

FINDING HIS VOICE: CALEB'S JOURNEY WITH ASPIRE2 WORKPLACE COMMUNICATION

LEARNER STORY

A LIFE-CHANGING EXPERIENCE

For Caleb, the Aspire2 Workplace Communication programme was more than just a course—it was a turning point in his life. Reflecting on his experience, he described it as:

"One of the best things that has ever happened to me."

Having faced years of bullying and ridicule due to his stutter and fast-paced speech, Caleb had always resisted his mother's offers for speech therapy, held back by pride and embarrassment. However, under the guidance of tutor Paul, he found a new approach—one that not only helped him overcome his speech challenges but also restored his self-confidence.

SPEAKING UP AND STEPPING FORWARD

A key moment in Caleb's transformation came when he began actively participating in team Daily Stand-Ups and individual conversations during the Sunday shift. His growing confidence soon led to an even greater challenge: leading and managing the Sunday day shift.

Initially, the responsibility felt overwhelming. Managing a team of peers, ensuring high-quality work, and stepping into a leadership role without prior experience created significant stress and uncertainty.

BUILDING LEADERSHIP THROUGH COMMUNICATION

At first, Caleb struggled to give instructions without sounding overly demanding. But as he applied the communication techniques he had learned, the role became easier each week. He embraced key skills such as:

- Active listening—prioritising understanding over simply replying
- Building rapport with team members beyond work-related matters
- Explaining the reasoning behind processes to encourage buy-in
- Seeking opinions and fostering collaboration
- Maintaining confident body language and a friendly tone in conversations

EARNING RESPECT AND LEADING WITH CONFIDENCE

Caleb believes that these newfound skills have not only helped him earn respect but also fostered mutual respect among his team members. He acknowledges that such effective communication techniques were something he would never have attempted prior to completing the programme, and he is grateful for the valuable lessons it has taught him.

The Aspire2 Workplace Communication programme didn't just help Caleb find his voice—it empowered him to use it.



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