



Effective Business Communication

A 1-Day Introductory Course Using EAL + NLP

Description

This course is a 1-day introduction to demonstrate how EAL and NLP can be used to explore the principals of effective business communication.

Whether communicating with fellow employees or customers, effective business communication skills are vital if your business is going to succeed. Everyone involved in a communication shares the responsibility to ensuring the message is clearly delivered and understood. Effective communication goes far beyond simple speech and hearing; body language, tone of voice, word choice and choosing the applicable communication style can all make the difference between success and failure.

Agenda

1. Tea/Coffee & Registration
2. Introductions and basic Health & Safety
3. Meet the herd
4. Hands on horse Health & Safety
5. Break
6. Sensory Acuity
7. Rapport
8. Representational Systems
9. Intonation Patterns
10. Eye Patterns
11. Lunch
12. Providing feedback
 - i. Frequency, timing and consistency
 - ii. Rewards vs. punishment
 - iii. Impacts of viewpoint, expertise and external influences
13. Break
14. Submodalities
15. The Conscious Use of Language
16. Presuppositions
17. Hierarchy of Ideas
18. Strategies
19. Reframing
20. 5-Step Sales Process
21. Review of the day
 - i. Q&A
 - ii. Feedback

Further Information and Booking

For more information about Inspired Equine Assisted Learning CIC and our courses see our website at www.inspired-eal.co.uk.

For additional details about this or other courses and to book your place email info@inspired-eal.co.uk or call Mike Burrow on 07729 909186.