

Soft-Train



*At Soft-Train
Technology Works*

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

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. What is a Crucial Conversation?

- A. Who Cares?

II. Mastering Crucial Conversations

- A. The Power of Dialogue

III. Start with the Heart

- A. How to stay focused on what you really want.

IV. Learn to Look

- A. How to notice when Safety is as Risk

V. Make It Safe

- A. How to make it safe to talk about almost anything.

VI. Master My Stories.

- A. How to Stay in Dialogue when your Angry, Hurt or Scared.

VII. State my Path

- A. How to Speak Persuasively, Not Abrasively.

VIII. Explore Other Paths

- A. How to Listen when others Blowup or Clam Up.

IX. Move to Action

- A. How to Turn Crucial Conversations into Action and Results.

X. Putting it all Together.

A. Tools for Preparing and Learning.

XI. Yeah, But

A. Advice for Tough Cases

XII. Change Your Life

A. How to turn Ideas into Habits.