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# Diplomacy

## Definition

Respond to difficult, stressful or sensitive interpersonal situations in ways that reduce or minimize potential conflict and maintains good working relationships among internal and external customers. In a customer service or personal sense, the ability to recognize awkward or potentially embarrassing situations which sometimes arise. The skill to be aware of tone and careful choice of words, while at the same time ensuring that the intended message is clear, polite and readily understood.

**Key words:** Tact, Discretion, Peacekeeping, Subtlety

## Behavior Indicators:

1. Understands emotional components behind complex situations.
  2. Puts oneself in others' shoes.
  3. Interacts pleasantly and positively with others.
  4. Generally tactful.
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## PROFICIENCY LEVEL: Diplomacy

### LEVEL I

- Utilizes one basic approach in dealing with others.
- May occasionally make unintentional negative or offensive comments.
- Avoids situations where others share personal problems.

### LEVEL II

- Altruistic; goes out of the way to help.
- Courteous in all situations.
- Uses appropriate tone of voice in all situations.
- Effectively handles highly tense situations.
- Anticipates and prepares for responses.

### LEVEL III

- Utilizes multiple approaches in dealing with others.
  - Respectful and considerate of others' point of view.
  - Objective – doesn't interact using a hidden agenda.
  - Actively strive to understand the people and the data before making decisions and taking action.
  - Patiently wait for others to catch up and share their views before taking action. Includes others.
  - Carry out interaction in a respectful manner that maintains the dignity of all.
  - Use behaviors and language in dealing with people that are appropriate for workplace situations.
  - Handles and work through difficult or awkward interpersonal situations in a positive manner.
  - Deliver a difficult message with sensitivity to minimize negative impact on others.
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