



A Looking@advisory Webinar

A two-part series on communication skills for leaders

Part 1

When: Thursday, 3 October 2019, 10:00 - 11:00am
Registrations Close: 9:00am, Thursday, 3 October 2019

Part 2

When: Thursday, 10 October 2019, 10:00 - 11:00am
Registrations Close 9:00am, Thursday, 10 October 2019

Why is something so natural, so difficult?



This series has been created for your team members who are starting the path to leadership and management. **The key to success in all leadership and management roles is the ability to really communicate, not just to be understood, but to understand.**

Over two sessions they will learn not only how to communicate with clients and colleagues, but also understand why it can be so confusing and difficult.

Part One

We explain why communication becomes so confusing and difficult when in reality it can be so simple. The focus is on improving everyday communication which results in reduced frustration, costs and rework.

Highlights are:

- An understanding of what ineffective communication can cost us in frustration,



- downtime, dollars and teamwork
- An overview of the basics to communication which we tend to overlook
- The tools to effective communication
- The constraints to effective communication
- The myths and facts relating to communication

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Part Two

This session looks at the more difficult conversations that a leader or manager can have. Attendees will have increased confidence to provide feedback and the skills to manage more difficult situations.



Highlights are:

- Formal vs. Informal communication networks, their pros and cons
- Giving professional and respectful feedback (including giving feedback on the run)
- Communication and Gen Y or Millennials
- Is there such a thing as a Generation Gap?
- Communicating with those difficult situations (courageous conversations)
- Practical exercises!

Your Presenters

Viv Henderson

Viv has a Bachelor of Commerce and she is a qualified Accountant. She started her own staff development and training business twenty-five years ago, for local organisations within the Otago/Southland region and this quickly developed into Canterbury, then throughout New Zealand.

Viv is regularly involved working on-site with client's and front-line staff. She has a wealth of industry experience and is more than capable of adapting to her client's needs. She is also a regular speaker at conferences.

Leo Wenborn

Leo has been involved in staff development and HR for over 30 years, in roles which have included National Training Manger, HR Manager and Industrial Engineering to name a few.

Although he has many qualifications (including Management, Human Resources and Psychology) his extensive hands-on practical experience in business turn the "words" into reality.

He understands when dealing with people and companies that each situation is unique and does not always come from a text book.

What You Will Get

Each attendee will receive a complete training package

- Webinar slides
- Link to webinar recording (review or catch up if unable to attend the live webinar)



Cost (incl GST):

Each Webinar: Standard, \$175.00 Loyalty, \$150.00

The Series of Two: Standard: \$320.00, Loyalty \$275.00

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