

2024



communicate
POWERFULLY

Programme Overview
**Communicate
Powerfully**



communicate
POWERFULLY
Inspiring Change

Are your people asking for training to help them get better at speaking up in meetings and getting their message across clearly?

Have you got a capability gap and need your people to improve their communication skills?

Do you need a communication training programme that's rated highly by past participants?

What is Communicate Powerfully?

Communicate Powerfully is a workplace training programme designed to develop the communication capability of participants. The results of this programme are driven by individually set goals and programme outcomes determined by each participant.

As a result of participating, your people can become highly effective at building relationships with all stake holders, influencing decisions and outcomes while inspiring and driving positive change within your organisation.

This programme will empower people at every level of your organisation to confidently communicate in a way that leaves people feeling respected, listened to and clear on how to proceed.

'Communicate Powerfully is our most popular in-house training course provided to staff. We consistently have applications throughout the year. Sometimes people are waitlisted for over 12 months to get on this programme.'

*Sonia-Appleby Maine, Learning & Development
Tauranga City Council*



Your Programme Facilitator - Carly Shorter

I work with people who are open to growth and ready to make a bigger impact through their work. With a background of over 14 years as a radio presenter I bring a communication focused, positive psychology approach to training, facilitation, and coaching.

To achieve success in your work, it's about increasing your self-awareness and building strong relationships. By looking at the impact you're making in every moment you can take ownership of how you are influencing those around you. Developing your communication skills is one of the greatest things you can do for yourself, and those around you.

I have been with the Council for nearly nine years and have done multiple courses but this one I can say honestly was the most beneficial programme I had the pleasure of attending. The skills that I have learnt are skills that I apply to my day-to-day activities. This completely changed the way I do things and if I had the chance to do it again, I would in a heartbeat.

Stuart Kokaua - Health & Safety Coordinator

More About Carly:

After entertaining the airwaves as a radio presenter across New Zealand and Australia for 14 years, I switched gears. In 2010, I launched my own public speaking training venture, diving into the exhilarating realm of entrepreneurship.

Yet, by 2012, the siren call of a new challenge led me to a role as a national sales manager, where I inherited a keen team of seven scattered across the Kiwi nation.

This savory stint in leadership stirred up a medley of insights on how to lead, motivate, and drive a team's performance using the magic wand of effective communication and CliftonStrengths TM .

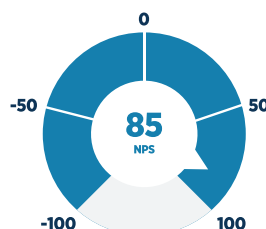
Fast forward two and a half years, and presto! The organisation doubled from 500 to over 1100 members nationwide, orchestrated by a lively ensemble of 15 regional managers.

Now, at the helm of Communicate Powerfully, I'm on a crusade to share the power of effective communication. My style of facilitation? It's a cocktail of engaging, playful, and purposeful. I'm here to help individuals harness their awesome and echo their impact in the workplace.



With a net promoter score of 85 - This programme is currently running in:

**NET
PROMOTER
SCORE**



Communicate Powerfully programme overview

INTRODUCTION TO COMMUNICATE POWERFULLY

- Set the foundations for our Communicate Powerfully programme.
- Introduce Be R.E.A.L – a powerful framework to communicate powerfully and effectively.
- Set individual learning outcomes for the programme.

INTERNAL COMMUNICATION

- Introduce our three self-development principles: Own it – Step up – Stay curious.
- The origin of your communication.
- The impact your internal dialogue has on your life.

COMMUNICATION STYLES

- Four communication styles.
- Your dominant style, its strengths and challenges.
- How your style can help and hinder you when communicating.
- Appreciating other communication styles and their value.

THE ART OF LISTENING & ASKING GREAT QUESTIONS

- The difference between active and distracted listening.
- How your communication style influences how you listen.
- Types of questions and when to use them.

THE POWER OF VOICE & BODY LANGUAGE

- How you really communicate.
- How to use your voice for maximum impact.
- Discover techniques to use non-verbal communication effectively

WRITTEN COMMUNICATION

- How your communication is received.
- A four-step process to help you write effective email communication.
- An easy planning process to ensure your words are well received.

ASSERTIVE COMMUNICATION & CONFLICT

- Assertive communication and the impact of communicating below the line.
- Ways you can be more assertive in your communication at work.
- Reframing conflict so you see the value in our differences.
- How to turn conflict into an opportunity with the L.A.S.T technique.

VITAL CONVERSATIONS & FEEDBACK

- What are vital conversations and the impact of avoidance.
- How to plan and deliver a vital conversation effectively.
- How to maintain connection and get value from being on the receiving end of a vital conversation.

DEVELOPING EMOTIONAL INTELLIGENCE

- Understanding what emotional intelligence is.
- How to identify, understand and use your emotions to build relationships.
- The toxic four behaviours and how to shift them above the line.

STORYTELLING

- Understanding the components of a story and the types of stories you can use at work.
- Framework for crafting stories.
- Three storytelling principles.

POWERFUL PRESENTATIONS

- Discover a framework to become an A.C.E presenter.
- Tools to change your state and move above the line to connect with your audience.
- How to create engaging content and delivery ideas.

PARTICIPANT PRESENTATIONS

- Programme review and wrap up of learning and growth



Communicate Powerfully Learning outcomes

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| 1 | The profound impact of mindset and emotional intelligence on your communication. |
| 2 | Navigating diverse communication styles to enhance dialogue. |
| 3 | Mastering the art of active listening and the power of insightful questions. |
| 4 | Strategies for effective written communication and constructive feedback. |
| 5 | Leveraging your voice and body language to make every communication count. |
| 6 | Engaging in essential conversations with assurance and empathy. |
| 7 | Crafting and delivering impactful presentations that captivate and motivate. |

Participant Feedback – 2023

This is hands down the most valuable course I have ever completed, and I hope you realise how much each of us are taking away from your amazing energy and wealth of knowledge!

Nicky Hamilton - Waikato Regional Council

I joined Communicate Powerfully open to the opportunity to learn new perspectives and ways of communicating. I didn't realise the depth, comprehension, and utter joy each module would bring me. While out of my comfort zone at times, Carly created an environment where learning was encouraged, thoughts understood, and ideas welcomed.

Beau Vipond - Junior Project Manager

I found Communicate Powerfully to be an incredibly insightful, useful, and motivating course.

Laura Walker - Environmental officer

I have been with the Council for nearly nine years and have done multiple courses but this one I can say honestly was the most beneficial programme I had the pleasure of attending. The skills that I have learnt are skills that I apply to my day-to-day activities. This completely changed the way I do things and if I had the chance to do it again, I would in a heartbeat.

Stuart Kokaua - Health & Safety Coordinator

I feel so much more confident in myself, my communication, my work – this course has honestly given me so much more than I could have ever hoped for – I am so grateful. Thank you for the opportunity to.

Rachelle Young - Property Coordinator

The course material itself is incredible and beyond thorough. Presented in an easy-to-follow and an easy-to-understand way, each session seems to build upon the previous one, so that skills are learned and continually improved upon. Great course – highly recommend.

Raj Yama - ICT Digital Services

Ready to get started?

Book in a discovery chat today: carly@communicatepowerfully.com or 027 235 9575