

Centre for Continuing Education

Communication excellence with NLP

Eleanor Shakiba

Discover how Neuro Linguistic Programming (NLP) can transform your communication. Learn to lay the foundations of strong communication, short-circuit power games, re-program responses to difficult people, detect non-verbal clues which reveal someone's unspoken message, make an unpalatable message easy to digest and smoothly navigate your way through conflicts. Master practical techniques you can apply immediately to enrich your personal and professional communication.

At the conclusion of the 2 days you should be able to:

- Use an NLP model of communication to increase your influence
- Code a message to pass through perceptual filters
- Calibrate someone's state, using eye accessing cues and language patterns
- Build rapport by matching verbal and non-verbal communication patterns
- Respond resourcefully to five key communication styles
- Use the Perceptual Positions model to understand others' positions
- Use "yes and" and conflict maps to handle disagreements.

Please bring a light lunch and/or refreshments for each day.

Eleanor started her career as a writer and theatre director, then in 1994 entered the training and development field including time as a training manager at the University of Sydney. She now works as a training consultant, specialising in the areas of presentation and communication skills, creative thinking, management development and business applications of NLP.

DATES/TIMES: 9am-4.30pm on 2 Saturdays, 31 October & 7 November

FEE: \$250

COURSE LOCATION: The venue for this course can be found on your tax invoice/receipt enclosed under "Course Information". Please allow enough time to locate your course venue on the day.

"The views expressed in this course/activity are those of the presenter and do not necessarily represent the views of The Australian National University"

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CRICOS Provider No. 00120C

T: 61252892

F: 61255938

E: enrolments.cce@anu.edu.au

I: www.anu.edu.au/cce