



BUSINESS PEACEMAKER

In Business and Life

Helping you achieve a healthy work-life balance

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BUSINESS PEACEMAKER

LITIGATION LAWYER

COACH AND TRAINER

FAMILY MEDIATOR



NLP MASTER
PRACTITIONER

WORKPLACE AND
COMMERCIAL MEDIATOR





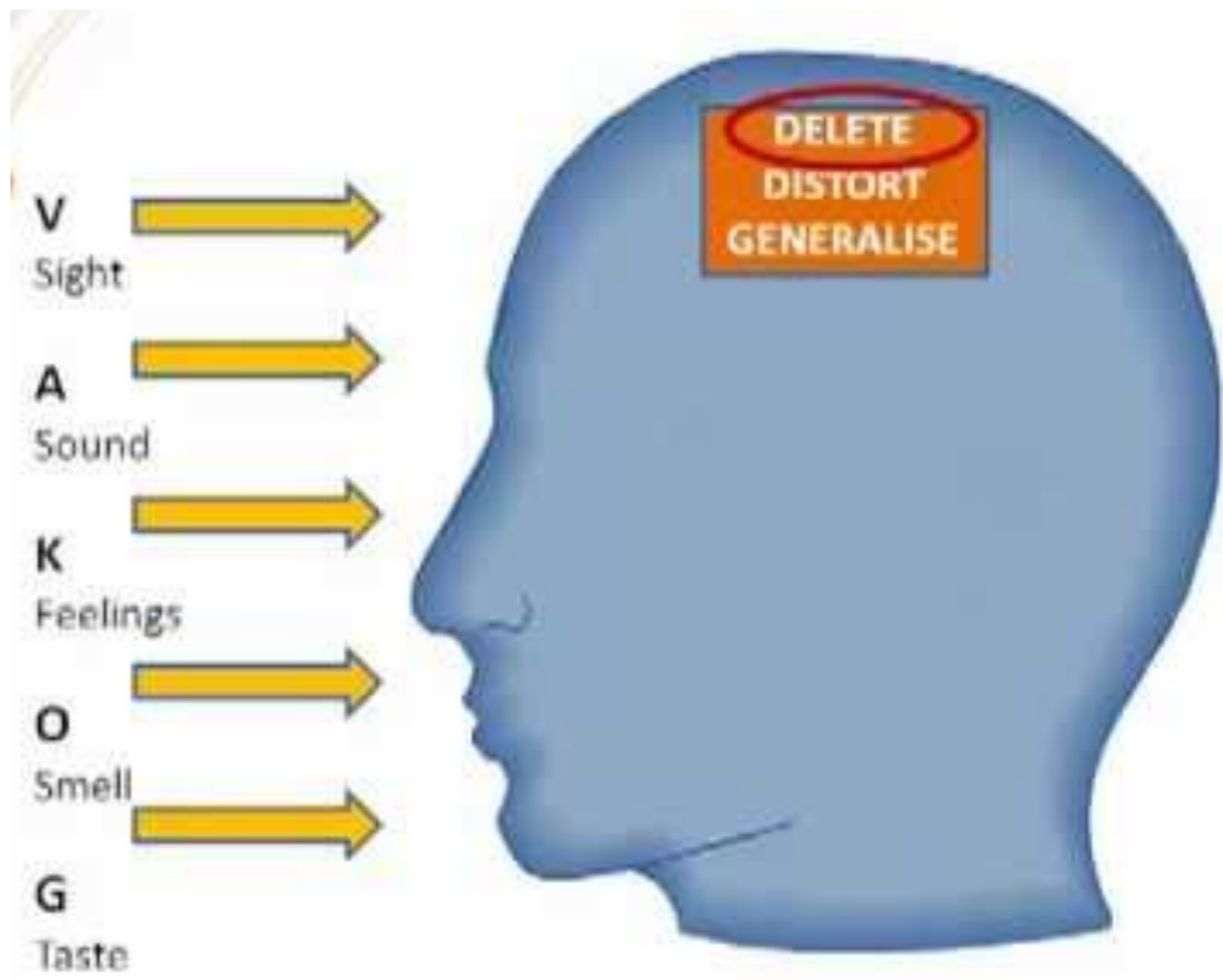
THE ART OF COMMUNICATION

WHAT IS COMMUNICATION?

