

Workplace Communication

SKILLS

Win-win conflict resolution

Come along and learn how you can transform every relationship in just nine 3-hour sessions!

- Improve your relationships
- Confidently defuse conflict situations
- Find more time in your week
- Quickly understand others' perspectives
- Easily broker win-win outcomes

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

- Reduce your stress
- Achieve your outcomes
- Manage your time
- Direct others professionally

When: Nine Thursday evenings, 6.00-9.00pm
Starts: Thursday 4th May 2017
Where: Motel Sierra Conference Room, 26 Western Hills Drive
Investment: **\$795.00** + GST. Includes course resources, tea & coffee.
To register: Contact Barbara 021 434 778 or barbara@bjprojects.co.nz



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



Barbara has a background in management, administration and human resources with a BBS in Human Resource Management & Employment Relations. She's a Master Practitioner of NLP, a member of NZANLP, ICF certified coach and a licensed Transforming Communications Trainer. She loves lighting up minds to spark excellence and facilitate change so that individuals can get the outcomes they desire.

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.



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

"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**

"An awesome course to learn new skills for communicating with everyone in your life. You will be amazed at what you didn't know about how you interact with people. Thank you Barbara for a great nine weeks of opening new doors in communication."

– **C. Harris, Whangarei**

"Invaluable if you are wanting to improve or learn more effective communication skills which will benefit all aspects of your personal and professional life. ...it is never too late to change and this course can have such a positive effect on your relationships with others."

– **D. Sullivan, NorthAble Equipment Plus, Whangarei**

"Learning to use the skills you already have in a more conscious and productive way. Finding out about yourself...totally enlightening and life changing."

THANK YOU!! – **R. Svenson, Kensington Dental Centre, Whangarei.**

"Life and relationship enriching, eye opening and great realisation of how to use sub-conscious skills. Barbara is a charismatic and skilled teacher with great knowledge in this field and awesome enthusiasm!" – **A Conaghan**

"Life changing! My confidence has increased in all areas of my life. I now look forward to communicating instead of burying my head in the sand. Everybody has a reason for how they think/act. It's up to me to find that reason before I think/act." – **Taryn, Administrator**

"...has opened a world to me which I didn't realise was there... allows you to navigate around problems/situations which otherwise may have created conflict... allows you to create a more harmonious work and home environment." – **K Watson, Director**

"I would definitely recommend this course... encouraged me to think before I act and be less judgmental."

– **SB, Co-ordinator**

"A good course to understand good communication. Great opportunity to reflect on current communication style and improve." – **S Joyce, Manager**

"Barbara did a great job of presenting her course content in an easy to understand manner."

– **George, Team Leader**