

The Master Communicator

NLP technique For Communication Excellence



The Master Communicator

“To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.”...Anthony Robbins

Neuro Linguistic Programming (NLP) is NOT so new a new technology in communication as many might believe. It was founded in the 1970s and made popular by Anthony Robbins - best selling self help author, motivational speaker and advisor to many world leaders, sports professionals and business people.

Though originally promoted as an effective and rapid form of psychological therapy, NLP is widely adapted for use today in business communication, management training, sales, sports and interpersonal influence. The growing list of businesses users is broad, including Barclays, Honda, First Direct, HBOS, Marks & Spencer, Microsoft and Vodafone. Why? Because it works! For example, NLP is used by:

- ❖ Managers to develop strong teamwork and foster interpersonal relationships.
- ❖ Leaders to deal with difficult staffs, build rapport, get agreement and address problems.
- ❖ Negotiators to create solution-oriented and win-win approaches.
- ❖ Frontline-people to grow business, build long-term and mutually satisfying client relationship.
- ❖ Educators to inspire and engage students by better understanding their learning styles and states.
- ❖ Mental Health Professionals to supplement their repertoire of knowledge and skills.
- ❖ Medical Professionals to help the patient be more receptive to treatment.
- ❖ Artists including Singers, Musicians, Writers & Actors to overcome inner blocks and enhance creativity.
- ❖ Massage Therapists, Chiropractors & Physiotherapists to be more effective in verbal and psychological skills that will reinforce healing and relaxation.
- ❖ Coaches to keep their clients performance at the peak constantly.

WHO SHOULD ATTEND:

This workshop is designed for all whose job requires interaction with people and is seeking to take their effectiveness in communication to a higher level. Past participants include:

Manager, Senior Manager, CFO, Director, Human Resource Professional, Trainer, Facilitator, Leader, Negotiator, Buyer, Sales Professional, Mediator, Engineer, Lecturer, Teacher, Coach, Counselor, Customer Relationship Officer, Investigators, Principals, Psychologist, Accountant, Office Administrator, Auditors, Consultant, Head of Department and Executive.

KEY BENEFITS

- IMPROVE customer service level
- BUILD synergies in teams
- IMPART clarity in your messages
- CONDUCT more productive meetings
- MANAGE performance appraisals with ease
- SOLICIT feedbacks that are reflective of reality
- LEAD with confidence and respect
- INFLUENCE people to your way of thinking
- UNLEASH your fullest potential
- BRING out the best in others
- STRENGTHEN relationships with vendors
- REDUCE staff turn-over
- GENERATE commitment, cooperation and enthusiasm in the people
- INCREASE your teams' effectiveness
- HANDLE emotions with better understanding

PROGRAM OUTLINE

In this 1-day workshop, you will acquire powerful NLP techniques that can be used in your daily communication. Topics include:-

The Secret of Master Communicators:-

- ✓ What is this thing called NLP?
- ✓ How NLP gives you great people skills
- ✓ THE SECRET: unlocking the combination to another person's vault

The Vault's Combination:-

- ✓ Representational systems: what influences another person
- ✓ Metaprograms: what motivates another person
- ✓ Frames: what changes another person's perception

Uncovering Another Person's Combination:-

- ✓ Calibrating: how to speed read people
- ✓ What you can learn from watching another's eyes
- ✓ How questions reveal combinations

Opening The Vault & Influencing:-

- ✓ Winning people over with the magic of rapport
- ✓ Creating agreement and trust with mirroring
- ✓ Overcoming objections and resistance with framing

ABOUT YOUR MASTER NLP TRAINER



Mr. James Irvine conducts innovative face-to-face and written communication skills programs.

With 20 years behind him helping executives at all levels in Singapore and S.E. Asia become outstanding communicators, James Irvine brings a fresh, highly practical approach to the art of communication in business.

Some of the credentials which have made him a trainer of choice for many of Singapore's major corporations and Government institutions are:

- A Master Practitioner of Neuro-Linguistic Programming (NLP) - he incorporates the most powerful technology for communicating available today - so you know that every minute in the classroom will contribute to new behaviours and positive results.
- An MBA with 10 years' experience managing customer service operations in a major international bank in Asia - he knows the need for concrete results in the commercial world - so you can rest in peace knowing the training will work
- A British and American national who is qualified in Teaching English as a Foreign Language - he combines a native speaker's knowledge of the English language with an understanding of the language needs of Singaporeans - so your people learn global best practices with local relevance

His clients include 3com, Singapore Petroleum, PSA Corporation, Wood Mackenzie, Manulife Financial and JobsDB.com.

TESTIMONIALS

James Irvine is an excellent coach for this course; easy to understand & very practical & interesting. A very good course!"

