What makes one set of words more convincing than another, and how can language best be put to work in the service of diplomacy, international relations, business, and all other aspects of contemporary life? This course promotes language awareness as a means of improving the skills of opinion shapers. Course topics include:

- Language as action
- Building relationships
- Securing agreement
- Framing an argument
- Persuasion
- Ambiguity
- Implicit communication and the 'unsaid'

I highly recommend this dynamic and thought-provoking course for all diplomats who wish to improve their communication skills, both as speakers/writers and listeners. Through Language and Diplomacy, Dr. Biljana Scott shares excellent tools to achieve our goals, not only by expressing what we want to say (and knowing what need not be said), but also by having a better understanding of the other party's intention through their utterances. A true key to mastering the art of diplomacy!

Nayeli Cecena, Press Attaché, Embassy of Mexico in Moscow, the Russian Federation

How does the course work?
In this highly interactive 10-week long online course, participants from around the world read and discuss course materials, sharing their experience and knowledge under the guidance of an experienced course facilitator. Participants complete a number of online activities and assignments to obtain a postgraduate-level course certificate. Course groups are limited to 25 participants.

Who should apply?
- Practising diplomats, civil servants, and others working in international relations or related fields
- Postgraduate students of diplomacy, international relations, and other relevant fields
- Staff of international and non-governmental organisations, journalists, translators, business people and others who wish to learn about diplomacy-related topics

To find out more about Diplo courses and to apply, please visit [http://www.diplomacy.edu/courses](http://www.diplomacy.edu/courses) or contact admissions@diplomacy.edu