



One-Day
Workshop
2023

Essential Communication Skills

for Supervisors, Managers & Team Leaders

A one-day workshop for creating engaging relationships & growing your skills.

When did you last review your communication skills? Communicating effectively is vital to succeeding as a leader both personally & professionally. Expressing your ideas and views clearly, confidently, and concisely, are skills that can be learned easily. When you can get your point across in a considerate manner as well as hear and understand others, you have the essential skills to resolve differences and easily generate win-win results.

Who should attend?

Supervisors, Team Leaders & Managers who want to communicate appropriately and clearly in any situation. This is a great workshop for employees new to leading offering techniques & tools to support people connection & problem-solving.

“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.

Dates: In-person delivery on Fridays: **13th Oct or 8th Dec 2023.**

Time: **9.30am – 4.30pm.**

Venue: **Motel Sierra Conference Room, 26 Western Hills Drive, Whangarei.**

Investment: **\$199+gst / person.**

To register: **Contact Barbara on 021 434 778 or email barbara@mindmoves.nz**

Please ask about booking your in-house workshop.

In-house workshops can be delivered either in-person or via Zoom and can be presented as a one-day option or over 2 x half-days.



021 434 778

barbara@mindmoves.nz

For testimonials, visit www.mindmoves.nz

What others have said about the Essential Communication Skills Workshop

TESTIMONALS

"Interactive – made it relevant to each persons' individual experience ... tailored content to each person's situation. Highly recommended ... Very valuable life skills and transferable to all situations." –

Morgan, Northhaven Hospice, Whangarei

"I enjoyed the range of activities – they helped put into practice the things we'd talked about. A great workshop for anyone who wants to understand different types of communication & get useful tools to improve ... in their professional and personal lives." –

Izzie Porter, Donovan Group

"... made me aware of my strong points & areas to work on & practice. Barbara did an amazing job and taught skills everyone can use on a day-to-day basis. She has a unique & positive way to connect with people." –

Elane, Donovan Group, Whangarei

"The workshop makes you reassess how you approach conversations or unhappy people and how to deal with issues. There's a lot to take away but, ... it's worth just picking up one learning and practice ... you can then start working on other skills." –

Jodie Hannam, I Have a Dream.

"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 Kaitaia

"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.

"... 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



021 434 778

barbara@mindmoves.nz

For testimonials, visit www.mindmoves.nz