

# Communicating With Confidence



## Short Online Learning Sessions To Improve Your Key Communication Skills

Presented by International Leadership and Team Development Specialist and Executive Coach, Caryn Walsh

The Centre for Community Welfare Training, in conjunction with Pure Magic International Business Solutions, is pleased to present this exciting new series of 1.5 hour training sessions that will give you the skills, tips and strategies you need to communicate with confidence in any workplace setting or situation.

Communicating with Confidence		Date	Price	Join Session
All sessions	Complete Series Communicating with Confidence	Attend every session	Bulk purchase discount \$175	<a href="#">ENROL NOW</a>
Session 1	Does anybody ever listen to me – or to each other?	Monday 28th September 9-10.30am	\$50	<a href="#">ENROL NOW</a>
Session 2	Why can't we just get along? Getting people to understand personalities and work better with each other	Thursday 15th October 9-10.30am	\$50	<a href="#">ENROL NOW</a>
Session 3	Why don't people understand me? Say what you mean and mean what you say	Thursday 12th November 9-10.30am	\$50	<a href="#">ENROL NOW</a>
Session 4	Dealing with difficult people in the best way – once and for all	Thursday 3rd December 9-10.30am	\$50	<a href="#">ENROL NOW</a>

See page 2 for session descriptions.

Every session comes with pre-work, a workbook to use throughout the session, and post-work in the form of reflective questions for participants to answer and share with your teams if you choose.

For enquiries contact CCWT: [ccwt@ccwt.edu.au](mailto:ccwt@ccwt.edu.au) or 02 9281 8822

## Presenter: Caryn Walsh

Caryn Walsh is an international Leadership and Team Building Specialist and Executive Coach who heads up Pure Magic International Business Solutions.

She and her team provide strategic vision, planning and leadership development to their clients, with a special focus on the Australian NFP sector, helping executives and leaders and teams down the line optimise their ability to successfully compete locally and nationally.

She also runs Empowering Women to Thrive Programs in organisations in Australia and Fiji, with a focus on helping women at all levels gain the key skills they need to thrive in their roles.

Caryn has won five national and international Awards (including Coach to the 2016 Australian CEO of the Year) for her role in developing leaders and teams internationally and helping CEOs and women to thrive in all aspects of their lives and careers.



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### Recognition

2017	Best Implementation of a Blended Solution (Australian Institute of Training and Development – AITD)
2016	Coach of the Australian CEO of the Year (APAC)
2015	Finalist Australian Learning and Development Professional of the Year Award (AITD)
2015	Finalist Australian Woman in International Business Award (Premier's NSW Exports Awards)
2014	Winner Highly Commended Award for Organisational Effectiveness (AITD)

### Session descriptions

#### Session 1

##### **Does anybody ever listen to me – or to each other?**

Active listening is supposedly easy, but it is the hardest of all the interpersonal skills to master. And what a difference it makes when we do it well, particularly in our home and workplace relationships.

This thought-provoking online session provides valuable techniques and tips for developing effective listening skills that you can use in any situation – with children, family, work colleagues and partners.

You will learn about the five different types of listening, the importance of interpreting body language well, the challenges of active listening such as differing cultural interpretations, the role that status and power have in active listening, and listening with empathy when dealing with people who are struggling with life's issues.

#### Session 2

##### **Why can't we just get along? Getting people to understand personalities and work better with each other**

Let's face it, we're all different! When it comes to the workplace, sometimes our differences work for us, and other times ... not so much.

When we refer to personality types, we are talking about the parts of our personality that make us unique. For example, are you quiet, or can you always be counted on to say your piece right there and then? Are you a tidy person who gets annoyed with a 'messy' colleague? Are you a planner who gets frustrated by the 'last minute' work approaches of others?

This session will help you understand and appreciate different personality types, so you can work effectively together to achieve strong workplace outcomes.

#### Session 3

##### **Why don't people understand me? Say what you mean and mean what you say**

Communication breakdown happens all the time. And when it does, we often think that it's the other person's fault.

Have you ever walked away from a difficult situation feeling angry with yourself because you didn't stand your ground, or left things unsaid? On the contrary, perhaps you 'let the other person really have it', telling them exactly what you think of them.

There are key rules around having your say that will ensure the people around you understand the points you are making and the intention behind your message.

Assertiveness will be a key focus of this interactive session, together with clarity and clear thinking. By the end, you will have the strategies and tips you need to help you mean what you say and say what you mean.

#### Session 4

##### **Dealing with difficult people in the best way – once and for all**

You know the type! The difficult boss, or the colleague, who never stops talking, or asking questions. Or tries to get you to do their job. And then there's Bill, The Bulldozer, who never listens and whirrs his way into a room, creates havoc and whirrs out.

Perhaps you are dealing with Sally Sniper, who is great to you, but has a variety of not-so-nice things to say when you aren't around. Don't forget Vanessa Victim. She feels like the world is against her and never stops complaining.

Join us for this practical and informative online session that will teach you how to deal the challenging people who cross your path.

