

EXECUTIVE WORKSHOP

Neuro Linguistic Programming : The Dynamics between Mind, Language and Behavior Towards Developing Personal Excellence



Decide with Confidence

Neuro Linguistic-Programming (NLP) is a method of programming one's mind and body through careful attention to the things we say, do, feel and think. Over the years great amount of work has been spent to break the concepts into the simplest form so that humans of all ages can learn and apply the techniques to programme themselves to their desired behaviour.

NLP has been successfully used by individuals to motivate themselves as well as by coaches to help people attain better results in life and work. In recent years, NLP techniques have made their mark in the fields of Sales, Marketing and Customer Service, to name a few. In merging NLP techniques with Personal Excellence, the individual is guaranteed to **increase rapport** with others, increase **self-management skills**, **improve work processes** and **build resources** to cope with challenging, new and difficult situations.

What makes this programme worth attending is that it is designed such that a person with absolutely no knowledge of NLP will leave the programme with the ability to apply at least four **NLP Presuppositions** in their daily work, to use the **Perceptual Position** technique to increase understanding of others', to **manage one's own state** at all times and to **Reframe** negative situations to positive.

Keeping in view the NLP Presupposition, "the learning is in the doing", this programme is structured such that sixty per cent of the time, participants are involved in learning the process by participating in the process. The remainder forty per cent of the time is dedicated to lectures to equip participants with the technical knowledge and for group discussions.

This course has been designed to maximize learning by using the latest in adult learning technologies and human development. The strategies implemented are experiential learning, lectures, presentations, demonstrations and personal sharing.

On completing this programme, participants will be able to

- ✓ Establish and maintain empowering relationships;
- ✓ Manage states of minds and moods in stressful work environments to optimize effectiveness;
- ✓ Keep control, maintain optimal states of mind and keep cool in the face of problems or other people's actions;
- ✓ Handle difficult and stressful situations; and
- ✓ Utilise the NLP framework for turning problems into opportunities.

Course Contents

Day One - Introduction

- Understanding the programme objectives
- What is NLP?
- A brief history of the origins of NLP
- Identifying Own Representational System
- Techniques to Building Rapport with person of a different Representational System

NLP Presuppositions (Part 1)

- Understanding NLP Presuppositions

NLP Presuppositions (Part 2)

- Application of NLP Presuppositions in work situations

Building Empowering Relationships with Customers and Colleagues

- Creating Rapport
 - Matching and Mirroring
 - Pacing and Leading
- Exercise: Role play to practice the strategies to build rapport

Increase Understanding of Self and Others

- Understanding the Representational System (Eye Accessing Cues)

Stop MIS-Communication – Get Results from Effective Communication

- Identifying the 3-factors that cause Mis-Communication
- Setting the Conversational Frame when communicating with others
 - Outcome Frame
 - Ecology Frame
 - Evidence Frame
 - As if Frame
 - Backtrack Frame

Windows of Perceptions

- Understanding the other Person's Point of View
 - 3-steps to Clarity
 - Stepping into the other's shoes

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Day Two – Eliciting Resourceful States to Attain Emotional Freedom

- State Management for Stressful Situations
- Create Anchors for Resourceful States
- Learn Techniques to Fire Resourceful States

Changing Challenges into Opportunities

- Understanding the Fundamentals of Reframing
- Context Reframing
- Content Reframing

Designing Successful Dialogues

- Stop Jumping to Conclusions
 - Understanding the Meta-Model
- Successful use of Silence

Influencing Skills – Successful Negotiations

- Class Exercise: Role plays with real-life scenarios.
- To have successful negotiations using the NLP techniques.
- Feedback from Trainer and Peers

Understanding Needs

- Understand the Neurological Levels of Development
- Use Neurological Levels to Understand Needs
- Steps to Pacify an Upset Colleague

When Something Doesn't Work, Try Something Else

- Understanding the TOTE Model
- Using the TOTE Model to develop a Strategy of Excellence

Closing reviews and summaries.

For Whom

Middle to Senior Management and Group Leaders (For organization members that are leading teams and want higher and more effective involvement and contribution from team members.)

About the Facilitator – Ms Rachpal Tulsi



Rachpal Tulsi received her undergraduate degree in psychology and politics from Swinburne University, Australia and Masters degree in Education and Human Development from George Washington University, USA. She also holds a Master's Certification in NLP and uses NLP extensively in her consultancy, training and coaching. She is also Timeline Therapy™ & Hypnotherapy Certified Practitioner.

She specializes in the areas of Customer Excellence, Performance Excellence, Organisational Restructuring, Organizational Development and Change Management. Rachpal's coaching expertise includes working with leaders, teams, students and individuals in life or career transitions.

In addition to her work as a coach, Rachpal over ten years experience in training and organizational development. As an organizational development consultant, Rachpal has had extensive experience working with top management to conceptualize strategies for communicating the organizational mission and vision to its employees and the successful immersion of new employees to the organization.

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Date: 20 & 21 August 2008, 9am – 5pm
Venue: Grand Plaza Park Hotel, City Hall

Fee: [] S\$970 for D&B Subscriber [] S\$1070 for Non-subscriber
(Includes materials, refreshments and lunch)

EARLY BIRD – Fax in your registration before 21 July 08 to receive a 10% off usual fee or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off usual fee

Fax the completed registration form to 6318 7832

Participant(s) Information

Name 1: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 2: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 3: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Company's Information

Name of Company: _____
Address: _____ **(Postal Code)** _____
Telephone: _____ **Fax:** _____
Liaison Officer: _____ **Job Title:** _____
Email: _____ **(DID):** _____

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Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 7 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company.
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