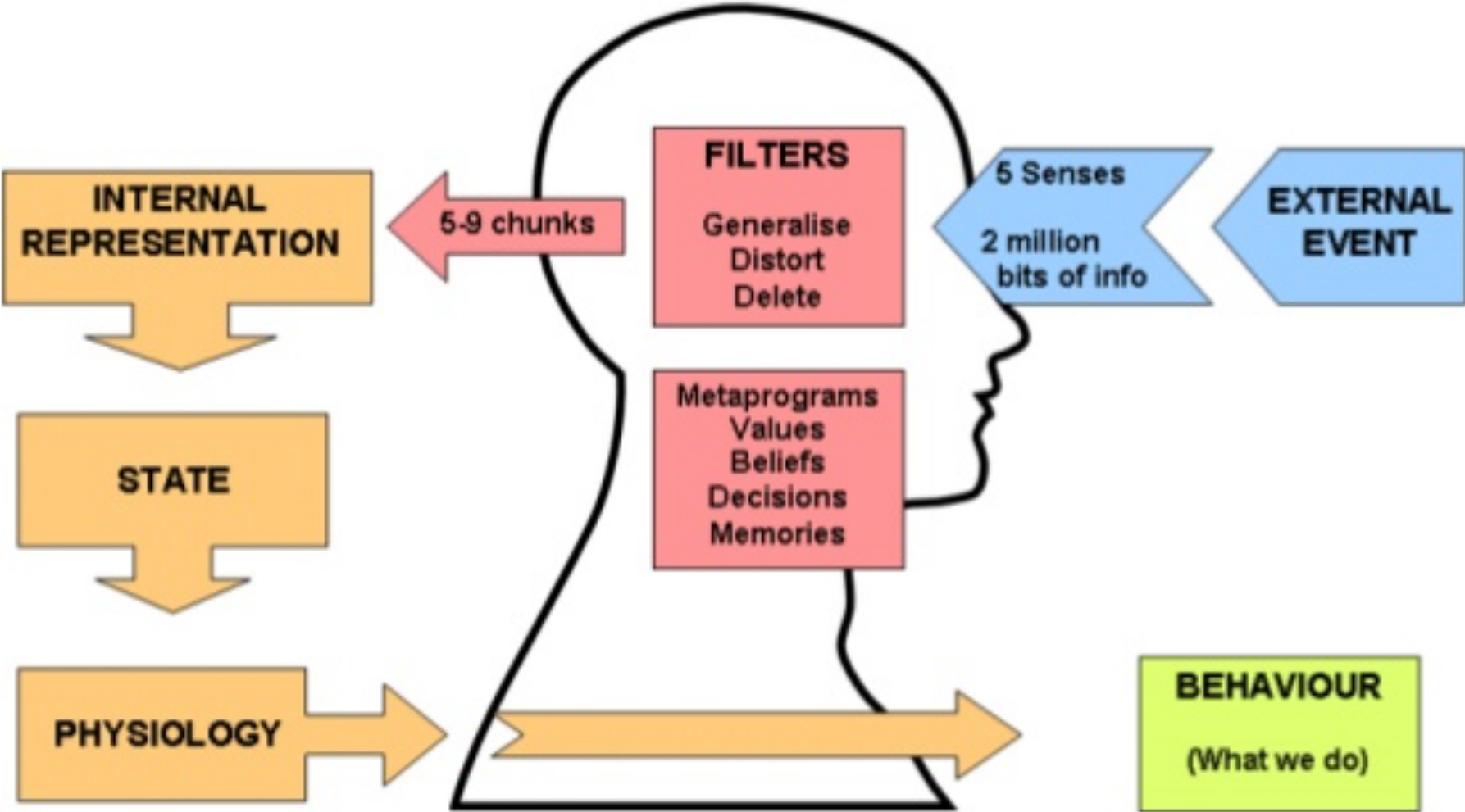


“THE IMPARTING OR EXCHANGE OF INFORMATION,
IDEAS, OR FEELINGS”

