

# Communicating Professionally with Tact and Finesse



A professional's level of success within their career and personal life is highly impacted by their ability to communicate their thoughts, ideas, strengths and challenges. The estimated cost of employee misunderstandings or inability to communicate was \$37 billion in 2015. These communication barriers may show themselves in the workplace as a lack of motivation, increased frustration, employee conflict, etc.

This seminar gives attendees the proper tools on how to articulate themselves, be aware of what message they are conveying to others, and how to present themselves professionally at all times. By identifying appropriate ways to best convey their perspective or emotions, this seminar encourages teaches participants how to open the lines of communication amongst their team members and leadership of the organization.

## **Course Benefits**

- Break down the communication barriers and create meaningful relationships
- Articulate your thoughts in a constructive manner
- Identify challenges we consistently face when trying to communicate with others
- Create an image that makes others feel welcome to speak and interact with you
- Provide constructive feedback to others about areas of improvement
- Learn the value of praising others for work well done
- How to prepare and deal with difficult people
- Identify your contributions to your relationships that have gone sour and how to remedy them

## **Course overview**

### **Communicating professionally in the workplace**

- The misconception debunked! "We are all good communicators"
- Dissect how our communication patterns differ from other individuals
- How different communication styles are beneficial to the organization
- How to deal with the different generations in the workforce and identify how they communicate and behave

### **Create a reputation & image that precedes you**

- How to assess peoples' perception of you in a few simple steps
- Tips for creating a reputation that people are excited to work with you
- The impact your reputation has on how others listen to, process and react to your messages
- Using your reputation to your advantage



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## Course overview (cont'd)

### **Nonverbal Communication**

- Body language and its impact on your message
- Five common nonverbal mistakes everyone makes
- Keeping your emotions in check, even when you're close to losing control
- Eye contact, posture, and other vital but often overlooked nonverbal communication elements
- Why signals are often misread and how to avoid misinterpretation

### **Enhancing your listening skills**

- 10 active listening techniques that are sure to help you build rapport with others
- How your listening skills make it easier for people to connect with you
- Short on time? How to make others get to the point without being rude
- Techniques for remembering important information
- Biggest mistakes people make when trying to listen

### **Creating purposeful communication**

- The importance of investing interest in others
- 5 ways to make people like you more
- How to construct concise and direct rhetoric
- Formulate messages that convey your personality
- Identify needs of others and how your messages can successfully be transmitted
- Using Communication as a tool to build a network of advocates for you

### **Presenting an assertive demeanor in difficult conversations**

- Tips to portray yourself in a collected and confident way
- How to prepare yourself to deal with difficult people
- How scripting your conversation puts you one step ahead
- What trigger points to be aware of
- Techniques difficult people use to provoke a response

