How would you feel if the people you are communicating with (be it customers, colleagues or even family members) will listen, understand and do what you say? How much better will the world we live in be for us? Too good to be true? Learn proven easy-to-use scientific approaches to realise your communication skills.

Being able to communicate effectively is an important asset. It can create superb rapport with colleagues and customers alike, increase sales and help you achieve and contribute towards your success and progression as well as theirs. So, why wouldn’t you want to be a better communicator?

This programme incorporates tools and ideas used in Neuro-Linguistic Programming (NLP) that make a real difference by enhancing and developing your communication skills to achieve significant results. By understanding how to use all your senses, using different styles and levels of language patterns and re-writing your thinking process you can achieve the things you want to at the workplace.

LEARNING OUTCOMES

Upon completion of this programme, you will be able to:

- Be more persuasive – learn the essential skills to influence and inspire
- Improve confidence – with the skills to communicate effectively, your self esteem and self worth will be elevated to new levels
- Work better with others – develop the flair to interact well with others
- Use your mind to its full potential – use both sides of your brain to achieve maximum output
- Enhance quality of working life – make better choices and discover new directions
- Know yourself and others better – having a greater understanding of yourself and those around you will make you a better listener
- Motivate yourself and others – enhance your own and others’ performance
- Become more creative – solve problems and make better decisions
- Become a better communicator – communicate with integrity and clarity

DESIGNED FOR

Anyone who needs to communicate effectively, including those in:

- Sales
- Marketing
- Customer Services
- Project Managers
- Managers

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PSMB SCHEME

70% training grant (for eligible SMEs)
(early bird and group discounts are not applicable for
those who apply for programmes under this training grant.)

PERSONAL MASTERY

PROGRAMME OUTLINE

Day 1

Introduction
- Understanding how different methods of communication affect your work
- Recognise good and bad communication
- Communication channels and its contribution

The brain
- How to use the left and right side of your brain to achieve its full potential
- Change the way you think by re-wiring your brain, breaking habits and thinking more positively
- Learn how the unconscious mind affects our thinking

Communication
- Human interaction and levels of communication
- Making messages clearer, more effective and persuasive
- Conscious and subconscious communication
- Impact of beliefs and values on communication
- Empathetic listening and deep level communication

Day 2

Language
- What words to use to encourage better communication, how to use body language to build rapport
- Advance language patterns that access the subconscious

Meta Modelling
- Generalisation, Deletion and Distortion
- Probing for key words and Meta Models
- Understanding the language of the mind
- Pacing and leading for effectively influencing others based on their Meta Models

Action Planning
- Develop an NLP action plan to take your new skills forward

LEARNING FACILITATOR

Main Facilitator
Daniel Wong Che Hoong, MIM-CPT
Certified Master Trainer (National Federation of NLP, US)
Certified Professional Conversational Hypnotherapist (IAPCH, US)
Certified Specialist Practitioner in Neuro-Hypnotic Repatterning (SNLP, US)
CEI Pt I & II (Council of Engineering, UK)

Alternate Facilitator
Dr Lai Chong Teng, MMIM, MIM-CPT
DBA (UK), M Eng. (University of Mac Master, Canada), BSc (Mech) (Strathclyde University, Scotland),
Diploma (Mech Eng) (Technical College, M’sia), Associate Consultant (MIM)

ADMINISTRATIVE DETAILS

FEES:
- Member: RM1,280
- Non-Member: RM1,370
(inclusive of the 6% GST)

DURATION: 2 days
TIME: 9:00 am - 5:30 pm
DATES:
- 17 - 18 February 2016
- 25 - 26 April 2016
- 18 - 19 July 2016
- 19-20 October 2016

For registration and further information,
Please connect with Public Programme Team.
publicprog@mim.org.my