...Deputy Director, National Environment Agency

"This is an excellent course as it follows on other less well-known aspect of the human personality"

...Asst Head, Corp Comms, MUIS

"It's been a great course – useful for pulling together little bits of information we always know but never packaged together to use for own advantage! Recommended !"

...Asst Director, Singapore Tourism Board

"James is a very good presenter who demonstrated excellent knowledge of the training program"

...Deputy Manager, Civil Aviation Authority of Singapore

"The knowledge gain will definitely be useful at work"

...Deputy Terminal Manager, Civil Aviation Authority of Singapore

"I enjoyed this course especially with James. He is a great presenter. I would encourage more LTA staff to attend this course."

...Engineer, Land Transport Authority

"It is interesting and relevant. Helps greatly to rethink your habits and approach to people and makes you more tolerant"

...Manager, Health Promotion Board

"This course is very enriching. It definitely helps me to communicate better"

...Senior Accounts Manager, Advantech Peripherals

"Thanks for the excellent workshop. While still relevant and useful, it has avoided being too theoretical or content intensive"

...Academic Staff, Republic Polytechnic

"Very enriching and revealing. Knowledge gained useful at work and at home."

... Assistant Director, Singapore Tourism Board

"Definitely a good programme for our next-generation, managers & leaders."

...Director, Sun Microsystems Pte Ltd

"I've enjoyed myself and found new skills which helped my colleagues and I. Having to deal with the public so often, being able to identify which gap they belonged to will help us work better with them."

...Community Partnership Manager, Land Transport Authority

"Great course! Learnt a lot about people skills where I can apply at workplace and in relationships with others."

...Manager, National Technological University

"The course is prepared with activities that kept all the participants engaged."

...Assistant Director, Central Provident Fund Board

The Master Communicator

24 February 2010, 9am – 5pm, Holiday Inn Singapore

For Enquiries, please contact: **Anna Oh**

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Qty	WORKSHOP (Price Per Person)	Total Price
	Normal : S\$ 795	S\$
	Early Bird : S\$ 695 (by 24 Jan 10)	S\$
	Group of 3 : S\$ 655 each	S\$
	5% Admin Fee	S\$
	Total	S\$

DELEGATE 1

Name: Mr / Mrs / Ms / Dr

Email:

Tel:

Job Title:

Dept:

DELEGATE 2

Name: Mr / Mrs / Ms / Dr

Email:

Tel:

Job Title:

Dept:

DELEGATE 3

Name: Mr / Mrs / Ms / Dr

Email:

Tel:

Job Title:

Dept:

DELEGATE 4

Name: Mr / Mrs / Ms / Dr

Email:

Tel:

Job Title:

Dept:

CONTACT PERSON

Name: Mr / Mrs / Ms / Dr

Email:

Tel:

Job Title:

Dept:

Organization:

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Unit:

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PAYMENT TERMS

CHEQUE: make payable to
Maitre Allianz Pte Ltd

Bank Transfer: Maitre Allianz Pte Ltd
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- ◆ Payment must be made in Singapore Dollars
- ◆ Payment is required within 5 working days on receipt of invoice
- ◆ Bookings within 10 working days before event – cash payment only

CANCELLATION, POSTPONEMENT & SUBSTITUTION POLICY

Substitution is allowed at any time. No refund for cancellation or No Show. Cancellation must be made in writing. 100% credit will be given for cancellation received more than fourteen (14) days prior to event. Credit is valid for 12 months from date of issue. No credits for cancellation received less than fourteen (14) days prior to event. If we cancel or postpone an event, 100% credit will be given to all who have paid. Credit is valid for 12 months. We shall assume no liability whatsoever if this event is altered, rescheduled, postponed or canceled due to a fortuitous event, unforeseen occurrence, or any other event that renders performance of this event inadvisable, illegal, impractical or impossible. For purpose of this clause, a fortuitous event shall include but not limited to: an Act of God; governmental restrictions and/or regulations; war or apparent act of war; terrorism or apparent act of terrorism; disaster; civil disorder, disturbance and/or riots; curtailment, suspension, and/or restriction on transport facilities / means of transportation; any other emergency.

YOUR DETAILS: All details required for registration are mandatory. If you spot an error, kindly notify us by calling 9119 2176 or email : anna@maitrealianz.com

SPEAKER CHANGES: Speakers and topics were confirmed at the time of publishing, however, circumstances beyond the control of the organizers may necessitate substitution, alterations or cancellation of the speakers and/or topics. As such, we reserve the right to alter or modify the advertised speakers and/or topics if necessary. Any substitution or alteration will be reflected in our web page as soon as possible. All delegates or their representative will also be notified.

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Signature / Date