



## Powerful People Skills

# Communicate with Diplomacy and Tact

### Summary

This module gives participants the opportunity to practice dealing with trying situations in a confident and diplomatic way. They will learn to speak honestly and tactfully, give and receive constructive feedback, and use mediation skills to help others find common ground when holding opposing viewpoints.

### Context

We have all been awed by someone who always seems to know what to say and how to say it in any situation. These people know how to communicate with diplomacy, tact and confidence.

Research conducted by Mike Poskey at ZERORISK HR indicates that one of five emotional intelligence competencies that successful leaders employ is called “social skills and political correctness.” This competency is important in all areas of life.

The ability to communicate with diplomacy and tact improves your leadership skills by helping you manage change, negotiate and compromise, resolve conflicts, gain consensus and collaboration, and create a cohesive team.

### Completion of this module will empower participants to:

- Respond to difficult situations in a confident, diplomatic and tactful way.
- Give and receive feedback without eliciting negative emotions.

### *Competencies that are addressed:*

#### **Primary Competency Categories:**

**Communication**—Practices active listening supported with relevant oral and written information.

**Professionalism**—Projects an image of honesty, confidence and integrity that fosters credibility.

**Interpersonal Skills**—Consistently builds strong, long-term relationships both inside and outside the organization. Apply mediation techniques to find common ground among opposing viewpoints.

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#### **Related Competency Categories:**

**Conflict Resolution**—Creates harmony in stressful interpersonal situations and brings people together who have been separated by their differences.

**External Awareness**—Sees things from different points of view and recognizes the impact that actions have on others. Keeps up to date with issues that affect areas of responsibility.