

American Management Association's Communicating with Confidence

Effective Communication Begins with You: Getting the Confidence Advantage

- Use Self-Talk to Increase Your Confidence and Self-Esteem
- Describe How the 3Vs of Communication (Verbal, Visual, Vocal) Impact Understanding
- Evaluate and Improve Your Use of the 3 Vs
- Develop Openings That Promote Constructive Dialogue
- Use Can-Do Language to Enhance Others' Willingness to Collaborate
- Recognize Your Strengths and Increase Your Willingness

Being Strategically Responsive

- Actively Listen and Absorb What Others Are Saying
- Use Paraphrasing, Summarizing, and Clarification to Demonstrate Understanding
- Empathize to Deal with Difficult People or Defuse Emotionally Charged Situations
- Use the Appropriate Types of Questions to Move a Discussion Forward
- Recognize, Acknowledge, and Respond to Nonverbal Cues

A Look at Different Communication Styles

- Describe the Four Different Communication Styles
- Recognize the Communication Style of Those with Whom You Are Speaking
- Accommodate the Specific Needs of Others' Communication Styles

Taking Responsibility for Having a Productive Discussion

- Identify the Anatomy of a Message
- Recognize Disguised or Distorted Responses
- Overcome Roadblocks and Achieve Your Goal for a Discussion

Message Planning and Execution

- Define the Purpose for Delivering Your Message in an Effective Way
- Apply Message Framing Strategies to Create an Open and Responsive Communication Environment
- Practice Skills for Delivering Messages That Promote Clear and Productive Communication