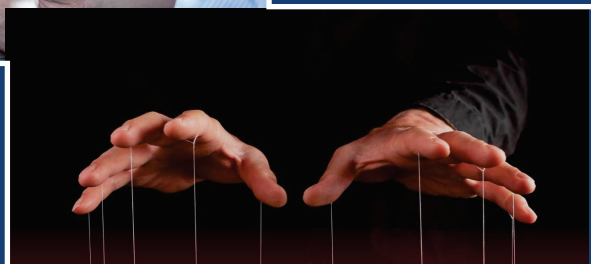


Programme on

How to Communicate with Diplomacy and Tact

(June 23-25, 2025)



Administrative Staff College of India
(accredited as उत्कृष्ट by Capacity Building Commission, GoI)

PROGRAMME OVERVIEW

Have you ever been awed by people who always seems to know what to say and how to say it in any situation? These people know how to communicate with diplomacy, tact and confidence. The ability to communicate with diplomacy and tact improves your leadership skills by helping you manage change, negotiate and compromise, resolve conflicts, gain consensus and collaboration, and create a cohesive team. This is perhaps the single most important skill to influence people and drive results.

This workshop gives participants the opportunity to practice dealing with trying situations in a confident and diplomatic way. This programme will help you influence outcomes and create cooperation through diplomatic and tactful communication. You'll realize that standing up for yourself, when done effectively, doesn't offend others; rather it strengthens your relationships and enables positive results through effective communication.

Diplomatic communication skills not only improve your professional image; they just make people like you!

Develop flexibility in your communication style and assess the intent of your messages against the outcomes. Learn to control your "hot buttons" and respond instead of reacting, maintain composure when criticized. Avoid conflict by staying calm and poised under pressure.

You'll gain dexterity and grace in dealing with new or trying situations. You'll recognize how you come across to others, learn to speak honestly and confidently, manage your emotions, give and receive criticism constructively, and present yourself as strong – but not intimidating. Most importantly, you'll discover how to communicate in a manner that does not offend or create conflict.

IMPACT

1. **Develop Diplomatic Communication Skills:** Learn how to convey messages effectively while being respectful, considerate, and non-confrontational.
2. **Enhance Listening and Empathy:** Improve active listening skills to better understand others' perspectives and respond with empathy.
3. **Master the Art of Persuasion:** Apply persuasive communication techniques to influence decisions and gain cooperation without force.
4. **Handle Difficult Conversations with Confidence:** Gain strategies to manage challenging interactions, resolve conflicts, and defuse tense situations diplomatically.
5. **Improve Verbal and Non-Verbal Communication:** Use tone, body language, and facial expressions to reinforce positive messaging and avoid misunderstandings.

6. **Maintain Professionalism Under Pressure:** Develop the ability to stay composed, respectful, and tactful even in stressful or high-stakes scenarios.
7. **Adapt Communication Styles to Different Audiences:** Understand different communication preferences and tailor messages to suit various personalities and cultural contexts.
8. **Provide Constructive Feedback Diplomatically:** Learn techniques for delivering feedback that is clear, actionable, and motivational while maintaining positive relationships.
9. **Develop Assertiveness without Aggression:** Balance assertiveness and diplomacy to express opinions confidently without appearing aggressive or overbearing.
10. **Build Trust and Strengthen Relationships:** Enhance interpersonal skills that foster trust, credibility, and strong professional relationships through tactful communication.

COURSE CONTENT

Day-I

- ▶ Discover whether your image is sending the wrong message.
- ▶ Develop flexibility in your communication style.
- ▶ Speak confidently, diplomatically, and tactfully in difficult situations.
- ▶ Use a tried-and-true method to disagree agreeably.

Day-II

- ▶ Communicate more effectively through active listening skills.
- ▶ Avoid conflict, but stay calm and poised when it's unavoidable.
- ▶ Present yourself in a powerful way without intimidating others.
- ▶ Deal assertively and diplomatically with difficult people.
- ▶ Maintain your composure when criticized.

Day-III

- ▶ Increase trust, credibility, and respect through words and actions Use Mediation Skills.
- ▶ Give and receive constructive feedback.
- ▶ Help others find common ground when holding opposing viewpoints.
- ▶ Primary Competencies Earned: Attitude, External Awareness, Influence Related Competencies Earned: Leadership, Accountability

FACULTY AND METHODOLOGY

Prof. Swarnalatha Jagarlapudi is a distinguished academic and seasoned human resources professional with over 36 years of experience spanning the public and private sectors. Holding a MPhil in Industrial Psychology from TISS, Mumbai, along with advanced Master degrees in Applied Psychology, Criminal law and Forensic science, MBA

in HR and International Business, and multiple master's degrees in Economics, foreign trade, Mass Communication and Journalism and more, she currently serves as and Professor of HRM.

Renowned for her commercial acumen and entrepreneurial flair, Prof. Swarnalatha has designed and delivered impactful leadership, management, and organizational development programs across diverse sectors including government, banking, finance, IT, and manufacturing. Her extensive certifications—ranging from NLP Practitioner to Stress Management Professional and Internal Auditing—complement her robust academic and practical expertise.

PARTICIPANT PROFILE

Senior and Middle level executives of private sector, public sector and government departments, HR professionals and trainers.

Organisational sponsorship is essential

VENUE

The programme is fully residential and the participants will be accommodated in air conditioned single occupancy rooms. The college does not provide accommodation for the family. The college is Wi-Fi enabled in a comprehensive way.

