

Soft-Train



*At Soft-Train
Technology Works*

How to Communicate with Diplomacy, Tact and Credibility (2 Days) ST00066

COURSE GOAL: Getting your point across with a positive professional image.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Communicate efficiently and tactfully with others.
- Respond in a professional manner, even when out of comfort zone.
- Strengthen communication effectiveness with active listening.
- Elicit cooperation and respect by modeling
- Improve image through increased self-awareness.

KEY TOPICS:

I. The Techniques

- A. Match Your Listeners
Tendency
- B. Inductive Thinkers
- C. Deductive Thinkers
- D. The Recipe
- E. The Method
- F. Why They Drive You
Crazy
- G. It Happens Every Day
- H. The Colleague Who Pops
By
- I. Innovation Gets Lost
- J. The Meeting is Over
Before it Starts
- K. One on One

II. Manage Your Ethos

- A. The Boardroom
- B. Perception and Reality
- C. Manage Your Ethos
- D. The Recipe
- E. The Method
- F. The Top 10 Ways to
Know Your Ethos
- G. How World Champions
Communicate
- H. How do You Get It
- I. Pictures of Ethos
- J. Ethos is Relative
- K. Ethos Determines What
You Can Say and DO

III. Speak to Motivate

- A. The Motivation Matrix
- B. The Recipe
- C. The Method
- D. The Specific Words
- E. What Pushes People to
Succeed

- 1. Ethos

2. Emotion

3. Logic

F. What Pulls People into a Project

1. Achievement

2. Recognition

3. Power

G. People Are Not Only Motivated by Money

H. Not Everyone is Competitive

I. Speaking to Motivate Removes Distraction

IV. Frame

A. Choose Words That Focus Your Listener's Attention

B. The Recipe

C. The Method

D. How to Frame One-on-One Conversations

E. The Wrong Word Ends a Meeting

F. How Will You Fire a Teammate?

G. Framing Change

H. Framing Global Communication in Your Organization

I. How to Reframe Your Company

J. Framing to Build Relationships

V. Validate

A. Show People How Good They Are

B. The Recipe

C. The Method

D. How They Want to Feel Heard

E. An Angry Listener in Front of a Group

F. How do You Get Good at Listening

G. Different Kinds of Validation

H. The Word But

I. Every Conversation, Every Meeting, Every Day

J. The Difference Between Agreeing and Validating

VI. Add Color

A. The Recipe

B. The Method

C. Speed

D. Volume

E. Stress

F. Inflection

G. Your Tone is Your Meaning

H. They Will Sit on the Edge of Their Seat

I. How to Sound Like a Natural Leader

J. Plosive Sounds

K.

VII. Defensiveness

A. The Trap

B. The Format

C. The Queen of Hearts: How it Works

D. The Old American Master

E. Unhook Your Attitude

F. When You Know People Are Going to Be Defensive

G. How Do You Know the Format Worked?

VIII. Meetings

A. The Trap

B. The Format

C. Choose the Type of Conversation

D. The Silent Types and Loudmouths

E. A Bet on Culture

F. How Great Leaders Facilitate Meetings

G. How Do You Know the Format Worked?

IX. Hiring

- A.** The Trap
- B.** The Format
- C.** Is She a Good Fit?
- D.** Attitude, Round Two
- E.** The Interview They Least Expect
- F.** Sometimes You are the Candidate
- G.** Sell Yourself
- H.** Not the Usual Interview
- I.** How Do You Know the Format Worked?

X. Delegation

- A.** The Trap
- B.** The Format
- C.** The Ingredients for a Perfectly Frame Objective
- D.** The Annual Report
- E.** The Best Paths to Results
- F.** Micromanaging
- G.** Delegating to an Equal
- H.** Delegating to Someone Who Doesn't Report to You
- I.** How Do You Know the Format Worked?

XI. Criticism

- A.** The Trap
- B.** The Format
- C.** I Shouldn't Have to Tell Him
- D.** How to Give Effective Direct Criticism
- E.** Criticism Builds Trust
- F.** Performance Reviews
- G.** Should You Criticize Your Boss
- H.** How Do You Know the Format Worked?

XII. Presentations

- A.** The Trap
- B.** The Format
- C.** The Four Step Outline
- D.** Presenting to Those Above You

E. The Different Kinds of Presentations

F. The Basics

G. Identify Key Words or Terms

H. How Do I Calm My Nerves?

I. Innovation Begins with Presentation

J. How Do You Know the Format Worked?

K.

XIII. Communication as a Hard Skill

A. Creating a Culture of Communication

B. The Categories That Organizations Need to Master

C. Communication Is A Hard Skill