

Workshop on

Communicating with Tact & Diplomacy

Friday, February 22, 2019 • 9.30 a.m. to 5.00 p.m.



Venue : Torrent-AMA Management Centre, Core-AMA Management House, ATIRA Campus,
Dr. Vikram Sarabhai Marg, Ahmedabad 380 015

Perspective

In today's highly competitive business environment, diplomatic communication is a skill that must be mastered if you intend to get ahead and stay there. This is particularly true, when you are in an executive position and are responsible for getting things done through a team of people who are working together with you.

“**How to Communicate With Tact & Diplomacy**” is a powerful workshop that combines all facets of on-the-job interpersonal communication — and shows you step-by-step how to master them. No matter how exclusive some of your technical and operational skills are, in the final analysis the job of every executive is ‘communication for influence & results’.

Content

- Communicating with Tact & Diplomacy – Key Dimensions; Power of Empathy & Common Understanding; Defining & Leveraging your Communication Style
- Connecting with People – Key Traits & Skills for Success; Art of Polite Conversation & Active Listening; Developing an Assertive-Responsive Personality
- Building Relationships through Communication; Rules for Successful Person-to-Person Interaction; Influencing Others to Respond Effectively
- Recognising & Handling Difficult People & Situations; Eliminating Communication Barriers & Distortions; Workshop Summary & Learning into Action

Methodology

Self-assessment Exercises, Case-studies, Group Activities & Audio-Visual presentations

Faculty – Vincent D’Silva, Principal Consultant, Silva Management Services

Vincent has over 25 years of work and consulting experience in reputed organizations in the areas of Strategic Planning, Marketing & Manufacturing.

His courses on Communication Effectiveness, Sales & Service Excellence and Leadership Development have been conducted in India, the Middle East & South-East Asia.

He is an Engineer from VJTI, an MBA from the S. P. Jain Institute of Management, and has been a faculty at several renowned business schools and corporates in India.

Fee: Rs.1600/- per participant for the both the days inclusive of GST. Fee includes course fee, cost of reading material, lunch and refreshments. The cheque may please be drawn in the name of ‘Ahmedabad Management Association.’ **If you wish to avail GST Credit, please provide your GST Number. Tax Invoice will be issued on receipt of your GSTN.**

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Registration Form : Please fill-in and return this form along with participation fee to:

Ahmedabad Management Association, AMA Complex, Dr. Vikram Sarabhai Marg,
Ahmedabad 380 015, Phone: 079-26308601-5 • Mobile: 9537407187, 7069940917, 7203030990
E-mail: ama@amaIndia.org • Website: www.amaIndia.org
Android Mobile App: AMA-Ahmedabad amaIndia.org

| Name(s) | Position |
|-----------------|--------------------------------------|
| 1. | |
| 2. | |
| Organisation: | |
| GST No.: | AMA GST No.: 24AAATA 5881D1Z0 |
| Address: | |
| | Pin Code: |
| Phone: | Mobile |
| E-mail: | <input type="text"/> |