TA-PNL - Effective relationships with NLP

Soft skills - Comunicazione e Psicologia Comportamentale - Leadership e comunicazione

Durata:	Lingue:	Certificazione:
2 Giorni	**Italiano**	**-**

Descrizione del corso

Objectives: • Using neuro-linguistic programming and systemic approaches to analyze communication processes • Recognizing and using nonverbal signs (generally unconscious) to improve mutual comprehension • Teaching how to use effective questioning techniques with co-workers and clients: obtaining, verifying, knowing. Audience: Managers, businessmen and those who wish to improve their communication skills.

Programma

Communication fundamentals
• The basic elements of the communication model and their implications in the workplace
• The meaning of interpersonal communication
• The systemic perspective: us, the others, the company
• Sharing the subjective experience
• Behavior and communication in the workplace

Understanding how we perceive things
• The corporate world and the way we perceive it
• Perception and message distortion
• Understanding professional interlocutors to improve communication

The relationship with clients and co-workers
• The basis of a good relationship
• Relating with others

- The relationship frame
- Understanding feedback from others
- Body language micro-signs
- Familiarizing with others
- Communication consistency and inconsistency and their consequences

Precise language in the working environment: the meta-model

- The importance of precise language
- Surface structure and deep structure: what we say and what we don't say
- Effective communication in the workplace
- Drawing attention to priorities
- Perceptive listening
- Rules for effective listening
- Managing the lack of communication in the workplace by using the meta-model
- Strengths and weaknesses of generalizing verbal content
- Restoring the lacking language
- How to avoid message distortion

Effective questioning techniques with co-workers and clients: obtaining, verifying, knowing

- Typologies of effective questions
- The use of verbs to point out a message
- Identifying meta model violations