



One-Day  
Workshop

# Essential Communication Skills

## for Supervisors, Managers & Team Leaders

**A one-day workshop for growing confidence & creating engaging relationships.**

How good are your communication skills? Being able to communicate effectively is vital to succeed in the workplace. Communicating effectively allows you to express your ideas and views clearly, confidently and concisely, helping us better understand a person or situation and enabling us to resolve differences.

### Who should attend?

Supervisors, Team Leaders & Managers who want to communicate appropriately and clearly in any situation. This is a great workshop for everyone as the benefits can have a positive effect on every aspect of your life.

**“Most people do not listen with the intent to understand; they listen with the intent to reply.”**

- Stephen R. Covey

### Topics and learning outcomes

This workshop covers the fundamental skills required to create relationships and successful outcomes for yourself and others. You'll leave with an understanding of how to communicate with more clarity and impact, in any of your relationships. You'll learn:

- Vital skills to keep connected with others personally and professionally.
- How to create a focus for productive conversations.
- Ways to support others in need.
- How to get what you want while maintaining relationships.
- Strategies to effectively deal with disagreement.

**2021 Dates:** Thurs 21<sup>st</sup> October    Tues 23<sup>rd</sup> November    Tues 7<sup>th</sup> December

**Time:** 9.30am - 4.30pm

**Venue:** Colab, 17 Hannah Street, Whangarei

**Contingency:** *This workshop will proceed via Zoom if we are at L2 or above.*

*Start time will be 9.00am, finishing at 5.00pm.*

*Zoom details will be confirmed prior to the workshop.*

**Investment:** \$195+gst / person

**To register:** Contact Barbara on 021 434 778 or email [barbara@mindmoves.nz](mailto:barbara@mindmoves.nz)

Please ask us about booking your in-house workshop.



 021 434 778

 [barbara@mindmoves.nz](mailto:barbara@mindmoves.nz)

For testimonials, visit [www.mindmoves.nz](http://www.mindmoves.nz)

# What others have said about the Essential Communication Skills Workshop

TESTIMONALS

*"Day flew by – good learning with good examples and having the opportunity to have a go at what we were learning. Well worth taking a day out from work to take time for your own personal development."* - Vicki, Hospice Mid-North

*"... it left me hungry for more ... clear communication, great take home tools, fun, loads of energy, met new people and a good venue."*  
- Julianne, Northhaven Hospice

*"Highly recommend – fun learning environment, course content easy to take on board and well-communicated. Do it, you'll love it!"*  
– Tracey Gilmore, 155 Whare Awhina Community House

*"Motivational, new skills ... well worth it. Lots to learn."* – Nicki, Whangarei

*"Easily presented and well poised for the audience to get directly involved."* – Leo, Croft Poles

*"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 in 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

*"... well worth doing to open your perspective & provide ideas on how to deal with situations & look at (and listen to) different viewpoints ..."* - Kim, North End Contractors

*"... very informative and knowledge-enhancing workshop ... skills & techniques I learnt I'll be able to use in my day-to-day life both in and out of the workplace ... I would definitely recommend this workshop. I feel I've learnt more in one day than I have in a lifetime on the topics we covered."* - Hannah Borck, Kensington Hospital

*"I'm walking away with clarity on reflective listening & how it can build a better rapport with people. The workshop highlighted areas where I could improve in a positive way & respond to my team and family in the future. Gave great examples I could relate to ..."* – Megan, Whangarei

*"Content, 'real life' scenarios and the presentation of the info was excellent. Looking forward to practicing it."* - S. Boniface, NRC Kaitia

*"... 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.

*"This course will help you understand people better and help you to solve conflicts in constructive ways."* - 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

