

## Course 5: Relationships, Communication & Conflict Resolution

Welcome!

This worksheet is designed to help you reflect on your current wellbeing, clarify what matters most to you, and start building habits that support a balanced and fulfilling life. Take your time with each section. There are no right or wrong answers—just insights to help you understand yourself better.

**NOTE:** This course is not a suitable replacement for counselling, therapy, coaching or any other medical or mental health professional care.

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### Worksheet 2 – Effective Communication

**Purpose:** Improve listening and assertive communication.

#### Conversation Reflection

Situation / Conversation	How I Listened	My Response / Communication	What I Could Do Differently



**How to Access Further Support in New Zealand:**

- Free call or text 1737 any time for support from a trained counsellor
- Lifeline – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)
- Youth line – free text 234, call 0800 376 633, webchat at [youthline.co.nz](http://youthline.co.nz), DM on Instagram @youthlinenz, message on Whats App 09 886 56 96.
- Samaritans – 0800 726 666
- Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)
- Depression Helpline – 0800 111 757 or free text 4202 To talk to a trained counsellor about how you are feeling or to ask any questions
- Anxiety NZ – 0800 269 4389 (0800 ANXIETY)
- Contact your local GP
- Dial 111 for immediate support