COMMUNICATING WITH DIPLOMACY & TACT

DATE: Thursday, October 25, 2018  
TIME: 9:00 – 11:00 am CT (8:00 – 10:00 am MT)  
REGISTRATION DEADLINE: Thursday, October 18, 2018  
DELIVERY: Video Conference  
PRESENTATION HOURS: 2

PRESENTATION DESCRIPTION

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. This session 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.

- Identify your own personality style and how you react under pressure.
- Modify your behaviors to be able to connect with people of different styles.
- Influence attitudes and behaviors of others.

SPEAKER(S)

Tasha Rohlf, Dale Carnegie Business Group of ND and NW MN, works with teams to develop and enhance their communication techniques, human relations skills, confidence, leadership abilities and presentation skills, and stress management. Tasha works with professionals to create dynamic and engaging presentations and has over 15 years of experience in public speaking. Tasha received her Master’s in Communication from NDSU and is certified as a Dale Carnegie and High Impact Presentations Instructor. Tasha is involved in the Women’s Business Exchange in Fargo and actively coaches TEDxFargo and One Million Cups speakers.

TARGET AUDIENCE

All staff.

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