

## **Communication Excellence using NLP: Impact of Industry 4.0**

Do you not understand why people perceive things differently when communicating with each other?

Are you interested in learning how to apply NLP to boost your communication skills?

### **Introduction**

Drawing on psychology, linguistics and Neuro-Linguistic Programming, it teaches you how to interact effectively with colleagues, bosses, officials, family and friends. It provides invaluable training in key NLP-based methods and presents powerful exercises that will increase your ability to manage, market, sell, influence, inspire and innovate. Communication is a process of sending and receiving information among people. Humans communicate with others not only by face-to-face communication but also by giving information via the Internet and printed products such as books and newspapers. Many people believe that the significance of communication is like the importance of breathing. Indeed, communication facilitates the spread of knowledge and forms relationships between people.

### **Program Objectives**

This program aims to:

- Have increased self-understanding to make you even more effective in the workplace
- Build and maintain rapport
- Understand how verbal and written language and its use has a direct impact on the effectiveness of your communication with others

### **Learning Outcomes**

After completing this program, participants should be able to:

- Enhance skills in human communication
- Enhance feedback skills
- Build confidence in resolving conflict and seeing others' points of view
- Set and achieve goals, be aware of how to move things forward in a new way
- Be aware of what behaviours to change to get the results you want

### **Who should attend?**

Non-managerial, First-line management and anyone who wants to be an influential communicator and improve personal and professional relationships.

### **Methodology**

Case studies, forum discussion, role-play, presentations, gamification

## Program Outline

<b>Time</b>	<b>Day One</b>
<b>9.00am– 10.30am</b>	<p><b>NLP and Communication</b></p> <p>In this initial module, the candidate would learn the fundamentals of NLP, the evolution of NLP and also the requirement to apply NLP. Then, the process of human resource communication and personal perception is introduced to integrate with the concept of NLP.</p>
<b>10.30am-11.00am</b>	<b>Break and Networking</b>
<b>11.00am-1.00pm</b>	<p><b>Learning the Fundamental of NLP</b></p> <p>To master NLP, the participants would learn the fundamentals of the verbal and non-verbal message. The participants would learn how to observe and apply active listening before entering the heart of NLP.</p>
<b>1.00pm-2.00pm</b>	<b>Lunch Break and Networking</b>
<b>2.00pm-3.30pm</b>	<p><b>NLP Communication Model</b></p> <p>The NLP communication model explains how we process the information that comes in from outside us and what we do with it inside. In this workshop, participants would learn why people treat their perception differently. The participants would realise the ever-changing world of communication.</p>
<b>3.30pm-4.00pm</b>	<b>Break and Networking</b>
<b>4.00pm-5.00pm</b>	<p><b>Know about Your Internal Representation System</b></p> <p>Primarily an internal representation is created when we represent the outside world to ourselves internally. We take information through our senses, and we make internal representations (NLP – terminology) of what we take in. In this module, the participants would learn the internal representations that we make that can consist of pictures, sounds, feelings, tastes, smells and self-talk. These often present themselves to us in the form of thoughts.</p>

<b>Time</b>	<b>Day Two</b>
<b>9.00am– 10.30am</b>	<p><b>Seeing the Situation from Multiple Perspectives</b></p> <p>NLP has many applications; conflict resolution is one particularly useful way of using NLP. In NLP we have a saying that ‘the map is not the territory’. Your map at any given time is your interpretation of events around you; the same is true of the people whom you interact with. The participant would learn the principle of triple position - the self, the other and the observer. The participants would learn the skills on how to learn to have a more holistic perspective in any situation.</p>
<b>10.30am-11.00am</b>	<b>Break and Networking</b>
<b>11.00am-1.00pm</b>	<p><b>Change Belief in Communication Skills</b></p> <p>The effectiveness of communication depends on the beliefs between the communicator. To be a communicator expert, the participants are trained on how to identify the presuppositions of NLP. At the same time, the participants are taught on the behavioural flexibility in this module.</p>
<b>1.00pm-2.00pm</b>	<b>Lunch Break and Networking</b>
<b>2.00pm-3.30pm</b>	<p><b>Change emotional states with NLP</b></p> <p>The participants would learn the concept of association and dissociation that affects our emotional states. Also, participants would learn to identify the anchoring experience and boost emotional awareness in changing emotional states with NLP. Also, the application pattern of interrupt helps to mould the emotional states with NLP.</p>
<b>3.30pm-4.00pm</b>	<b>Break and Networking</b>
<b>4.00pm-5.00pm</b>	<p><b>Achieving Communication Excellence using NLP</b></p> <p>The last session is the practice session to enable participants to apply all the concepts learnt. Peer learning is applied</p>