Understanding Communication Dynamics to Build Your Professional Credibility

Description: Start Time: 1:00 PM ET  
Date: 11/05/2016

Communication is the 20% of our action that drives 80% of our success.
Communication is the 20% of our action that drives 80% of our success. How we communicate is the basis of how we express our personal confidence and power in the world, and thus it's the source of our credibility with others in the workplace. How we communicate - including giving and receiving feedback - can also establish our relative influence to others around us, for better or for worse. Learn the two communications dynamics most affecting own credibility with those in positions of greater power and influence. You'll also learn the one thing you can do to shift challenging relationships into a more productive orientation.

Who Should Attend:

This live webinar is designed for administrative assistants, executive assistants, office administrators, secretaries, office managers and other administrative professionals.

Contents: Communication 101: All You Need to Know About Communication

- Inner and External Alignment: The Source of Communication Power and Personal Authenticity in Hierarchical Relationships (e.g., Employee/Boss)
  - Credibility Misstep: Preapology
  - Credibility Misstep: Feedback

- The Distortion Zone: The Root of Conflict and Miscommunication
  - Becoming Conscious of Unconscious Distortion
  - The 90/10 Rule for How to Shift the Relationship Without Telling the Other Person That's What You're Doing


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