COLLINS DICTIONARY DEFINITION



THE NLP COMMUNICATION MODEL

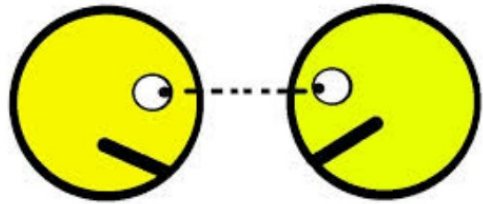


IMPORTANCE OF NON-VERBAL COMMUNICATION

- Non verbal communication is powerful
- 65-95% of emotional meaning is carried via non verbal channels.

TYPES OF NON VERBAL COMMUNICATION

Eye-Contact



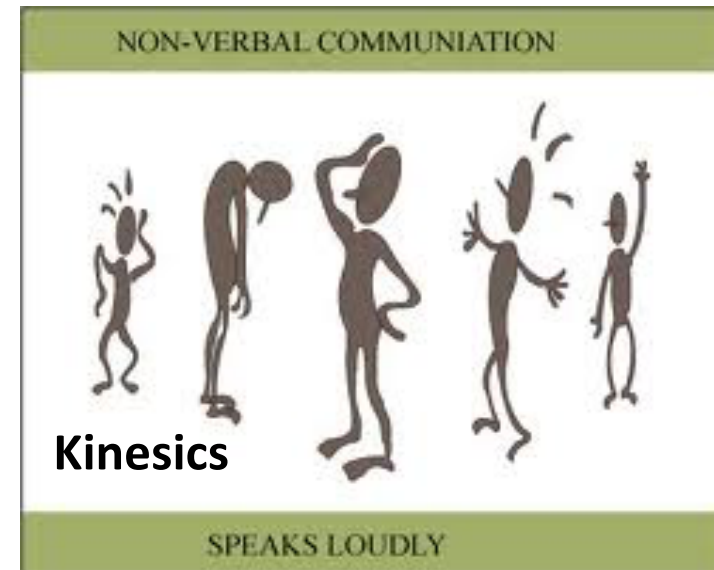
Touch



Smiling



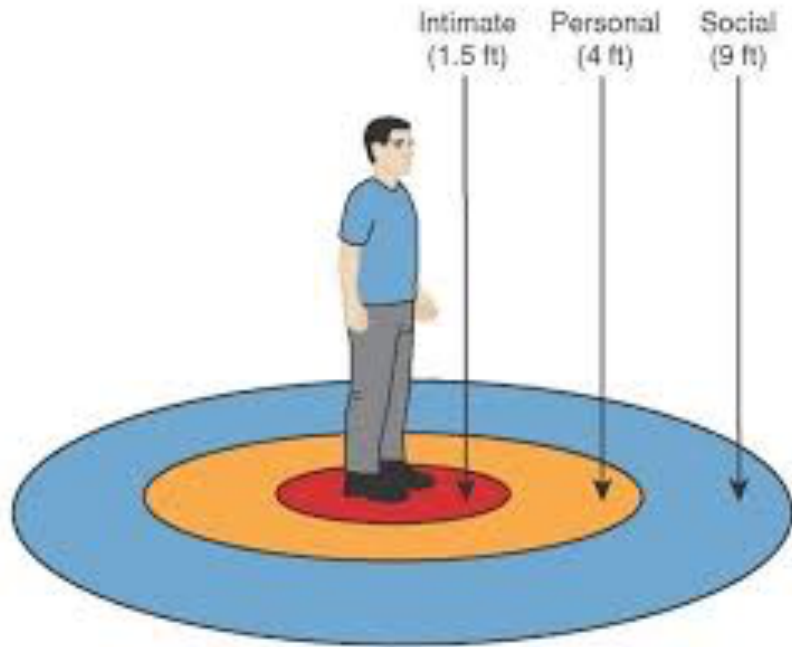
Mirroring



Kinesics

SPEAKS LOUDLY

Proxemics

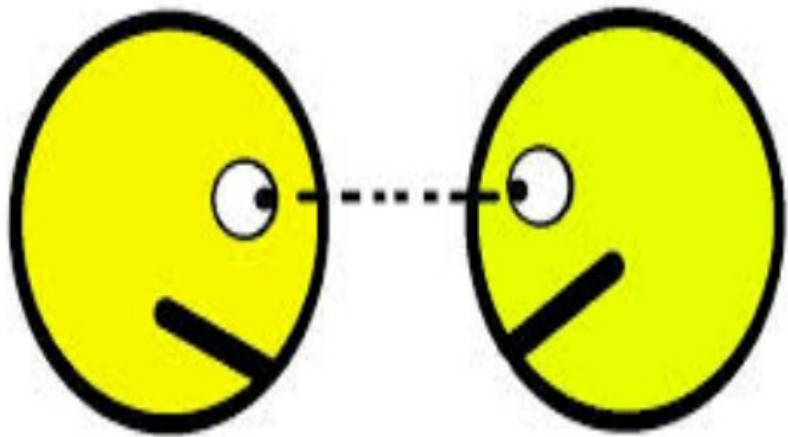


Expectancy violations



Chronemics

Eye-Contact



- Beggars will try to establish eye contact first
- Speakers who avoid eye contact are perceived as less credible
- Eye contact usually enhances persuasion

