

# Striving for Stronger Communication:

## Strive Community Trust Empowers Staff with Workplace Skills



Strive Community Trust plays a vital role in supporting families and individuals across South Auckland, but like many community-focused organisations, they faced internal communication and documentation challenges that impacted service delivery. Aspire2 Workplace Communication partnered with Strive to provide a tailored training programme designed to build skills and confidence across the team..

### The Challenges: Clearer Communication, Safer Outcomes

Strive's employees are deeply committed to their community work, and the nature of their roles requires clear communication, detailed documentation, and confident decision-making—skills that needed strengthening. Team leaders noticed:

- Gaps in following health and safety procedures.
- Difficulty de-escalating hostile situations with clients.
- Incomplete or unclear written documentation.
- Miscommunication between staff and management.
- Low confidence when giving instructions or feedback



### Programme Goals: Communication, Confidence, and Capability

The Aspire2 Workplace Communication programme was designed to directly address Strive's needs. The key goals included:

- Improving oral communication and active listening.
- Developing confidence in giving instructions and constructive feedback.
- Enhancing written communication and understanding of documentation.
- Strengthening knowledge of health and safety practices.
- Building numeracy and financial literacy.
- Encouraging teamwork, leadership, and a solution-focused mindset.

As one staff member said, "I have learned to talk to my team leader in a way that she receives the message."

### The Results: Speaking Up, Writing Clearly, and Leading With Confidence

From the outset, learners embraced the programme, resulting in measurable gains in both skill and confidence.

#### Improved Communication and Team Dynamics:

Learners developed active listening and assertiveness strategies, learning how to de-escalate conflict and approach challenging situations with a calm and professional tone. "I've learned everyone has different types of communication



## STRIVING FOR STRONGER COMMUNICATION

styles,” one participant shared. “I now approach people in a calm and friendly tone and give others a chance to speak up.”

### Clearer, More Accurate Documentation:

Staff learned how to write effective emails and complete reports correctly. “I have more confidence in myself with writing comfortably, knowing I can correct myself if I need to,” said one learner. Another added, “I’ve learned how to write down minutes for our unit meetings—just the key points, not a whole novel!”

### Health and Safety Awareness:

From incident forms to PPE protocols, health and safety understanding grew across the team. One participant commented, “I got injured at work and knew exactly how to fill in an incident report because of this course.”

### Financial Literacy and Numeracy:

Learners developed budgeting skills and a better understanding of payslips and KiwiSaver. “This programme gave me confidence with numbers—it’s helped me at work and at home,” one participant explained.

### Problem Solving and Leadership:

Using root cause analysis tools like the “5 Whys” and A3 thinking, learners tackled real workplace challenges. Teams proposed continuous improvement projects like developing a digital platform for forms and improving internal photo documentation processes.

## Strengthening People, Strengthening Strive

The Aspire2 Workplace Communication programme has provided Strive Community Trust staff with practical communication and problem-solving skills that support safer work practices and more effective service delivery.

As a result, staff are more confident in their roles, better equipped to manage conflict situations, and able to contribute more efficiently both within the organisation and in their interactions with the community.

The programme has helped build internal capability and skills to manage client facing situations, in a way that aligns with Strive’s commitment to supporting South Auckland whānau through a skilled and resilient workforce.

### Key business impacts:

- ✓ Better communication with clients and management
- ✓ Greater attention to safety
- ✓ Stronger problem-solving skills.
- ✓ Financial literacy improvements benefiting both work and personal life.
- ✓ Personal growth with workplace impact



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