



"NLP for Personal Productivity"



**Delivered by Rob Biggin
and Kate Burton**

An outline of the one day programme:

“ NLP for Personal Productivity”

The programme has been designed to improve the productivity of the attendees in a number of areas: It will show the attendees how to

1. Establish rapport and common ground quickly

- Using body language
- Matching & Mismatching
- Pacing and leading discussions
- Using common language
- Making assumptions and setting intents
- Practicing on your colleagues

Benefits

- Enabling attendees to develop more productive relationships quickly
- Connecting with a range of Managers / Peers / Partners / Customers

2. Move from Problem Thinking → Outcome thinking Move from Outcome Thinking → Well formed Outcomes

- Improving your ability to set challenging goals
- Be clear on exactly what is needed to solve problems
- Defining what you need and your next steps clearly

Benefits

- Achieve more focus and results in limited time
- Attendees achieve goals faster and with less effort

3. Seeing things from another perspective

- Exploring NLP perceptual positions
- What do you want?
- What does your colleague / manager/ customer want?
- What might be a good way to improve relationships?
- What may be an acceptable agreement to reach?

Benefits

- Enabling attendees to develop more productive relationships quickly
 - With Managers / Peers / Partners / Customers
- Can assist in internal and external negotiations
- Improves internal and external relationships
- Can resolve conflict without hitting a crisis

4. Discovering the lenses that you see the world through

- What filters do we use to process the information coming to us?
- What filters do other people use?
- How can we detect and change our language to be more productive?
 - Big Picture vs Detail
 - "Towards" and "Away From" Motivation
 - Options vs Procedures Approaches
 - Same vs Same & Different vs Different

Benefits

- Awareness of how we see the world and how other people see the world
- How to tell which filters people use by tuning into the language that they use
- How to change your behaviours to get the best out of your time with them

5. Discovering your language preferences

- What senses (See Hear Taste Smell Feel) do we regularly use?
- What does that mean for our use of language
- What does that mean for the people who we communicate with?
- How can we improve our communication with all people?
- Some simple steps to take when sending messages to new people
- Simple tests to look for preferences amongst those close to us

Benefits

- Awareness of our preferred sense
- Improvement in the effectiveness of our communications
- How to change our language to get the best results
- Examples of the use of VAK language to use in every day

Biography of the trainers



Rob Biggin **Trainer & Executive Coach**

Rob is an experienced trainer, commercially aware strategic thinker, company director and executive coach. He enjoys applying his broad based skills and experience to helping the owners, managers and employees of enterprises of all sizes achieve their business aspirations.

He spent 24 years in Hewlett-Packard. 20 of those years were spent as a manager and 15 were as a Director in Board level assignments both in the UK. (He was category Managing Director of HP's Healthcare business in the UK and Ireland) and was Vice President in Europe Middle East and Africa in 3 marketing roles.

Rob's industry experience includes, of course, many IT based companies from career coaching in Microsoft and executive coaching in Hewlett-Packard through mentoring of micro start-up businesses and Rainmaking techniques in others via IntellectUK the High Tech trade association. His more recent clients have been services based businesses, usually selling an "added value" service at the prestige end of their respective markets. They have been in serviced office outsourcing, property surveying as well as courier companies and events management companies.

He has a degree equivalent qualification in Computer Studies.
He has Executive Management Qualifications from INSEAD in Paris.

He is a Fellow of the Institute of Business Consulting

An NLP Master Practitioner and holds a Diploma in Coaching for Business Performance.



Kate Burton, PCC **Trainer & Executive Coach**

Kate's business experience lies in enabling people to communicate clearly and with confidence – which in turn delivers results in corporate performance. As a professionally qualified coach, Kate works with a range of leaders and executives bringing about lasting change that adds to the quality of their lives.

She is the best selling author of four books including 'Neuro-Linguistic Programming (NLP) for Dummies' which is the top selling book on NLP, the Workbook to accompany that and 'Building Self-Confidence for Dummies.' Her latest book is just launched by Capstone and titled: 'Live Life. Love Work'..

A sample of the companies Kate has recently worked with:

Microsoft: Kate along with Rob Biggin built an NLP based career coaching "Coach the coach" programme for Microsoft services in the UK. The programme rolled out to rave reviews with both Kate and Rob winning awards for "Trainers of the Month"

Swiss Re, Zurich: Kate created the communication strategy and managed the planning for an ambitious Global Financial Initiative with multi-cultural programme teams based in Swiss Re's HQs in Zurich and London.

Deutsche Post: Part of a CIO coaching and development initiative. Focused on Leadership and career development in the senior IT Management community in Germany

She is an ICF Accredited Coach to PCC level and is an NLP Master Practitioner and holds an NLP European Coaching qualification. She holds a degree in Social Sciences and is a Fellow of the RSA.