DURATION

The programme duration is 3 days starting from **June 23-25, 2025**. The participants are expected to arrive a day before commencement and may leave after the conclusion of the programme.

PROGRAMME FEE

Residential Fee: Rs. 43,700/- (US \$683 for foreigners) plus GST as applicable, presently 18% per participant. The fee covers tuition, board and lodging, courseware (in electronic form), and other facilities of the College including internet usage.

Non-Residential Fee: Rs.37,700/- plus GST as applicable, presently 18% per participant. The fee covers tuition, courseware (in electronic form) working lunch, and other facilities of the College including internet usage.

A discount of 10% on the Programme fee for three or more participants from the same organisation will be given, provided the payment is credited into our Bank account before **June 20, 2025**.

Note: Kindly forward us the details of Bank/Wire transfer of programme fee to poffice@asci.org.in for confirmation

Bank details are given below:

For Indian Participants :

Bank Account Number 62090698675
Beneficiary Name Administrative Staff College of India
IFSC Code SBIN0020063
Bank Name State Bank of India
Branch Address Bellavista Branch, Raj Bhavan Road, Somajiguda, Hyderabad - 500 082

For Foreign Participants:

Bank Account Number 62090698675
Beneficiary Name Administrative Staff College of India
Swift Code SBININBB327
Bank Name State Bank of India
Branch Address Bellavista Branch, Rajbhavan Road, Somajiguda, Hyderabad - 500 082.
Country India

MEDICAL INSURANCE

The nominees are requested to carry with them the proof of Medical Insurance. The sponsoring agency is required to endorse the nominees' medical coverage in the event of hospitalisation.

LAST DATE FOR NOMINATION

Please use the prescribed/attached form. Last date for receiving nominations is **June 20, 2025**. Kindly contact Programmes Officer for further details (contact details are given at the end of the nomination form).

LAST DATE FOR WITHDRAWAL

June 21, 2025. Any withdrawals after this date will entail forfeiture of the fee paid, if any.

ASCI ALUMNI ASSOCIATION

Participants of the College programmes will automatically become members of the ASCI alumni association.

CERTIFICATE OF PARTICIPATION

The College issues a Certificate of Participation on conclusion of the programme.

Programme Director
Prof J Swarnalatha
Email: swarnalathaa.j@asci.org.in

Administrative Staff College of India (ASCI) is taking all the precautionary measures and following all the norms (in light of COVID 19) to provide a safe environment for the participants who are visiting our Campus to attend the Training Programmes.



ABOUT ASCI

ASCI is the first management development institution set up in the country at the instance of the Government of India and industry in 1956 to impart state-of-the-art management education for practicing managers, a legacy that we proudly take forward with a strong alumni of over 1,76,500. We are proud of our alumni which includes the leaders of Indian industry and senior Civil Servants in the government, public sector undertakings to be a part of this unique organisation. We are thankful to you all for the support extended in the past and look forward to your continuing patronage in 2025-26.

Also, ASCI conducts customized programmes for Government of India, State Governments, Public Sector, Private Sector and various international organisations. Our experienced faculty bring to the table a wealth of academic credentials, rich industry exposure and act as a catalyst in the classroom discussions, case study analyses and tutorials. Our faculty also conduct international programmes which provide an exposure to the global best practices. In addition to this, faculty at ASCI also carry out large number of management research activities (typically about 100 each year) which helps them provide the much needed value addition in the training programmes. In addition, we conduct non-residential programmes at our New Delhi Centre as well as off-campus programmes at the venue of the client's choice.



Administrative Staff College of India

Bella Vista, Raj Bhavan Road, Khairatabad,
Hyderabad - 500 082, India.

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Mobile: 9246203535, Phone : 0091-40-66534247

Fax : 0091-40-66534356

College Park Campus

Road No. 3, Banjara Hills,
Hyderabad - 500 034.

Tel: 040-66720700 / 01 /02 /05

Fax : 040-66720725

Delhi Campus

C-24, Institutional Area
South of IIT, Behind Qutub Hotel
New Delhi-110 016.

Tel: 011-26962204, 26961750, 26961850

Nomination Form
Programme on

HOW TO COMMUNICATE WITH DIPLOMACY AND TACT

(June 23-25, 2025)

Nominee's Contact Information :

Name (Mr/Ms) :	_____	Date of Birth :	_____
Designation :	_____	Qualification :	_____
Organisation :	_____		
Address :	_____		
Phone(s) :	(Off) : _____	(Mobile) :	_____
e-mail :	_____	Fax :	_____

Sponsor's Details

Name of the Sponsoring Authority _____	Designation _____
Organisation :	_____
GSTIN No. :	_____
Address :	_____
	_____ Pincode : _____
Phone(s) :	(Off) : _____ (Mobile) : _____
e-mail :	_____ Fax : _____

Fee Particulars

Amount Payable :	Mode of Payment (DD/Chq/NEFT) :
Name of the Bank :	Date of Instrument/Transfer :
Instrument Number :	UTR Number for NEFT :

Medical Insurance

Name of the Insurance Agency	Policy Number	Validity upto
Note : Coverage should be available in Hyderabad, India		

Signature and Official Seal of the Sponsoring Authority :

NOTE : Forward nomination form to : **Mr. G. Sreenivasa Reddy, Programmes Officer**, Administrative Staff College of India, Bella Vista, Hyderabad-500 082. Phone : 0091-40-66534247, 66533000, Mobile: 9246203535, Fax : 0091-40-66534356, e-mail: poffice@asci.org.in