

Essential Communication Skills

Tired of wasting time with the same people problems?
When did you last review your people skills toolbox?

Would you like to:

- Learn skills to reduce tension?
- Freshen your focus on building better people-connections?
- Tune into how you can increase respect in your relationships?
- Handle people-problems more effectively?

This one-day workshop covers the following:

- Setting an outcome for what you want to achieve
- Dealing with problems calmly
- Understanding others' thinking and rationale
- Developing a connection using non-verbal communication to build relationships
- Building respectful relationships
- Developing your listening to connect with others
- Learning a model to help you deal with problems/conflicts
- Skills to get your own needs met
- Developing win-win outcomes
- Dealing with values – an overview of managing differences

Date & time: Tuesday the 30th of October, 9.30am to 4.30pm
Tuesday the 27th of November, 9.30am to 4.30pm

Investment: \$128.00 + GST/person

Venue: Motel Sierra Conference Room, 26 Western Hills Drive

To register: Contact Barbara 021 434 778, email barbara@bjprojects.co.nz or

Register

www.bjprojects.co.nz/content/contact-us



Your trainer is Barbara Jaques, BBS, Dip. Mgt., ACC ICF, NCAET.

Barbara loves helping people find their bright spots and tap into their internal resources and excellence to get the outcomes they desire. She has a background in management, administration and human resources with a BBS in Human Resource Management & Employment Relations. She's also a Master Practitioner of NLP, a member of NZANLP, ICF certified coach and a licensed Transforming Communications Trainer.



"Very thorough, well-explained and very engaging. Very informative and essential to have positive outcomes and understanding when it comes to problem solving."

- Phillip Burt, I have a Dream Charitable Trust, Whangarei

"Well-facilitated, not boring. Material was specific – I like specific. She was relatable and constantly asked if we had questions before moving forward. I benefitted a lot."

- Vincent Nathan, I have a Dream, Whangarei

"Her content and the way she communicated with us was great. She allowed us time to reflect and gave us great examples. I gained a lot from it."

- Daisy Rogers, I have a Dream

"Gave me new/different methods to have good, effective conversations with any whanau/kids. Content easy to follow and relevant. Do it – if you want to have good long-lasting relationships in life, this course will help give you the tools you need to do so. Definite eye-opener."

- Jaycee, I have a Dream, Whangarei

"A very exciting and informative programme."

- Jonno

"Clear presentation, great role plays and simplified explanations. If you want to learn how to start dealing with conflict resolution, this is a great course."

- Tina Hetaraka, Whatuwhiwhi

"Barbara is a great trainer with enormous energy and enthusiasm for the subject. She is very clear and explicit – the subject matter was seamlessly presented."

- Terry Thomas, Kaitaia People's Centre

"Talked on my level and made it interesting with group interaction. Have taken on board some good ideas."

- Brett Southey, Fire and Emergency NZ

"Clearly explained the information. Encouraged participation through relevant activities. Encouraged feedback through workshop. Great presenting skills, well explained, easy paced workshop – well worth attending."

- Karena, Ngatikohu Station, Kaitaia

"The presenter Barbara was excellent. Clear, concise, thoughtful and very knowledgeable about her subject. An excellent day."

- Jackie Simkins, Switzer Residential Care, Kaitaia

"To be honest I came in with an "I'll know all of this already" attitude. But we went really deep, practiced skills and used real participant situations to role play. I'm leaving with lots to reflect on and new skills to practice."

- Anonymous

"We all think we communicate well – perhaps we don't. Sometimes we need to be taught these skills, especially to deal with certain situations. It was easy and relaxing, I learnt a lot and it will be helpful to make good decisions once you know what to do."

- Shirley Carruthers, Hospice Mid-Northland

