptional communicators know how to get their message across.

They know how to navigate through the maze of misunderstanding and have the ability to lead their audience through the often murky waters of facts and details so that their main points are clear and concise.

Master powerful skills from this application-based training:

Anyone with aspirations of mastering the art of communication will benefit from attending this one-day training opportunity. This seminar will teach you ways to craft your messages for ideal reception and gather insights from others to improve output.

Ask yourself:

Do feel that your messages are not getting through? Do others feel comfortable to express their ideas to you and are you able to listen to what they are saying and produce something better? Do your employees, colleagues and supervisors embrace your messages with less urgency than you feel they deserve? People don't always listen to those who have the best plan; they listen to someone that communicates the best. Our program will help you learn and practice key communication strategies to get your point across with effectiveness so that people will understand your message and embrace your plan and vision.

PROGRAM AGENDA

Turn Controversy into Harmony

- Take responsibility and hold yourself accountable
- Learn to see yourself through others' eyes
- Find what motivates others
- Balance your personality style with the needs of your audience
- Motivate others to contribute their suggestions to produce collaborative results
- Reconcile your story of reality with others' stories of reality
- Your story to help you understand a situation
- The other person's story by which they understand the situation
- What happens when the stories don't match
- Focus on what can be observed and quantified
- Create dialogue to add to a collective pool of meaning
- Mirror your listeners' words and actions
- Encourage growth and ask for clarification
- Introduce your meaning
- Build consensus among the group
- Compare and contrast to clarify statements
- Set commitments to move forward

Captivate Your Audience: Speak to Get Results

- Discover what to do when you lose your listener's attention
- Successfully get your thoughts across to others
- Strategically give structure to a story
- Effectively prepare for important conversations
- Understand how to craft your introduction and map out a conversation
- Develop contingency plans for conversations

Simpler Is Better: Engage Readers and Motivate a Response

- Set the stage to entice your readers
- Create a message that stands out
- Discover the art of minimal text and clear delivery
- Position your reader in the center of your structure

Persuasive Communication and Negotiation

- Study the frames that people use to understand their reality
- Seize authority by choosing the right frame
- Create intrigue through communication
- Establish a prize to get results
- Utilize the principle of scarcity
- Examine the most effective use of negotiation tools and methods
- Use persuasive writing techniques
- Consider your audience
- Write a clear call to action

Non-verbal Communication Methods

- Determine how surroundings influence non-verbal communication
- Listen to your own body's cues to alert you to what is going on within a conversation
- Be aware of others' body cues - posture, attention, gestures and details
- Introduce work observations back into speech
- De-escalate conflict before it erupts
- Negate disputes before they explode
- Exercise what you've learned
- Put together strategies learned throughout the course and construct a tentative script for classroom practice
- Watch for cues and adjust your contingency plan

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Additional information can be found in our FAQs:

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

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