SMILING has an immediate reaction

- Smiling conveys
 - Warmth*
 - Attraction*
 - Liking*
 - Sincerity*



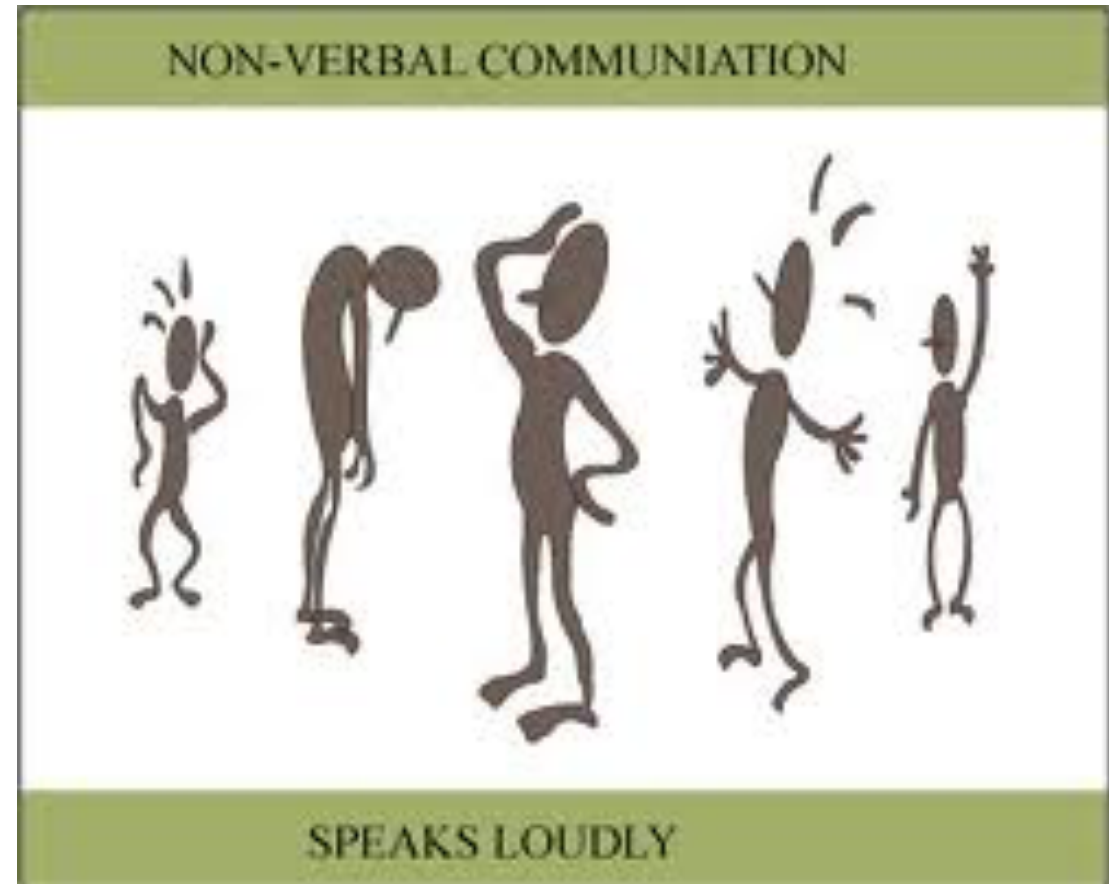
MIRRORING



KINESICS –Physical movement

Adapters are unintentional cues that signal negative feelings

- Lip biting
- Nail biting
- Hand wringing
- Hair twirling



HOW DO WE COMMUNICATE?

