



Being Diplomatic

One-Day Workshop

Being Diplomatic

Workshop Overview

Do you get frustrated working with people from other cultures who have a completely different approach to business communication? Do you struggle to build positive working relationships in an international environment? Are you ready to identify and tackle these intercultural obstacles?

If you answered yes to any of the above questions this course is for you!

Being diplomatic can lead to better work relationships and is a way to build and develop mutual respect, in turn leading to more successful outcomes and less difficult or stressful communications with others.

'Being Diplomatic' is made easy with this fast paced and engaging one-day workshop!

This hands-on workshop gives students an opportunity to not only learn some great new skills but also put them into practice through engaging group activities. You will learn how to be tactful when communicating in a professional environment, be assertive without sounding aggressive in English, learn how to build rapport by using certain techniques, and practice using key language to sound polite and engage with others.

Requirements

The workshop is aimed at participants with a B1-C1 level of English.

Experience working in a professional environment.

We are flexible and deliver this workshop as a complete one-day workshop or two half-days.

Being Diplomatic

Content and Learning Outcomes

Content

- **Introduction:** Why is diplomacy so important in an international business setting?
- **Active Listening:** Learn how to listen attentively before reacting to others.
- **Showing Empathy:** Seeing the world from another person's perspective.
- **Assertiveness:** Assertiveness is fundamental to persuading or influencing others to think or behave in a certain way
- **Building Rapport:** How being diplomatic can lead to great rapport.
- **Politeness:** Being polite and courteous, respecting other peoples' view-points and cultural differences is important in all interpersonal relationships.

Learning Outcomes

By the end of the workshop you will have:

- Learned some essential diplomacy techniques and related language, which can put into practice immediately in your day-to-day working life.
- A clear understanding of active listening and how it can improve your working relationships.
- Developed your confidence in being assertive without sounding aggressive.
- Some great new language to help you sound more polite and build rapport with others.
- Put new language into practice with hands-on interactive activities.

Contact Us

For more information, please feel free to contact us on:

Email: info@thelanguagehub.es