

# Essential Communication Skills



**Wanting to refresh your people skills?  
This one-day workshop provides tools to build  
respectful relationships**

## Workshop content:

- 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



**Time:**

**Venue:**

**Investment:**

**To register:**



**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 credentialled coach and a licensed Transforming Communications Trainer.



*“Great to review and refresh my knowledge and skills and to see my colleagues and team participating and taking on new info. Really great day which Barbara manages to deliver so much learning, excellently.”*

**- Michelle Ryan, Northpower**

*“Barbara really listened and was clear. The material was relatable and understandable.”*

**- Vivienne, Northtec**

*“Extremely well presented, interesting and varied – found content useful and practical. This course has provided me with some very useful tools that I will be using ... this course nails it. Thanks.”*

**- Graeme MacDonald, NRC – Civil Defence**

*“Cuts through the noise and gets to the core facts of better communication.”*

**- Evan Morgan, On Design**

*“... well worth the time and investment. It makes you more aware that how you communicate can influence outcomes ... provides handy ‘tools’ in your communication skill-set.”*

**- Kelvin, Northhaven Hospice**

*“Content, ‘real life’ scenarios and the presentation of the info was excellent.*

*Looking forward to practicing it.”*

**- S. Boniface, NRC Kaitaia**

*“... you will learn some good techniques that will improve your communication ...”*

**- Lisette, Whangarei**

*“Lots of examples of how to better communicate and tools that I can take away & use in my everyday life. Not just at work but with all of my relationships.”*

**- Joanne Smith, NorthTec.**

*“Whether you need to learn to communicate or whether you need to refresh your skills, you will definitely take something useful home.”*

**- Dianne Ten Haaf, Your Services**

*“... excellent opportunities to share, be involved and learn from one another... great tutor!*

*Great visuals; encouraged participation; has an ‘easy listening’ voice.*

*Go for it! It’s a great introduction to problem solving!”*

**- Jo Holmes, Northtec**

*“Highly recommend – gives great building blocks for conflict resolution and not taking on others’ negative issues.”*

**- Louisa, Kensington Hospital**

*“Barbara opened my eyes to new approaches I could implement within my organisation.*

*Whilst I believe that I communicate well, this course has made me re-evaluate my approach.*

*Thank you. This is an ideal course for anyone considering entering a management role or even a higher level employee wanting to learn new skills when dealing with*

*everyday situations. A great day.”*

**- Roger Jones, NorthTec**

*“Lots of new ways of looking at and changing communication behaviours – a worthwhile course for anyone learning or reviewing how you communicate in personal and work relationship.*

*Teaches you how to self-analyse your verbal and physical reactions in relationships.”*

**- Nigel, Sport Northland**

