

THE START OF A NEW CHAPTER: MARANDA'S SKILLS FOR LIFE JOURNEY

LEARNER STORY

A NEW BEGINNING AT FULTON HOGAN

Maranda had only been with Fulton Hogan for a couple of months before joining the Skills for Life course. With a background in office and print roles, she initially saw the job as just another opportunity. However, by the end of the programme, her mindset had shifted dramatically:

"When I started with Fulton Hogan, I just wanted a job, but after Skills for Life, I feel confident to pursue a leadership role."

The course helped her develop skills that made a real impact both at work and in her personal life.

BECOMING A BETTER COMMUNICATOR

Although Maranda already considered herself an effective communicator, she discovered valuable new insights—particularly the importance of listening over talking. She worked on increasing eye contact, improving body language, and reducing interruptions, while also learning to be more understanding and assertive.

This had a direct impact outside of work, particularly in conversations with the nursing staff caring for her father. Instead of complaining, she focused on asking the right questions, listening to their responses, and making assertive yet respectful requests.

ACHIEVING WORK-LIFE BALANCE

A session on time management encouraged Maranda to reassess her priorities. She identified responsibilities that weren't essential and made changes, leading to a sense of relief and more time for what truly mattered.

SETTING AND REACHING GOALS

Through learning about SMART goals, Maranda set clear objectives for herself—some of which she has already achieved, including passing her Class 2 license. Another goal was to communicate more with different people, which she successfully accomplished.

DEVELOPING PRACTICAL WORKPLACE SKILLS

Maranda also gained valuable problem-solving skills in mathematics, adopted a more solutions-based mindset, and became more aware of personality and cultural diversity in the workplace. She confidently showcased these new skills through a well-prepared speech and a creative PowerPoint presentation.

AN INSPIRATIONAL TUTOR

One of the most profound lessons Maranda took from the course came from observing her tutor:

"To be honest, my biggest takeaway from the course was my tutor! Watching her non-judgmental, unconditional love and care for all her students taught me to see the good in everyone. It has helped me look deeper at people and recognize their qualities and strengths—especially those who frustrate me. That's been really big. Thank you."

TUTOR & MANAGER FEEDBACK

Maranda's tutor noted her enthusiasm from day one:

"Maranda was highly engaged from the beginning of the course, making the most of the learning and being a supportive and contributing member of the group. She had many 'lightbulb' moments and applied her learnings every week. It has been really pleasing to see how much this course has improved her life, both in and out of work, and to hear about her new leadership aspirations."

Her manager, Ashton Paparao, also saw a transformation:

"Prior to attending Skills for Life, Maranda was unsure how to navigate her way through a new career. We talked a lot about dealing with change positively. Post Skills for Life, she has learned to bring her past experiences, knowledge, and strengths into her new role in civil construction."

A BRIGHT FUTURE AHEAD

With her newfound confidence, communication skills, and leadership aspirations, Maranda has proven that the Skills for Life programme is not just about learning—it's about transformation.



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