

Neuro-Linguistic Programming – Recreating Excellence in the Workplace



Focus on: **The Manager** **The Specialist** **Spotlight Programme** **Hands-on Skills**

Course Overview

Neuro-Linguistic Programming (NLP) is the science and the art of creating and recreating human excellence in all areas of communication and influence. The processes examine the effective habits of highly motivated top performers in both business and social situation, enabling them to adapt their behaviours and skills to any given situation.

Within the business world NLP is now seen as a vital skill to improve the effectiveness and impact of communication, not only with clients, but with colleagues and friends alike. By examining in detail how they achieve their outcomes it is possible to reproduce and hone best practice for the good of the individual, team and organisation.

This course will convey a greater understanding of yourself and others, and it will show you how to manage your emotions in productive rather than destructive ways. You will learn how to handle emotions in relationships, persuasion, negotiation and teamwork, and hence how to create well formed outcomes to enable yourself and others to set realistic goals and meet them. You will develop cutting edge and crystal-clear communication skills, a deep understanding of body language and its impact on other people, and you will understand how to build lasting relationships with friends, colleagues and customers alike.

Course Objectives		This Course is ideal For:	
1	To study how people process information	✓	Leaders and professionals who want to grow in personal power, authenticity, and integrity
2	To examine a model for determining values and motivation	✓	Managers seeking to communicate more effectively with others
3	To provide insights into thinking strategies and processes	✓	Individuals aiming to motivate themselves and inspire their teams
4	To understand non-verbal communication	✓	Professionals wishing to develop positive, constructive thinking habits
5	To consider how to use enhanced communication skills	✓	HR and culture champions focused on creating emotionally healthy, productive workplaces with an open, positive culture
6	To put yourself in others shoes in order to understand them more completely		
7	To recreate excellence again and again		
8	To create trust and rapport with friends and colleagues		
9	To create well-formed outcomes and action plans		

Course Content

Day	Theme	Coverage
1	Self Awareness	<ul style="list-style-type: none"> Key concepts of NLP The relationships between NLP and Emotional Intelligence

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		<ul style="list-style-type: none"> • Connecting your feelings for greater self-awareness • Eliciting emotions • Noticing your unconscious messages and following your intuitions • Self-talk and what it means • Maslow’s Hierarchy of Needs • Internal and external referencing
2	Self Regulation	<ul style="list-style-type: none"> • Self-confidence and what it means • Overcoming self-limiting beliefs • The concept of Time-lining • Phobias, fears and unpleasant situations • Sub-modalities, what they are and how to utilize them • Changing unwanted behaviours and emotions • Perceptual positions • Well-formed outcomes • Building “high performance states” • Anchoring
3	Motivation	<ul style="list-style-type: none"> • Logical levels of change • The importance of values in motivation • Eliciting values for yourself and your organisation • The secrets of motivation • Setting goals that motivate • Creating a positive future for your organisation • Testing your well-formed outcomes • Stepping into the future
4	Empathy	<ul style="list-style-type: none"> • Sharpening your senses to the signals others are sending you • Communicating first impressions • The secrets of body language • How we communicate • Filters to communication • Understanding the science of lying • How to build lasting rapport • Climates of trust • Modelling – how others do things
5	Social Skills	<ul style="list-style-type: none"> • Language and thinking patterns • The importance of eye movements in relation to language patterns • Perceptual positions • Metaphors – telling the same story in a different way • Reframing a tool to persuade and inspire people • Listening for clues and powerful persuasion tactics

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	<ul style="list-style-type: none"> • Matching and mis-matching • NLP in the workplace – how to use the tools
Course Assessment	Certification
<p>Participants will be assessed on:</p> <ul style="list-style-type: none"> Participation in sessions Completion of exercises & case studies Performance in assessments 	<p>Upon successful completion of the course, participants will receive a Certificate of Successful Completion, along with a Transcript of Marks showing the performance by grade in each element of assessment and overall.</p>
Course Instructor	
<p>This internationally-acclaimed speaker has over 25 years of experience in teaching human behaviour and communication. He has delivered innovative development courses to a wide range of organisations throughout the UK, USA, Europe, Asia and the Middle & Far East.</p> <p>His background is both intriguing and impressive: after undertaking his degree he worked in journalism for national newspapers and the BBC. He then rose to become a senior officer in the Merchant Navy, and thereafter he held commercial and training roles in several famous-name blue-chip organisations.</p>	