Great philosophers of the past are believed to have said, *'the average human being,*

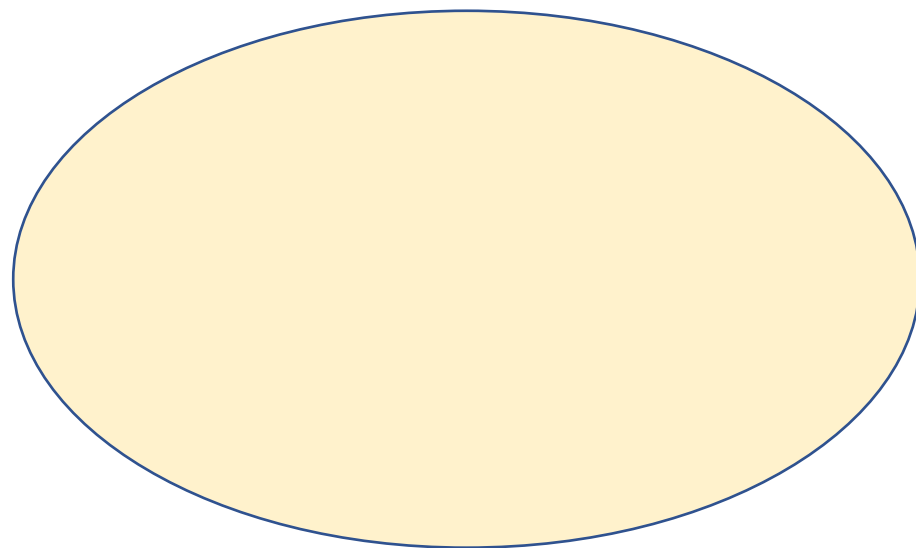
- *looks without seeing,*
- *listens without hearing,*
- *eats without tasting,*
- *moves without physical awareness,*
- *inhales without awareness of odour or fragrance, and talks without thinking!*

Communication –The deadly words:

