

BUILDING CONFIDENCE TO SUPPORT OTHERS: PAULINE'S STORY

LEARNER STORY

EARLY UNCERTAINTY

Pauline, a Kaimahi with Te Whakaruruhau (Waikato Women's Refuge) was sceptical about her participation at the outset of the programme and appeared uncertain about the learning experience.

This changed once she became familiar with the tutor's interactive, supportive, and learner-centred approach, and recognised the classroom as a safe and respectful environment in which to learn collaboratively.

ENGAGED AND REFLECTIVE

Pauline demonstrated strong commitment, attending all sessions and engaging thoughtfully with the content.

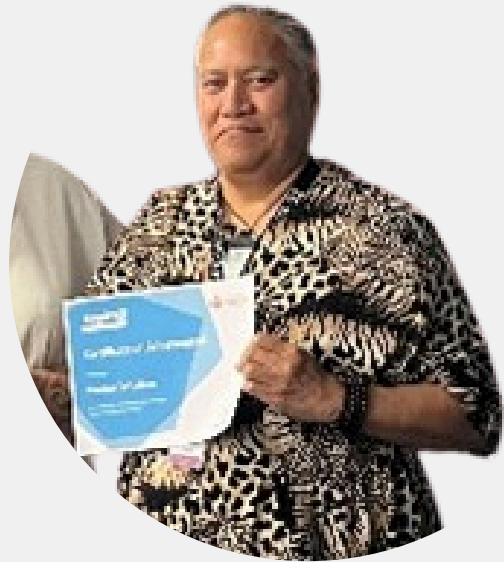
She valued the opportunity to reflect and think differently about situations in both her work and personal life.

*"These sessions really make you think... I really enjoy it."
"They ask me about it upstairs and I say 'I love it'"*

STRENGTHENING KEY SKILLS

She responded particularly well to learning about body language, wellbeing, and problem-solving. A key outcome was improved listening – taking time to understand before responding.

"Aspire2 has helped me tune my listening skills, not to rush things in my brain, listen, don't judge."



SUPPORTING HER MAHI

Despite feeling anxious, Pauline successfully delivered her graduation presentation, sharing how she had applied her learning in her work and with her whānau.

She now communicates with greater confidence, listens more effectively, and responds more thoughtfully – strengthening her ability to support others in her role and contribute positively to her team.



aspire2

Workplace Communication

☎ 0800 423 888

✉ workplacecommunication@aspire2.ac.nz

🌐 workplacecommunication.co.nz