

How to build stronger relationships using NLP

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About your Facilitator

Caroline has worked with multinational clients in financial services for more than 28 years.

In 2012 serendipity lead her on a journey to explore personal development and the power of the mind and she has since trained with many world famous coaches.

Caroline discovered that the soft skills which she had lacked as a corporate Technical Adviser were the missing keys to success!

Caroline is a Leadership Coach, NLP Trainer and Co-Author of the internationally best-selling personal development book *Determined to Rise*.



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How to build stronger relationships using NLP

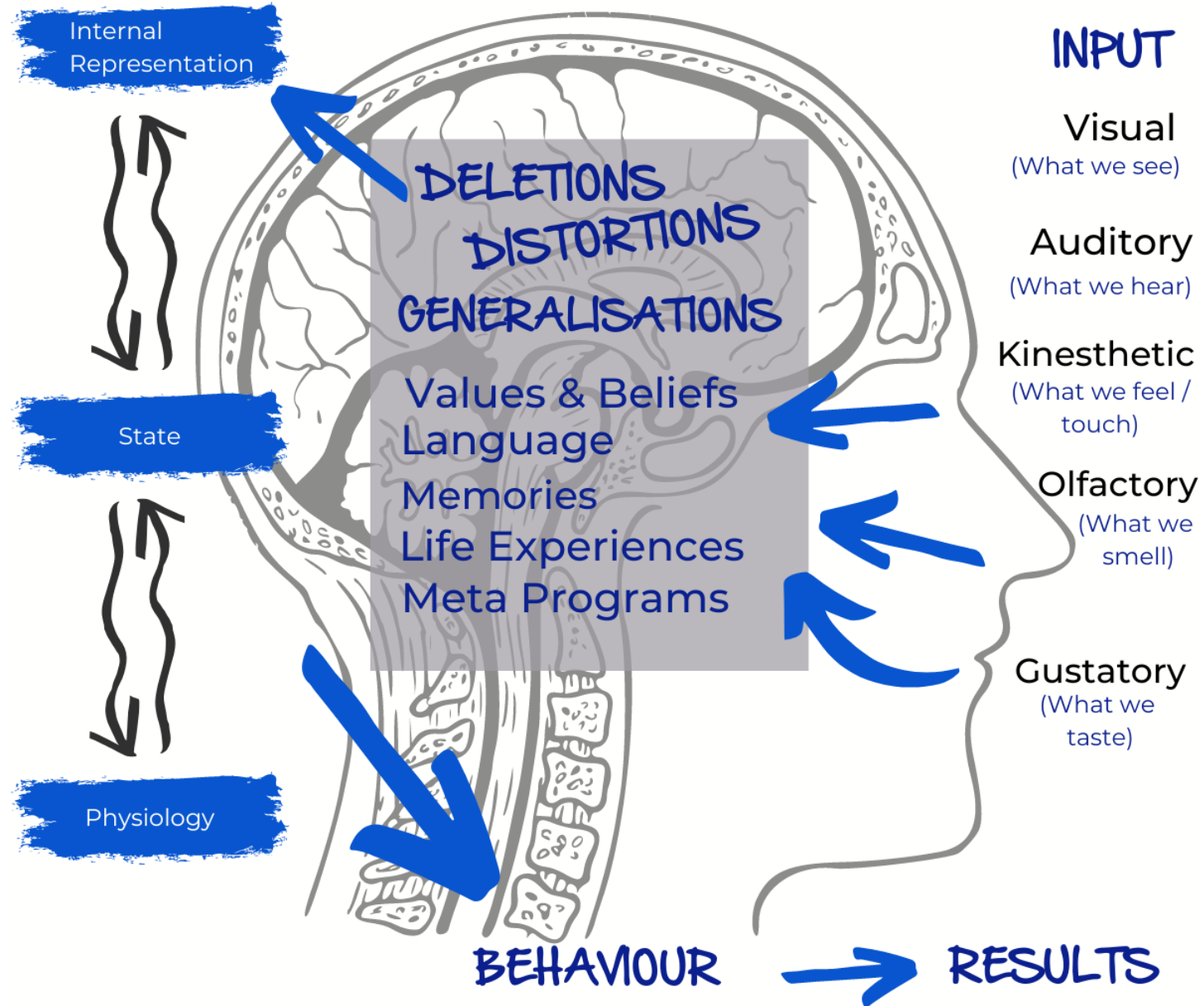
- An introduction into NLP
- The NLP Communication Model
- An overview of Values
- An exploration of questions to gain clarity and build stronger relationships



What is NLP?

