



SkillPath Seminars invites you to attend
a very special **two-day workshop**

Communicating With Tact, Diplomacy & Professionalism

Strengthen your speaking, writing and interpersonal communication skills ... stay in control of any situation ... and manage your responsibilities with tact, poise and polish

You know them—they're the people who, when faced with an angry customer, an uncooperative co-worker or a tense negotiation, don't stammer, stumble or get upset. They keep their cool and smoothly sail through the encounter, getting what they want without breaking a sweat. And, not surprisingly, they're the professionals who always demonstrate powerful poise and presence. They're also the people who rapidly rise through the ranks.

Most of those inspiring individuals have gotten there the hard way, however, learning these valuable skills and techniques through trial and error, painstakingly developing them over many years and making countless mistakes along the way. That's probably the way you've been doing it too.

**Gain
communication
skills that never
miss the mark**

Until now. We've collected the most crucial, practical information on the subject—the *best* of the best—and condensed it into two nonstop, idea-packed days. You'll take away skills that'll make you feel on top of challenging situations, with new confidence in yourself and your abilities. You won't be able to *wait* to get back to the office to put these skills to work for you.

ENROLL TODAY and be on your way to gaining powerful new skills you can put to work immediately!

**Enroll on-line at www.skillpath.com
or call toll free 1-800-873-7545**

Bring this training to your organization—call 1-800-767-7545

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Powerful communication skills mean you'll be able to ...

- 1. Deal easily with difficult people.** You'll gain specific techniques and strategies that'll bring out the best in people ... even when they're at their worst!
- 2. Get more cooperation from others.** You'll be better than ever at creating immediate rapport and conveying a trustworthy, count-on-able image that earns respect, loyalty and support.
- 3. Handle fewer conflicts.** Your ability to find solutions without blaming or accusing will not only make for fewer fights, but will also likely result in relationships that are even stronger than before.
- 4. Win more acceptance for your ideas.** Develop that powerful ability to influence others and people around you will feel appreciated and valued ... which leads to having that all-important support and credibility when it really counts!
- 5. Increase your effectiveness, impact and productivity—and eliminate a lot of stress.** It's amazing what happens when powerful communication takes place—you save time with instructions that are crystal-clear ... you get the job done right the *first* time ... there are fewer conflicts to manage ... everyone's on the same page, so deadlines and goals are met quickly and with less hassle.

See back for the complete workshop outline.

Workshop Outline

Day 1

■ Communicating under pressure: How to be poised, calm and effective no matter what

- Why being able to think on your feet—and then communicate effectively—is *crucial* in today's workplace
- What gets in your way? Here's how to pinpoint and eliminate your communication snags
- Instant solutions to the most common communication problems
- How to tell the truth without fear
- Proven tips for making sure your instructions are clear *and* understood
- How focusing on the other person's feelings allows them to "get" your message
- Techniques for handling disagreements
- What's your credibility quotient? Gain and maintain respect with these strategies
- How to capture your listener's attention and get your point across—even when they're resistant, upset or angry
- Excuses, excuses—how they can torpedo your reputation
- Don't shoot the messenger! Diplomatic ways to say "No," deliver bad news and give helpful feedback
- Phone vs. face-to-face communication—important differences you must be aware of
- No more "foot-in-mouth" disease—how to avoid saying things you'll regret

■ The secrets to getting the information you want

- Breaking the ice ... tips for getting a conversation rolling
- How skillful listening will bring you great power
- What are the filters *you* listen through?
- How to get the information you *need* ... more quickly
- Tips on understanding and communicating effectively with different personality types
- Listening between the lines—identifying the hidden agendas and false signals that lead to misunderstandings
- How to get a "rambler" to cut to the chase
- 7 body language signs to watch for—and what they mean
- The 4 steps for handling complaints masterfully
- When you're the target—how to handle criticism, barbs and wisecracks
- The dangers of saying too much ... how to know when to keep your mouth shut
- He said/she said ... it pays to understand how gender-oriented communication styles differ

Day 2

■ Diplomacy in action: How to manage conflicts and prevent communication problems

- Where do most problems come from?
- How being unconditionally constructive is the key to your success
- The 5 most powerful words in the English language
- All we want is a little respect ... ways to encourage this all-important practice
- Sure-fire ways to prevent or reduce defensive behavior
- The 4 types of questions ... how to know which to use to get the information you need

Won't it be great to never encounter another situation in which you feel at a loss for words? These communication techniques **WILL** work for you!

- How to deal with hotheads, bad-mouthers, habitual fault-finders and other morale busters
- Handling other people's conflicts without getting caught in the crossfire
- Putting it on paper—writing skills that will see you through touchy situations
- The do's and don'ts of documentation ... these guidelines could save your hide!
- When things get out of hand—techniques for defusing tense or explosive situations
- Getting to win-win solutions—there's no reason to have any "losers" in your company anymore

■ How to be positively persuasive: Getting people to buy into your ideas

- The secret to projecting an aura of confidence and power
- Being a person of your word ... how cultivating that reputation gives you great power
- Negotiation strategies for getting agreement without giving in
- How to make it *easy* for a person to change his or her mind
- When there's no budging them—how to formulate a Plan B
- Master the sound bite: How to package concepts and information into memorable nuggets
- 5 steps to follow to respond to any question successfully
- Killjoys, skeptics and wet blankets—how to deal with even the toughest objections and resistance
- How to participate in and lead productive meetings
- Tips and techniques for delivering knockout presentations
- How to be a great leader—learn to communicate in a way that motivates and inspires

PROGRAM HOURS: 9 a.m. - 4 p.m. each day

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