

Communicating with Customers 1 day course	If you could improve your communication by 10%*, what effect would that have on the bottom line? A practical day on influencing, getting decisions and convincing even those you thought were most intractable.
Assertiveness and Managing Conflict 2 day course	Reacting usefully - is a 2- day course covering Assertiveness and Managing Conflict
Dealing with Sceptical People 1 day course	Have you ever had your ideas shot down by a sceptic? A practical workshop showing how to influence, get decisions and convince even those you thought were most intractable.
Building and Maintaining Successful Teams 2 day course	Just what do the minds of members of your team pay attention to when they receive information, what information do they retain and why? Will they <i>move away from</i> or <i>move towards</i> what you seek as a manager/leader? How to influence this effectively.
Advance Conflict Resolution Skills 2 day course	This course will enable the participant to set empowering outcomes and learn to use language that motivates and maintains rapport. Participants will learn questioning skills that gives them an understanding of the realities of others.
Managing your Talent 2 day course	This is a highly interactive course with discussion, exercises and small group skills practice to enable participants to explore their own approach to communication and how that differs from others.
Successful Selling 1 day course	How to maximize the impact of your message and how to identify and resolve doubts, reservations, hesitations and objections that people used to have, how to have your ideas heard, taken on board or perhaps get someone to see things your way.
NLP and Sales 3 day course	Good sales people like selling and most importantly they like their customers. Applying NLP in your sales processes and techniques will increase your customer satisfaction rating and your repeat business.
Train the Trainer with a Difference! 2 day course	How we can use language effectively to create harmony with students and maybe alter some of the training room outcomes. How to get more out of a training session, how to reach all parts of your audience and how to retain learner's interest.
Efficient Time Use in Business 1 day course	The application of NLP therefore language, to time management. How is it that language trips us and others up and we are "late again", "I'll never get that finished" etc. Learn how people who achieve do it.
Getting to Yes 1 day course	Language gets us and others stuck – in can't, won't, and more Join us for a day to discover, how changing your language, can help you towards what is really important for your business.
Confidence Building for Your Staff 1 day course	Do you notice your staff have issues with certain things? Are they flustered by clients and customers? Could things at home throw them and they find concentration difficult?
Presenting Magically 1 day course	Have you ever experienced a dire presentation, or experienced you legs turning to jelly, or worse? This day gives some magical help on being in a good state and captivating your audience. combining NLP with practical skills and individual feedback
Successful Meetings 1 day course	Successful meeting skills are vital, whether you are taking part, facilitating or chairing the meeting. Spend a day learning how to use language more effectively to manage meetings successfully.
Negotiation and Negotiating 2 day course	Traditional negotiation courses cover many aspects of this course – NLP has that little extra – a faster buy in using NLP techniques and skills this course gives you the missing pieces of the jigsaw to get you message heard and build a better atmosphere for all concerned.
How to be Positive in the Face of Adversity 2 day course	Effective communication and negotiation skills for dealing with other people in situations where change has taken place and this change has not been well received by others within the organisation.
Business NLP Practitioner Course 6 day course	Our NLP Practitioner Course can be delivered in a shorter version in modules or as a complete course, for your company - for improved communicating and understanding all-round to generate alternative and useful company behaviours..

See reverse for LAB Profile and pricing structure

**Language and
Behaviour Profile
Practitioner Course**
4 day course

Words *that* Change Minds

Recognise what will stimulate and maintain someone's motivation and, on the other hand, what will turn him or her off.

By knowing a person's (or team's) patterns you'll be able to predict behaviour and you'll learn how to specifically match your language and behaviour to theirs, to spark and maintain interest and enthusiasm.