- Neuro (Thoughts)
- Linguistic (Language)
- Programming (Habits / Behaviour)

NLP Communication Model





Deletions

Distortions

Generalisations

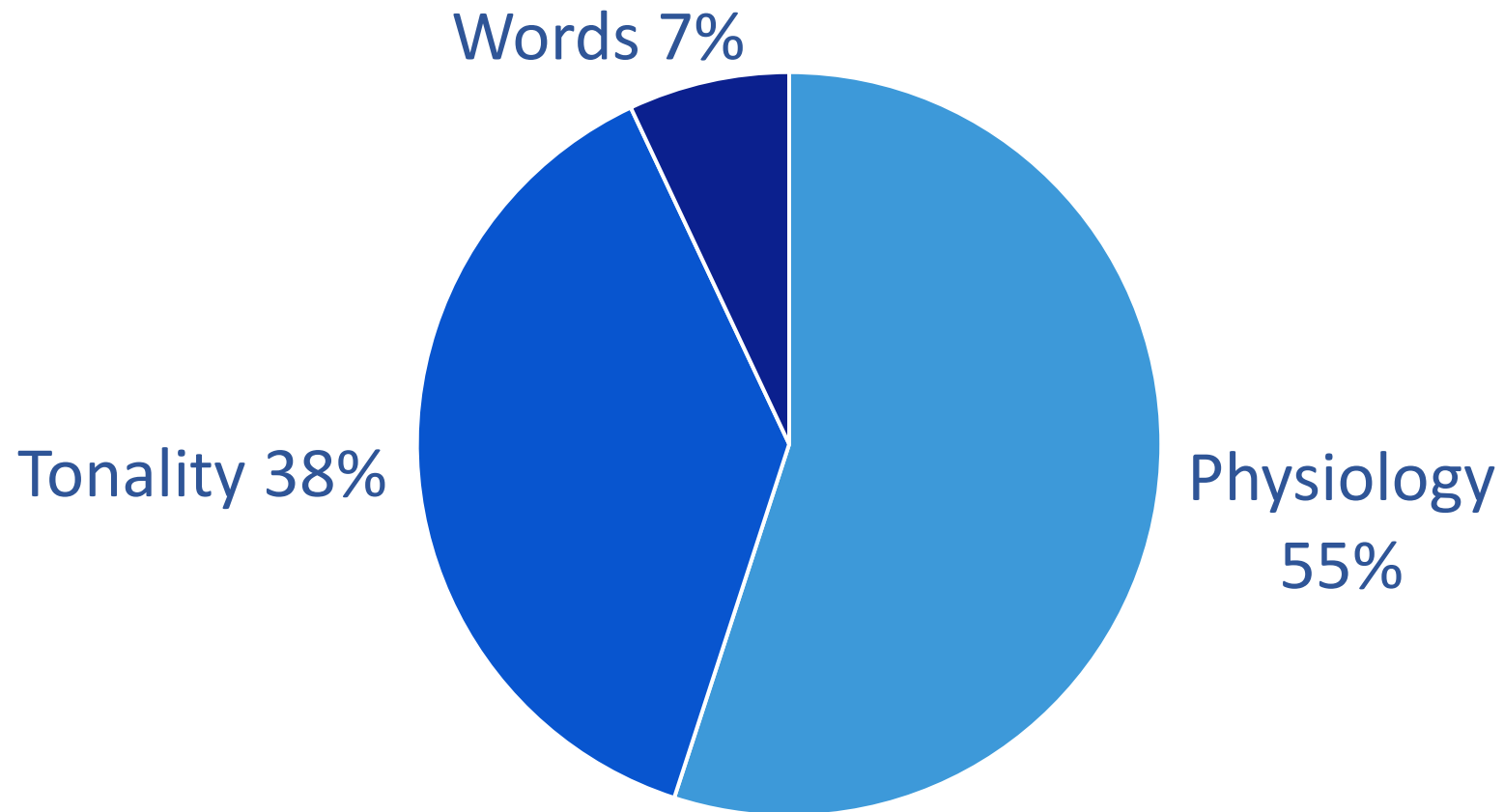


Which of these is the main way that we communicate?

- Words
- Physiology (body language)
- Tonality (tone of voice)



Albert Mehrabian's Communication Model



How long does it take
to form a first
impression?



*Research shows that most people make a first
impression of a person
within 7 seconds*

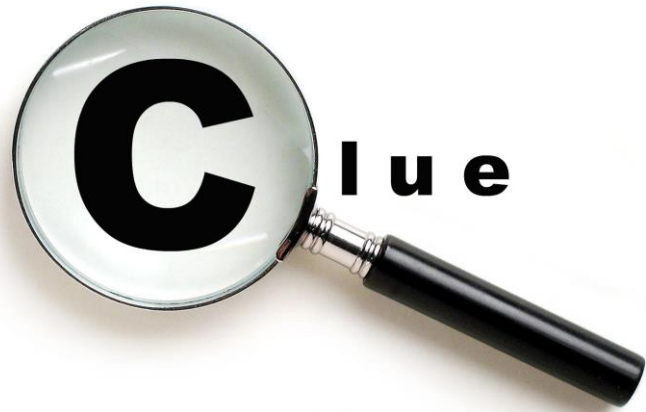
*Experiments by Princeton researchers even
suggest that people can make accurate
judgments of others
within 1/10 of a second.*





4 Keys to great communication

- Calibration
- Rapport
- State
- Intention



Values

Our language and behaviour holds the clues to what is important to us and others.





Types of Questions

Open Questions

Closed Questions





Lets Play



How can we use this?

Remember

- First impressions start at the very first interaction
- How you show up has a huge impact on communication
- Rapport is not automatic
- Your client's needs will change through their lifetime
- Language and behaviour holds clues
- You can build on your skills to improve your results



Recap

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