- Don't,
- try,
- why,
- but,
- can't
- should



EXERCISE



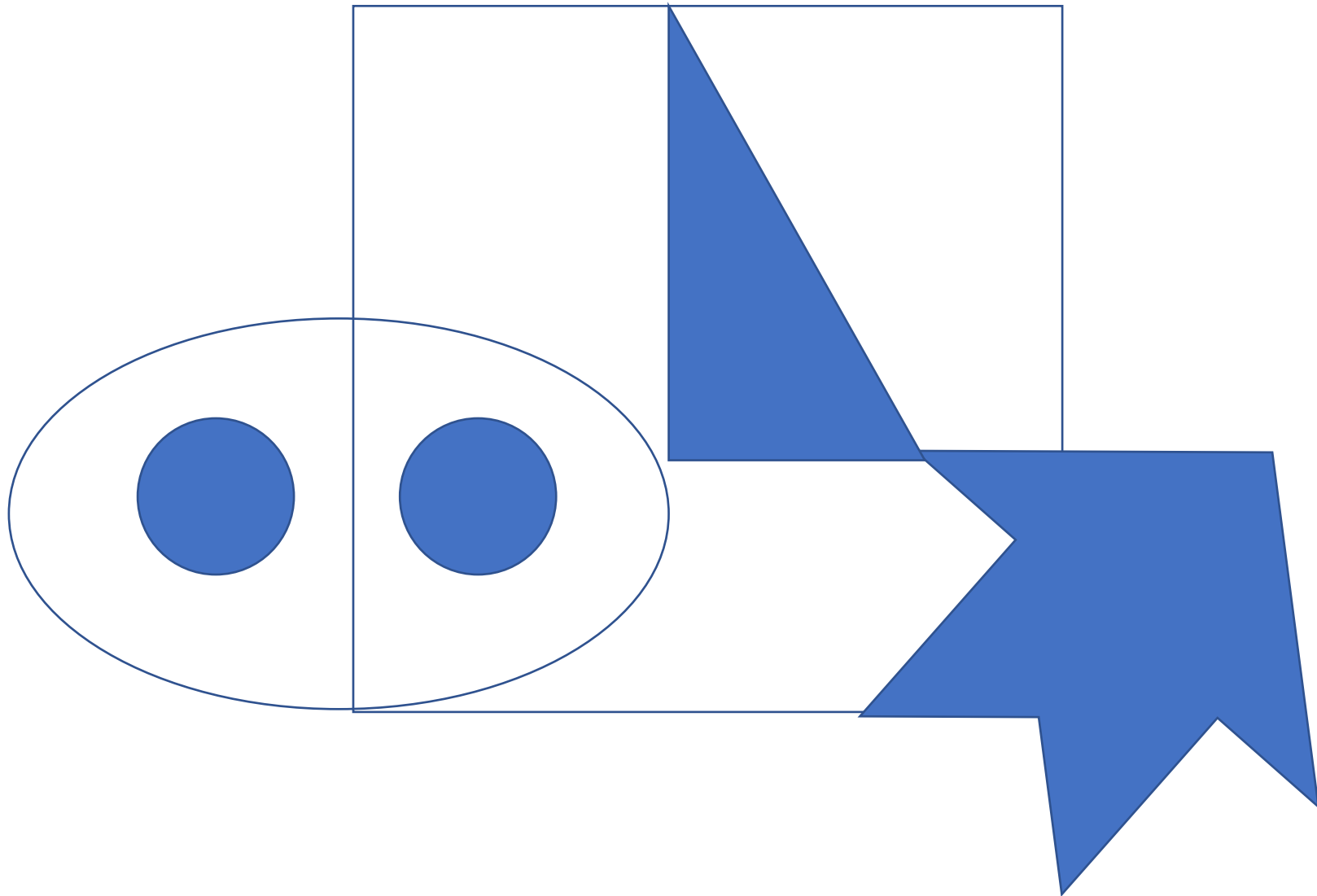


RADIO STATIONS, ARE JUST LIKE OUR BRAIN

We cannot hear unless we are tuned in

because

we can only listen to one station at a time.



