

Communicating with Tact, Diplomacy and Professionalism

Conflict Resolution and Confrontation Management

Length: 1 Day

Summary: In this course, you will learn how to handle sensitive topics, problem people and sticky situations with finesse and skill. Once conflict occurs, opinions will occur and conversations can get emotional. When not addressed, these conversations will hurt teams and organizations. This course will provide you with communication skills to handle these types of conversations with professionalism. You will also explore the core skills and attitudes needed by managers in providing support for growth and performance.

In this course you will learn:

- How to handle the toughest questions with finesse and polish
- Techniques for maintaining your composure when you feel like losing your cool
- How to think on your feet in meetings, interviews and impromptu presentations
- Diplomatic ways to deliver bad news without creating bad feelings
- Describe what a healthy conversation looks like when being candid and respectful.
- Identify your own communication style “under stress” and ways to decrease vulnerabilities while enhancing strengths.
- Describe how to restore safety to a conversation by fixing misunderstandings, maintaining mutual respect, and establishing mutual purpose.
- Describe how to be persuasive without being abrasive.
- Apply tools to help others stay in dialogue - helping them move away from strong and optional conclusions and back to their observations.

COURSE CONTENT

- 1. HOW TO BE POISED, CALM AND EFFECTIVE**
 - Getting the Information you want
 - Communicating Professionally
- 2. HOW TO MANAGE CONFLICT AND PREVENT COMMUNICATION PROBLEMS**
 - How to be Positively Persuasive
 - How to handle conflict diplomatically
- 3. START WITH HEART: HOW TO WORK ON ME FIRST**
 - Explain what dialogue is and how it affects results.