

Did You Really Mean That?

Course Code: 1146

Course Duration: 2 or 3 hours

You may or may not realize from the words you choose, to the conversations you have, to the questions you ask, to your body language, different parts of you speak volumes ... although it may not be what you wanted to communicate!

Do you or others express your goals positively or negatively, prefer to increase pleasure or decrease pain, notice what things you have in common with others or notice what is different, or think in terms of the past, present, or future? Do you typically communicate in general or precise terms? Are you motivated by what is necessary rather than by what is possible?

Understanding yourself as well as others is a critical element to effective communications. Achieve your desired outcome by building rapport and understanding the role of congruence through techniques such as Neuro-Linguistic Programming. This course will help you understand yourself and others, and help you make subtle changes to everyday activities that will drive the business and personal results you desire.

Course Description: This course identifies ways to understand the deeper meaning of a conversation and arms you with immediate and impactful techniques to get you your desired outcome.

Topics List:

- Define the art and science of Neuro-Linguistic Programming
- Achieve your desired outcome
- Understand the importance of rapport and congruence
- Use your senses
- Understand context
- Questions to ask for deeper meaning
- Use language to build rapport and understanding

Outline

1. Neuro-Linguistic Programming
 - a. Define the art and science of NLP
2. The outcome
 - a. Understand who bears the responsibility for communication
 - b. Understand your target market
3. Importance of rapport and congruence
 - a. Starts with attitudes, values, and beliefs
4. Use your senses
 - a. Visual, auditory, kinesthetic, gustatory, and olfactory

5. Understand context
 - a. Pleasure or Pain
 - b. Matching or Mismatching
 - c. Possibility or Necessity
 - d. Past, Present, or Future
6. Using Language to Build Rapport & Understanding
 - a. Generalizations
 - b. Deletions
 - c. Mind reading
 - d. Cause and effect
 - e. Presuppositions

Who Should Attend: Managers, employees, executives, project managers, team leaders, functional leaders, technical specialists, subject matter experts, trainers, team members and project leads.