



POSITIVE, SOLUTION-FOCUSSED COMMUNICATION

OBJECTIVES

Service business relies on good communication in order to leverage relationships. This program is designed to improve communication for more effective leadership and managing people helping businesses grow from good to great.

At the end of this program, participants will be able to:

- Identify elements of non-verbal and verbal communication
- Demonstrate active listening and collaborative communication using improvisational strategies
- Recognise the effects of stress on communication and use strategies to minimise and prevent the stress response
- Cultivate a growth mindset approach to mistakes
- Use negotiation strategies to enable collaborative communication up and down the hierarchy.

Typically structured as an initial workshop with follow up coaching as required.

Contact Hannah at hfitzgibbon.nz@gmail.com or by calling 0279780972 to discuss a workshop.