The Representational System

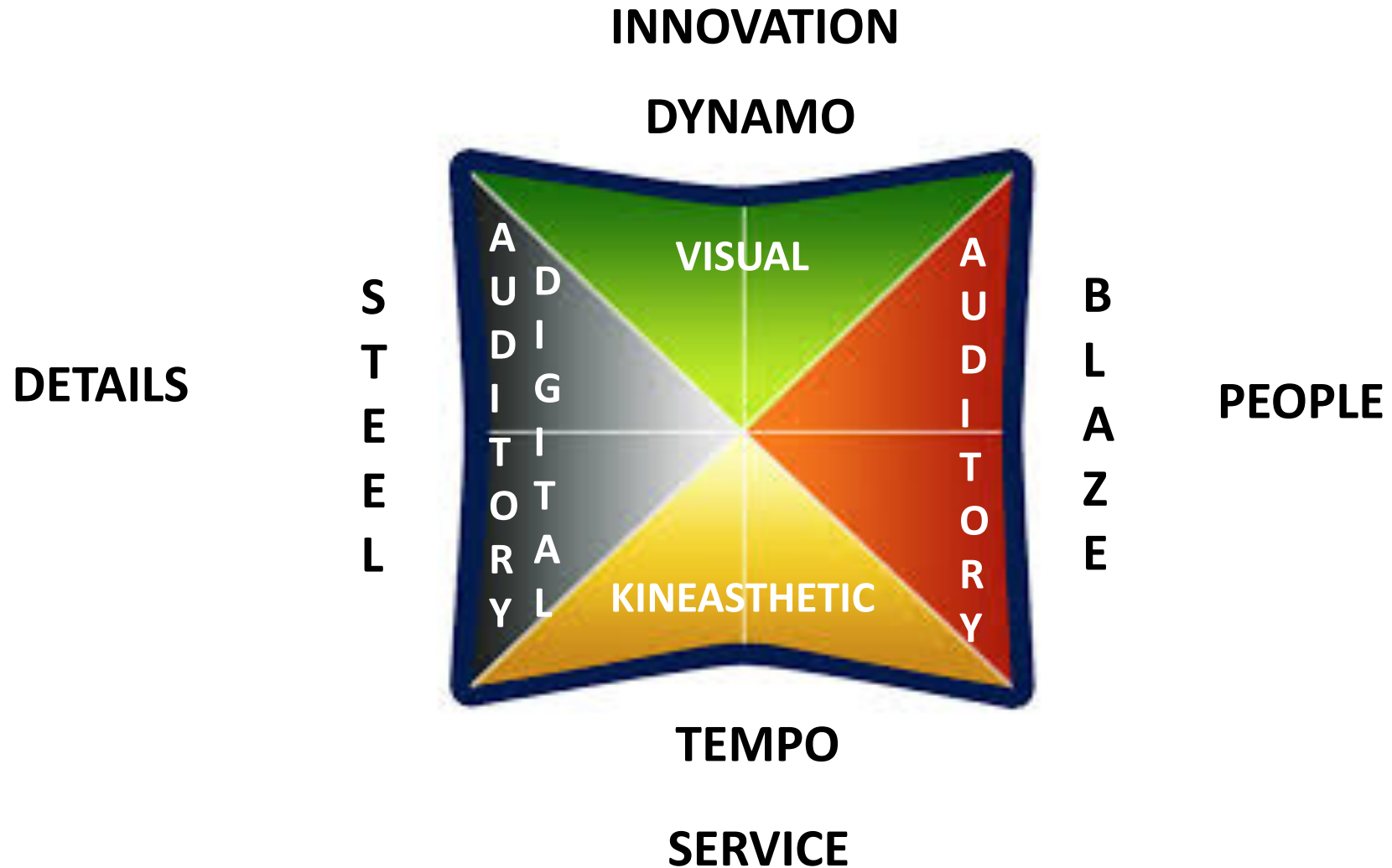
PREFERENCE TEST

EXERCISE

PREDICATE WORDS

VISUAL	AUDITORY	KINEASTHETIC	AUDITORY DIGITAL
SEE	HEAR	FEEL	SENSE
VIEW	LISTEN	TOUCH	EXPERIENCE
APPEAR	SOUNDS	GET HOLD OF	UNDERSTAND
SHOW	MAKE MUSIC	CATCH ON	LEARN
FOCUSED	HARMONISE	TURN AROUND	DECIDE
FLASH	RINGS A BELL	HARD	QUESTION
VIVID	RESONATES	SENSATION	KNOW

