Learn the secrets to being seen as a polished, influential professional who garners respect and builds positive relationships with ease.

- Keys to being a direct communicator without coming across as blunt or uncaring
- Secrets to appearing professional and confident, even when you feel nervous and uncertain
- How to establish instant rapport with someone you just met
- Techniques for “reading” others so you communicate with their needs in mind
- Communicating in conflict: Considerations that’ll keep you from making a terrible mistake
- Assertiveness techniques that help you get what you want … without alienating others
- Techniques for persuasive communication when you need to get others’ buy-in

Special Section: Communicating via Technology

ENROLL AT skillpath.com/CP or call 1-800-873-7545
It's a fact: The ability to communicate effectively can make or break your career. Don't believe it? Consider this staggering statistic from a survey of U.S. businesses: "Inability to communicate" and "poor communication skills" were listed as the top reasons for employees not succeeding on the job.

In today's highly competitive business environment, effective, diplomatic communication is a skill that must be mastered if you intend to get ahead and stay there.

**How to Communicate With Tact, Professionalism and Diplomacy** is a powerful workshop that combines all facets of on-the-job interpersonal communication—from speaking to writing to listening to presenting—and shows you, step-by-step, how to master them.

If any of these communication challenges sound all too familiar, you don't want to miss this workshop. Enroll today.

**Are You Ever Faced With These Communication Challenges?**

- Find your team projects suffering communication breakdowns?
- Feel angry because someone put you down or challenged you in front of others?
- Get the feeling that others aren't listening to you?
- Fumble for the right words when asked a question unexpectedly in a meeting?
- Dread delivering bad news to employees, supervisors or clients?
- Envy other professionals who express their ideas with such confidence and power?

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**SPECIAL BONUS!**

**STAR12 Unlimited Seminars, Webinars and On-Demand Content**

Enroll today and get 30 days of FREE access to SkillPath's signature eLearning platform, STAR12 (featuring exclusive access to sexual harassment and unconscious bias content)! We’ll activate your FREE 30-day access automatically at the training event, so you can continue learning easily anywhere, anytime. Learn more about SkillPath’s eLearning platform at skillpath.com/STAR12.
A Glance at Your Agenda
Registration begins at 8:15 a.m.      Workshop hours: 9 a.m. to 4 p.m.

I. Communicating With Diplomacy and Finesse
   ▶ Words and phrases that will get you in trouble every time—and better options to replace them
   ▶ Where communication typically breaks down between people
   ▶ Damage control strategies for getting your foot out of your mouth when you’ve made a statement you regret

II. Creating the Image of a Professional, Powerful Communicator
   ▶ Tips for controlling your body language and gestures to communicate the message you want
   ▶ How to appear poised and confident, even when you’re not

III. Listening Skills That Can Double Your Communication Effectiveness
   ▶ When silence is power: How to use it to gain information from others
   ▶ What to do when the person you’re listening to just can’t seem to get to the point

IV. Communicating With Tact in Difficult Situations—and With Difficult People
   ▶ How to deal with the backstabbing, ridicule and aggressive tactics of others
   ▶ What to do when you’re challenged or put down in front of others
   ▶ Tips for quickly defusing explosive or tense situations

V. How to Build Rapport, Strengthen Work Relationships and Achieve Respect
   ▶ Make sure you get credit for your contributions—6 ways to toot your own horn without bragging
   ▶ Recognize and tap into the informal channels of information

VI. SPECIAL SECTION: Exuding Professionalism in Your Writing—even Emails!
   ▶ Avoid the most common mistakes made in writing emails and memos
   ▶ Emails: The importance of accuracy and a professional tone, even in informal correspondence and messages

VII. Communicating to Persuade and Influence
   ▶ Tips for presenting your point of view in a way that will generate respect
   ▶ When they just won’t see it your way: Understanding your options

See your complete agenda at skillpath.com/CP

Enrollment Fee

Group discount: When three enroll from your organization, a fourth attends FREE. Group discounts apply to seminar registrations only and cannot be used for STAR12 or on-demand seminars.

STAR12 Professional Edition: STAR12 entitles you to unlimited access to all SkillPath seminars (retail priced $399 or less) + Webinars, online courses and more for 12 months. Enroll today at skillpath.com/STAR12.

To Enroll ...

Register online at skillpath.com/CP
Call toll-free 1-800-873-7545

To see a full listing of courses coming to your area, scan the QR code or visit skillpath.com/mycatalog

Registration Information

Check-in begins at 8:15 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

Cancellations and substitutions. There are no cancellation fees. Substitutions may be made at any time.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what’s required. You may also call us at 1-800-873-7545 for additional assistance.

Tax deduction: The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.
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