



### Competencies that are addressed:

#### PRIMARY COMPETENCY CATEGORIES:

- **Communication—**

Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.

- **Professionalism—**

Projects an image of maturity and integrity that creates credibility.

- **Interpersonal Skills—**

Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.

#### 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 multiple points of view. Is mindful of how actions impact others. Keeps up to date with issues that affect area of responsibility.

# 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.

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### At the completion of this module, participants will be able to:

- Respond to difficult situations in a confident, diplomatic, and tactful way
- Apply mediation techniques to find common ground among opposing viewpoints
- Give and receive feedback without eliciting negative emotions

*“When dealing with people, let us remember we are not dealing with creatures of logic. We are dealing with creatures of emotion, creatures bustling with prejudices and motivated by pride and vanity.”*

—Dale Carnegie