

CO 001: Effective Communication & Interpersonal Skills with Neuro Linguistic Programming (NLP)

[2-Day Program]



Overview

The purpose of this program is to impart the necessary NLP communication, influencing and interpersonal skills to participants, so that they would be able to apply them at work effectively. Emphasis will be given to train the participants on the NLP methods and techniques in providing excellent communication and persuasive skills to win the heart of customers. They will also learn professional NLP methods to deal with difficult customers and challenging situations.

Learning Outcomes

Upon completion of programme, participants will be able to:

- Understand the importance of excellent NLP communication skills
- Master the NLP interpersonal skills
- Build trust and relationship with customers
- Help to identify customers' needs
- Apply effective persuasive skills
- Solve challenging issues and problems
- Giving effective feedback
- Build long term relationship and customer loyalty
- Help the company achieve the prestigious image of a service oriented organisation
- Master professional interpersonal skills
- Learn effective presentation skills

- Master the essential effective bonding skills

Who Must Attend.

Anyone that has interest in improving their communication skills and interpersonal skills.

Course Detail

Day 1: Achieving Excellent NLP Communication Skills

- Module 1** **What is NLP Communication Skills?**
- Results Of Survey on Communication Skills
 - Create An Impactful First Impression
 - Positioning Of Pleasant Personality
 - Master The Power of Perception in Interpersonal Skills
- Module 2** **Master The NLP Bonding Skills**
- Values come from the heart more than techniques
 - Values drive our attitudes and motives
 - Focus on Customers' Expectations
 - People don't care how much you know .The know how much you care
- Module 3** **Effective NLP Interpersonal Skills**
- Understand the feeling of others
 - Questioning Skills
 - Understanding Customers' Emotional And Logical Needs
- Module 4** **NLP Listening Skills & Handling Difficult Situation**
- How To Do Total Listening
 - How To Break Preoccupation
 - Drifting Eyes Mean Drifting Mind
 - Listening Is The Highest Form Of Persuasion
- Module 5** **How To Overcome The Barriers To Effective Communication**
- Understand the barriers
 - How To Overcome the Barriers
 - Satisfying Internal/External Customers' Needs Or Wants
 - Solving Customers' Problems
- Module 6** **Improving Your EQ In NLP Communication Relationship**
- The research by Harvard University on the co-relation between EQ and Interpersonal Skills
 - Improving Your EQ
 - The components of Effective EQ in Interpersonal Skills

Module 7 How to Build Strong Rapport & Bonding With Others

- The Process Of Building Interpersonal Trust
- The Payoff for Strong Bonding
- Building Excellent Relation Skills In Your Life
- How To Be Good As A Credible and Likeable staff

Day 2: Interpersonal Skills

Module 8 How To NLP for Better Collaboration

- Understanding Conflict of Collaboration
- Egos, Emotions And Attitudes
- How to use NLP for better inter-collaboration

Module 9 Master The Secrets of NLP Impactful Interpersonal Skills

- Master the NLP Influencing Skills
- How To Sell Your Ideas
- How to Convince Customers

Module 10 Using NLP Matching & Mirroring Skills to Influence Others

- How To Match & Mirror
- How to use Words, Tone and Body Language to Influence
- How to use NLP Pacing and Leading Skills

Methodology

A combination of Learning techniques will be applied: hands-on activities, role play, group discussion & presentation, evaluation tests, class lectures, case studies and real examples. The course will be intensive but practical and highly interactive. Participants will participate actively & ask questions during the programme.

Course Leader

MR. CASEY TEE

Negotiation Skills Master Trainer , USA

LIMRA Certified Agency Management Trainer,USA

Certified Personal Peak Performance Trainer

Certified Personality Sales Trainer

Certified EQ Master Trainer

Master Trainer of Presentation Dynamic ,USA

LIMRA Certified Personality Sales Trainer,USA

Wilson Learning Certified Sales Trainer

NLP Master Trainer

Sun Tzu's Strategic Planning Master Trainer

Certified Financial Planner Lecturer (C.F.P)

Mr. Casey Tee, a 28 years training specialist is acclaimed as one of Malaysia's most dynamic and inspiring public speaker since 1985 and has steadily increased his stature as one of the leading sales and negotiation speakers in this region. He holds a Bachelor Degree in Applied Economics from University of Malaya in 1987 and a Diploma in Management from the US thereafter.

Fluent in three (3) languages (English, Bahasa Malaysia, and Mandarin), he is an extremely sought after training specialist both locally and internationally. He is reputed to one of the leading authorities in this region on the subject of project negotiation, change management, Sun Tzu's Art of War, Master Trainer of sales and sales management training, customer service, attitudinal training, and motivation programs. The impact of his lively, entertaining, and creative training concepts have inspired his participants to attain excellence and peak performance in their organizations.

He was a licensed trainer of **Negotiation International Corporation** of the United States of America in the areas of negotiation training programmes. He is also a **licensed trainer of Sales and Negotiation in Project Management** of the United States of America in the area of **Management Planning & Execution** training programs.

Mr Casey has personally conducted negotiation skills training for: UDA, Sime UEP, UEM, IOI Property, IJM, SP Setia, Ecoworld, Mid Valley, KLCC, Prasarana, DHL Supply Chain, Genting Berhad, West Port Berhad, Petronas, Johnson & Johnson, Nissan Motor, Continental Tyre, SAP, HP, IBM, ACER Computer, Great Eastern Life, Prudential. Uni Asia, ING, AIG, Asia Life, Takaful Malaysia, Bank Negara, Tokyo Marines, Oriental Bank, BHL Bank, Hock Hua Bank, Southern Bank, Mead Johnson, Sara Lee, Carlsberg Marketing, PERMANIS, Bank Negara, AIA, Uni Asia, Tokio Marines Insurance, Pacific Insurance, MSIG, Maxis, Sime Darby, CIMB Wealth Advisors, Maybank, Prudential Assurance, Goodyear Tyre , Atos Origin, Motorola, National Panasonic, ManuLife (formerly known as John Hancock Life Insurance), Zurich-MCIS, American Home Assurance, HLA, AIG, Tractor Malaysia Berhad, Ford Motor, Tan Chong Motor, Proton and Axa Life Singapore, to name a few and many more.

Course Fee

Request For Quotation For In-House Programme

Certificate

Upon successful completion of this program, you will receive a Certificate of Attendance.

Certificates are distributed on the final day of the program.

Payment mode:

Please make payment to:

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BANK: MAYBANK

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1. BANK IN CHEQUE

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*Note that we DO NOT take any payments during the event.

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4. Interbank Transfer- You can also opt to use GIRO transfer.