

How to improve the way you relate and work with others...

This 2-day course offers you insights into what makes people 'tick'. Here you'll learn...

- ✓ How to **improve your communication and relationships** at work (and home)...
- ✓ Understand **workplace dynamics and tension**; why your boss or a colleague might be great one day and difficult the next...
- ✓ How to **deal with difficult clients, parents, team mates, superiors or confronting situations**...
- ✓ How to recognise & avoid patterns of behaviour that end in the same negative outcomes...
- ✓ How to **create better agreements** with others and avoid assumptions...
- ✓ Understand team dynamics, how to **manage people better** and be a great leader...

Book early and save \$110!

Plus be one of the first 7 to book and get two 30 min coaching sessions **FREE** worth **\$200!**

26th – 27th August 2017, Papamoa Community Centre
Use Code SAVE110 by 10th August to Save \$110...

Call Mandy on **027 398 1744** or book online
mandylacyconsulting.nz/ta101

"I feel like I know a secret that others don't, on how to get the best out of people using a simple set of communication tools."

Liz, Coach

"Mandy is incredibly knowledgeable and she has the experience to back it up."

Damon, Company Director

"I will find benefits in both my personal & professional lives...I had more than one 'a-ha' moment!"

Neil, Ops Manager

"...I would not hesitate to recommend this course to those with an inquisitive nature... Mandy is warm, accepting & jolly knowledgeable."

Erin, Counsellor



Mandy Lacy
International TA
Trainer & Supervisor