



APPLIED NLP BASED COMMUNICATION SKILLS



1 April 22-23, 2024 (Monday-Tuesday)
8.45 am – 5.00 pm **FMM Institute, Perak**

Applied NLP Based Communication Skills is a highly applied and interactive course, which is uniquely designed compared to the rest of the common programs in market with the sole reason to develop and enhance participants knowledge and skills at a greater level so that they can communicate powerfully upwards, downwards or sideways within your organisation, or with external clients and suppliers. This program also focuses on the interpersonal, intrapersonal and communication skills needed to ethically influence people in order to contribute their support or to do something you need them to do. It will also look at the times when you need to negotiate conditions, timings or price, where it is important to be able to acquire what is required. This is a practical program, which will leave you feeling more confident in your ability to apply influential communication.

.... COURSE CONTENTS....

INTRODUCTION TO THE PROGRAM

- Learning Outcomes
- Program Objectives vs Participants Needs

THE PSYCHOLOGY OF PERCEPTION

- Power of Perception in Communication
- Managing Our Perceptions

NLP & COMMUNICATION

- NLP Communication Model
- Communication Transfer Activity & Debrief
- Effective Communication
- VAK
- How to Give Feedback in Communication?

EMOTIONAL EXCELLENCE

- What is Emotional Excellence?
- EE vs EQ
- How Our Behavior Affects Communication with Others and Yourself
- The JOHARI Window

COMMUNICATION WITH VARIOUS TYPES OF PERSONALITIES

- The 5 Factor Personality Analysis Model

.... OBJECTIVES....

- Obtain Techniques Methodologies on Communication and Influencing Skills
- Ability to Communicate Effectively with Various Types of Personalities
- Gain Knowledge on NLP Based Communication Model
- Obtain Techniques to Practice Mindfulness for Communication & Influencing
- Ability to Practice Techniques to Manage Thoughts
- Gain Methods to Prepare to Influence before the Meeting Itself

- Types of Personalities Around You
- How to Communicate with Different types of Personalities for Optimal Relationship & Outcome
- The Emotional Needs of Each Personality

MINDFULNESS for EFFECTIVE COMMUNICATION & INFLUENCING

- Mindfulness Techniques & Practices for Communication

BUILDING RAPPORT

- Steps to Build Rapport
- Beginning a Conversation Effectively
- Maintaining a Smooth Conversation
- Body Language

WORDS IN COMMUNICATION

- Types of Influential Words
- Hypnotic words

COMMUNICATION TOOLS

- 6 Power Tools for Effective NLP Based Communication
- Feedback Techniques
- Practicums

.... TRAINING METHODOLOGY....

The program is highly interactive where “action learning” takes place. Our training sessions incorporate – Role-Plays, Story-Telling, Mini-Lectures, Video Based Learning, Group Discussion & Presentation, Problem-Based Learning (PBL), Didactic Questioning, Practicum, Demo - which will stimulate critical thinking and encourage interaction.

.... WHO SHOULD ATTEND....

Working professionals from across industries who are required to communicate actively in their organization.

.... TRAINER....

MR VIGNESWARAN A/L KANNAN holds a Master of Education (Psychology) from Asia E University and International Accredited Training Professional (Institute of Leadership Management, UK). He brings with him extensive experience in Training and Development and has trained diversified groups of people from operators to senior management level. His professional career includes in organizations such as HSBC, Northport Malaysia, Masterskill University College, New Straits Times Press, Media Prima Bhd and Vale.

MR VIGNESWARAN, a registered trainer with HRDF has trained many professionals from local as well as the international crowd ranging from countries like Australia, Brazil, Oman, UAE, Singapore, Switzerland, South Africa, Japan, South Korea, China, Mozambique, Indonesia, India, and Singapore. His approach using Adult Learning Principles, Higher Order Thinking Skills, VAK Model, NLP and Fun Teaching Techniques has brought an effective learning experience among many participants. For the past 15 years, he has conducted courses for Northport, ASM Technology, Technip, Asiaflex, Maybank, Smith Detection, Wan Hai Shipping Line, Terberg, AIG, Vale, Media Prima Group, Kraiburg, Olumis Rafflesia and many others.

Closing Date: APRIL 15, 2024

.... COURSE DETAILS....

Date **April 22-23, 2024 (Monday-Tuesday)**
Time **8.45am - 5.00pm**
Venue **FMM Institute Perak,
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak**
Medium of Instruction **English**
CPD **14 hours**
Fees **Members RM810.00/pax**
 Non-Members RM972.00/pax
(Fees inclusive of Service Tax at 8%, Course Materials, Refreshment, Lunch and Certificate of Attendance)

.... ADMINISTRATIVE DETAILS....

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: **FMM Institute Perak** ■ MyCoID : **475427W_PERAK**
- HRD Corp Programme No: **Provided upon confirmation**

DISCLAIMER

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed** as **confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

PAYMENT

- Cheques** made in favour of "**FMM Institute**" should be forwarded to FMM Institute Perak.
- For **HRD Corp Claimable Course**, an **Attendance of 100%** is a **must**, in any case, **employers will be billed in full**.
- FMM Institute SST Registration No. **W10-1901-32000105**

CANCELLATION

Must be in Writing with Reasons ■ 7 days before the course – No payment charged ■ 3 – 6 days before the course - 50% payment charged ■ < 3 days before the course – Full payment charged ■ Participants who did not turn-up will be charged full payment ■ Replacements can be accepted at no additional cost

~ Registration Form ~

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FMM Institute

No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name		Designation	
	NRIC		HP No	
2.	Name		Designation	
	NRIC		HP No	
3.	Name		Designation	
	NRIC		HP No	

(Please attach a separate list if space is insufficient)

We hereby confirmed that *(Please tick (✓) in appropriate box):-*

- We **will be claiming from HRD Corp** and full payment would made to FMM Institute in the event that no disbursement from HRD Corp under any circumstances
- We will **NOT BE CLAIMING from HRD Corp**. Enclosed cheque/bank draft No _____ for RM _____ being payment for _____ participant(s) made in favour of the "**FMM Institute**".

Submitted by:

Name:	Designation:	
Company:	Tel:	Fax:
Address:		
Email:	FMM Membership No	