YOUR PERSONAL SUCCESS PRINCIPLE



INNOVATION

8 Profiles

Mechanic



Creator

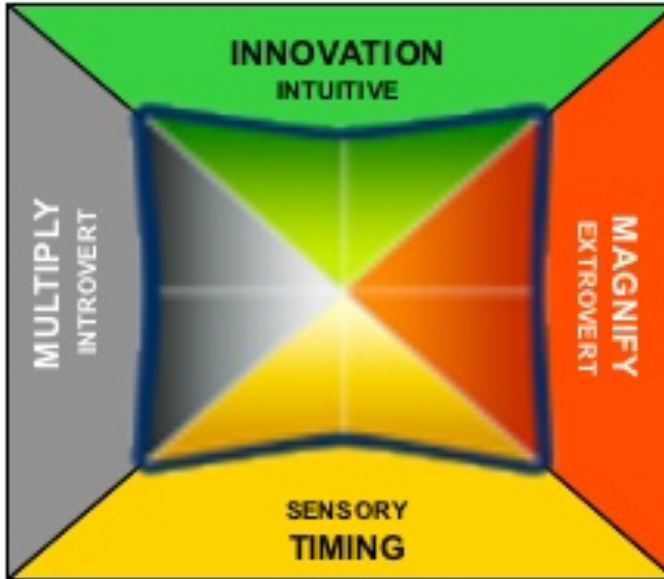


Star



DETAILS

Lord



Supporter

PEOPLE

Accumulator



Trader



Deal
Maker

SERVICE

Identify your *Natural Talent*



Having a clear understanding of yourself and
your Natural talent

helps you

enjoy a healthy work-life balance and
achieve success and freedom.....

in both business and life



PATH OF LEAST RESISTANCE



When you are in
your element
everything is fun
and effortless



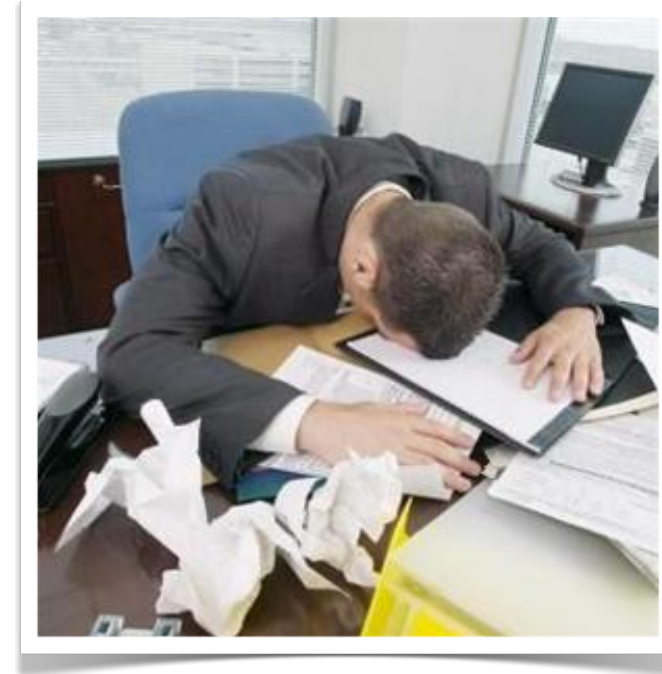
Everyone works well together





When you are not working in your element:

- ✘ Everything takes longer (Slower Productivity)
- ✘ Employee engagement levels are much lower
- ✘ People feel disconnected from the organisation
- ✘ Point scoring becomes important
- ✘ People have less fun
- ✘ It can get personal – Blame
- ✘ Communication is poor





The Benefits of working in your element:

- Individual Performance Levels are much higher
- Employee engagement is high
- Communication is clear
- Speed of Delivery/Productivity
- High levels of Innovation to Delivery
- Significant Financial Improvements





If you would like to find out more about your 'Personal Success Principle' then please call/email me to arrange a free strategy call.

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