



WORKSHOP PROPOSAL

STRENGTHENING COMMUNICATION WITH A FOCUS ON CUSTOMER SERVICE

WORKSHOP RATIONAL

YouthLine has been a trusted youth support service nationwide for over 45 years. We have been providing education and training to the greater Wellington community for over 15 years, tailoring each session to meet the needs of the organisation and community - irrespective of age groups.

Our country has a diverse population and larger volumes of our varied communities are now connecting with support and corporate services.

This workshop will build on staff members' ability to communicate with empathy to customers and each other. Developing and practising strength-based communication techniques will be a core principle within our workshop programme.

WORKSHOP DESCRIPTION

Youthline Wellington will design and deliver a 3 hour long workshop at your premise, for staff members who are in customer service or coaching roles. Group sizes are limited to ten to twenty-five participants.

The content will cover strength-based communication skills with a focus on empathetic interpersonal skills.

The workshops will be delivered primarily by Shannan Wong, a Youthline Wellington Supervisor with over 10 years facilitation and customer service experience.

Information and materials will be disseminated through interactive activities, open discussions, small group work and handouts.

AIM

The aim of this workshop is to introduce effective communication skills and integrate these into practice.

OBJECTIVES

The objectives of this workshop are to:

- Inform staff of the benefits of strength-based communication skills
- Practice empathetic and strength-based interpersonal skills
- Develop strategies to connect and communicate with a range of community members
- Reinforce current customer service abilities
- Encourage constructive communication in order to make positive change
- Learn more about each other and selves

IMPLEMENTATION

DRAFT WORKSHOP PROGRAMME

Introduction (10 minutes)
Check In Activity (10 minutes)
Ice Breaker (15 minutes)
Grounding Activity (5 minutes)
Facilitated Brainstorm on Listening (15 minutes)
Facilitated Diversity Discussion – Understanding ourselves and others (15 minutes)
Empathy & Reflection small group exercise (15 minutes)
Break (10 minutes)
Check in (5 minutes)
Discussion on Constructive Communication and Practical Implementation (15 minutes)
Facilitated Discussion on strength-based Communication Skills (10 minutes)
Practical Scenario Exercise (20 minutes)
Support and Self Care Conversation (20 minutes)
Debrief, Questions & Comments (10 minutes)
Wrap up (10 minutes)
Evaluation form (5 minutes)

ESTIMATED FEES

10 - 25 participants:	\$350.00 + GST
Approximate fees include: Estimated costs for administration, resource materials and Facilitator fees	

EVALUATIONS

YouthLine will request a short evaluation sheet be filled out after the Workshop has concluded, these will be collected by the facilitators to be collated and fed back for professional and workshop development.

Additionally a short online survey will be sent to the leadership team a month after the workshop to gather feedback from a people leaders perspective.

FACILITATOR BIOGRAPHY

Shannan Wong has been a member of YouthLine Wellington since 2003, whilst simultaneously completing a BA in Criminology from Victoria University of Wellington. She has held processing officer and Team Leader roles in the Authentication Unit at the Department of Internal Affairs (2009-2016) and has presented at multiple international conferences as an advocate for document legalisation.

Her work history can be found at www.linkedin.com/in/shannanwongnz