

Join us for a powerful one and half hour (1½) session of professional learning that will make you better at peacefully resolving conflicts, delivering bad news and working with even the most difficult people.



Communicating with Tact & Finesse

**Thursday, November 21, 2019 at 4:30 p.m.
CUPE Local 3550 Office, 14207 – 115 Avenue NW.**

Social interactions are integral to the business world. One communication blunder and your reputation is trashed! And let's face it: people simply do not forgive and forget when we say the wrong thing.

As a culture, we value honesty. We ask people to 'tell it like it is'. Yet, there's a fine line between being straightforward and stepping on toes and permanently damaging business relationships.

Think about it – Communication sets the stage for how you get work done through others.....how you get what you need.....how you forge relationships that will propel you forward. Without solid communication skills, none of those things are possible. Instead, you're facing conflict, stress, misunderstandings and frustration (just to name a few).

Some of the key learning points:

- Communicate clearly to avoid misunderstandings and confusion
- Motivate, influence, develop rapport and gain instant respect throughout your workplace
- Effectively communicate with difficult personalities and end the tug-of-war
- Make your communication stronger by getting your body language in sync with your message
- Keep your composure and confident in tough situations
- Develop your listening skills to build credibility and trust
- Tactfully communicate constructive criticism and bad news

Interested, please email Mabel: tres3550@telus.net by noon on Friday, November 15, 2019.

Tact is the Art of Making a Point Without Making an Enemy - Isaac Newton