

# Communication & Social Skills

## Workplace Diplomacy

Diplomacy and tact are essential workplace skills which take time, patience and good judgement to develop as each person and situation is unique. By honing these skills, you will be able to convey your ideas or opinions without damaging relationships or causing offence.

## In this Module

Videoscribe explainer video, with professional audio (duration: 04:47)

English Subtitles

11 Expanded learning content blocks in the module format

'Check my understanding'  
5 Question knowledge check

## Top Tips

1. Actively listen to what's being said.
2. Respect the opinions of others.
3. Choose your words wisely.

