



Essential Communication Skills

A one-day workshop giving you the tools to build respectful relationships including:

- Setting an outcome & why it's important
- Handling problems calmly
- Understanding others' perspectives
- Developing connection using non-verbal skills
- Practicing your listening so others feel heard
- Learning a model to help you manage challenging situations
- Getting your own needs met
- Achieving win-win outcomes
- Recognising values differences – an overview

2019 Dates: 16th April 9.30-4.30pm
28th May 9.30 to 4.30pm
25th June 9.30-4.30pm
30th July 9.30-4.30pm
27th August 9.30-4.30pm
24th September 9.30-4.30pm
22nd October 9.30-4.30pm

Investment: \$128.00 + GST/person or In-house \$1500.00 + GST/day

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





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

Barbara loves helping people find their bright spots to 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.

"It made me aware that I already had the skills and gave me ideas and thoughts on how to use them more effectively. Barbara's delivery was perfect and kept me engaged all day... it is well worth it!!!"

- Georgie Whittaker, NorthTec

"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

"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

"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

"I felt that there were lots of different approaches, examples, stories and discussion to put everything into context. She listened to everyone's different scenarios and applied the course to suit – everyone got valuable learning time as individuals and in the group. This course will definitely help people to get a better understanding of the dynamics of communication. It provided tools which we can use to improve our personal and working relationships across the board, in various scenarios."

- Hayley Sharp, Northland Regional Council

"Really had some 'lights on' moments... was very pertinent to the situations I have been frustrated by at work."

Easy to understand, explained the course material well.

Good exercises and group participation. A fun day and very useful with something for everyone regardless of how good a communicator you think you are."

- Kat, Whangarei

"...Loved refreshing some excellent skills and reminding me how to approach certain situations. Covered a lot of amazing skills in one-day and showed us how to work through situations for all types and places – work, home, social, conflict etc... you will find you are more equipped to deal with so many different situations without needing to shout or walk away feeling like nothing was resolved... I feel empowered to deal with the world, knowing I have the skills to get through the good and the bad – certainly put things in perspective."

- H. Robinson

"Good pace, good information, clear & concise. Good interaction & participation – people felt welcome, kept time. It's a bit like repeating first aid courses every 2 years as it's an important topic to keep refreshing & there's always room for improvement. This will help you with all your relationships, at home & work & will help you assess situations & help you to have good outcomes. Good for handling conflict & managing people to build connectedness."

- Karen Grammer, Nth Regional Council

"For me it was a great extension of some things I already knew & a great introduction to some new strategies. I liked that the rules were set, time frames were kept to & we were encouraged to practice. Great content – easily digested & very do-able."

- F. Harris, Kindergarten Teacher

