

Nimue

Oak
Consulting

Communication Waves

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Surf the Communication Wave and make it a great conversation!

Chances are you have occasionally got dumped head first into the sand, scraped on the reef or dragged out in the rip on the tide of your communications. This tends to affect how well you **handle the next wave**.

Communication is a dynamic place. Whether energy fades into nothing or becomes a rideable wave depends on numerous factors. There is natural tension when you see a wave approach. Are you well positioned for the best and fastest place to drop in to the wave? Are you ready to walk the board?

Find the sweet spot and **increase your expertise for maximum balance, stability and maneuverability**. But watch out, you can still end up eating sand!

Communication is the exchange of thoughts, messages and information. It is a **simple process** yet **prone to complex nuances** making it subject to failure. This **highly interactive one-day workshop** will provide a common approach and key understanding of how humans communicate and interact.

- ▲ Discover your communication style - its strengths and weaknesses
- ▲ Explore the effects of communication
- ▲ Discover effective communication strategies
- ▲ Lay the foundation for consistent quality interactions with customers, managers and your peers



Managers and team leaders are the prime example to team's in **how to respond and behave in all levels** of work interactions. This workshop is a **great way to mix different teams** and leadership levels and **build better relationships** within your organisation.

Key Outcomes

Surf the Communication Wave and make it a great conversation...

- Understand and use the communication process effectively
- Identify and respond to particular learning and communication styles
- Identify and manage miscommunication
- Active use of verbal, written and body language elements
- Improved interactions with customers, managers and peers
- Improved team work, morale and job satisfaction

Your Facilitator

For many years, Simone has worked in the service industry enabling business and cultural change in Government bodies, large corporates and other commercial enterprises. Through a variety of consulting, coaching, mentoring and training programs, Simone positively affects the lives of many people, individually and within the work environment.

Change happens through the individual multiplied by the team, building a dynamic force. Simone supports employees, from grass-roots to directors, to embrace change, energise others and break down barriers, as well as to be customer focused, responsible and accountable, to achieve excellence in a realistic context. She creates the possibility for you to re-energise and inspire.

Simone is tertiary and industry qualified specialising in customer service, strategic planning, organisational development, change management and human resources as well as specific industry qualifications in IT, Contact Centre and Service Desk. This includes being a member of the HDI International Certification Standards Committee, ITIL Master and ICMI Senior Call Centre Management. In addition, she holds qualifications in various therapeutic techniques successfully incorporated into corporate environments.

Our interactive style is a toolbox of techniques, simply fantastic, fun and memorable ensuring synchronicity in the mind, body and ethos of a company.



"Simone's passion and enthusiasm delivering the courseware was inspiring and motivating."

"Simone is an excellent trainer who is flexible, professional and can also adapt a program to suit the customer's needs. We achieved outstanding results which went on to support our overall service improvement program. Highly recommended!"

"Very enjoyable. Frameworks and models well presented, activities challenging and principles well explained."

"Thank you Simone! Your knowledge, sense of humour and vast experience made this course extremely interesting & relevant. I'd attend ANY of your courses!"

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