

# People Problems?

# Workplace Communication



## Would you like to:

- **Feel confident** dealing with people
- **Influence others** while maintaining relationships
- **Resolve tension** effectively between people
- Develop **trusting relationships** quickly and easily
- **Build co-operation** and **gain the respect** of others

## Reduce your stress & increase your resilience using proven techniques that work!

You'll learn and practice precision skills for building and keeping relationships as well as discover new ways to:

- **Enjoy** productive and harmonious relationships at home and at work;
- **Easily facilitate** win-win solutions and confidently defuse conflict situations;
- **Calmly talk** through issues to achieve positive outcomes in any situation.

**Sept course:** Wed 30 Sept to Wed 25 Nov; 9 morning sessions, 9.30am to 12.30pm  
Venue - Colab, 17 Hannah Street, Whangarei

**October course:** Thurs 8 October to Thurs 3 Dec; 9 evening sessions, 6.00-9.00pm.  
To be delivered via ZOOM

**Investment:** **\$795.00** + GST. Includes course resources, tea & coffee

**To register:** Contact Barbara 021 434 778 or [barbara@bjprojects.co.nz](mailto:barbara@bjprojects.co.nz)



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



Hi! Would you like to reduce your stress? Increase your resilience? Connect with your children? Feel at ease in tricky people situations? I love helping people tap into their internal resources and knowingness to get what they want from life. My experience, NLP training and passion for learning and development has gifted me with tools and skills that I'd love to share with you. Come and join us on a 9-week journey and discover communication tools you never knew you had!

## About the Course...

The Transforming Communication course is founded on the vision of worldwide training in the use of leading edge skills to create co-operation and resolve conflict. It was developed by Dr Richard Bolstad based on his book of the same name. The conflict resolution model it teaches draws on NLP, solution focused approaches, effectiveness training and John Gottman's relationship research.

All Transforming Communication instructors have completed both the four-day training and a nine-day instructor training and are certified by Dr Richard Bolstad.

## What's in it for me?

This is both a practical and a skills-based training course. You'll be actively involved in the learning process so that you leave with the ability to communicate in new and more effective ways. And, you'll have the skills to:

- Build rapport with others quickly to gain their co-operation and trust.
- Increase others' ability to resolve their own difficulties and meet their own outcomes.
- Get others to respect your needs and co-operate with you.
- Resolve discipline and conflict problems in organisations or with children, without resorting to threats or punitive action.
- Create and activate solutions that truly meet your own outcomes as well as others'.
- Influence others successfully while keeping rapport.
- Discover how ownership, accountability and responsibility lead us towards our goals, whereas blame, excuses and denial take us away from them.
- Learn how to take control of your own thoughts, feelings and behaviours and become increasingly resourceful.
- Listen so others will talk and talk so others will listen.



**BJ Projects**  
Unlocking your potential

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## What others have said about the Transforming Communication course:

*"...outstanding and empowering 9-week course which I highly recommend... provides key principles and practical tools... engaging, energising, thought-provoking and great value. It made me more aware of how I have been communicating... and the style I default to in times of overwhelm and/or stress. There was so much significant learning..."* – **LM, Whangarei**

*"...Best course I've done. I recommend it for everybody."*  
– **NRC Employee**

*"Highly valuable. I believe everyone can learn/grow from this even if one's already a great communicator ... it's not rocket science, we all know this stuff, it's a matter of being conscious and becoming more agile at using the skills. To me that's what makes it different from other courses ..."*  
– **J.C.P**

*"Realised where my communication was breaking down and found the skills to use to make it better - it's amazing! Discovered communication issues and tools to improve in every area of life ... discover what you don't know about effective communication, practice new skills and see first-hand the difference it makes in all areas of your life."* – **V.H.**

*"Awesome structure - each week we learned more tools and reinforced the learning from the previous week. I feel like I learned a lot more with this approach. ... this course helps you develop the skills to use the information you're learning."* – **G.T.**

*"Informative & life changing in the way you communicate with family, friends, workmates and strangers. The most influential course I have ever been on."*  
– **Leanne Martinovich**

*"The content each week was gold for me. My relationship with my kids and husband has flourished. This course has helped build on the learnings already in me and has made me calmer and able to hear loud and clear. I don't feel the need to take it personally if someone doesn't share my view which is huge ..."* – **Jodi Hauraki.**

*"Great examples, storytelling and wonderful instruction while taking us through the material. Extremely worthwhile investment and everyone can take something from it."*  
– **Andrea O'Brien.**

*"[The course has given me] The confidence to participate actively in conflict resolution".* – **GT, Manager.**

*"Absolutely do it. You will learn things you already knew but didn't 'know'. The skills are invaluable providing you use them...reflective listening – so very empowering and the outcomes have floored me."*  
– **Lynn Freeman, Whangarei**

*"I've been doing this amazing course – it's been such a journey. I have learned so much about myself and my communication skills have improved so much. You should look into this course ... Everything has changed for me."*  
– **M Ryan, Whangarei**

*"A chance to develop communication skills (learn some new skills and improve on some existing skills), in a safe environment. There is so much to learn, and it is all relevant in both our professional and personal lives."*  
– **JC, Civil Defense Emergency Management, Northland Regional Council.**