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Course: Initiation to Neuro Linguistic Programming.

Objectives: To present the basic techniques of NLP as applied to Sales, Human Resources, Customer Service by Phone and other departments in the organization

Target group: Anyone who needs to improve their communication skills_

Student-centred Objectives:

At the end of the course the trainees will be able to:

1. Conduct a formal / informal business meeting professionally & elegantly based on the information obtained from the other person.
2. Understand each type of “client” whether internal or external and know the most appropriate way to deal with them at every moment.
3. Use a series of verbal and non verbal techniques designed to obtain information from the client & explain the psychological reasons for their use.
4. Obtain greater value from the time invested en communicating with others.

Duration: 9 hours