

Neuro-Linguistic Programming (NLP) at Workplace

INTRODUCTION

People are the most valuable and challenging resource to manage in any firm. Every day, managers, executives, and supervisors in both the manufacturing and service industries face the difficulty of people management. This course's major objective is to provide participants with new perspectives and tactics for increasing their leadership, management, and motivational abilities and competences. Dr. Richard Bandler and Professor John Grinder of the University of California, Santa Cruz created NLP (Neuro-Linguistic Programming) in the late 1970s as an innovative communication psychology centered on modelling behavioral excellence. Based on Neuro (human neurological channels), Linguistic (language patterns), and Programming, NLP provides a framework for modelling and producing behavioral excellence (subjective experiences).

Upon completion of this two-day workshop, participants will be able to apply NLP skills to their daily people management challenges at their individual workplaces in a constructive manner.

OBJECTIVES

Upon completion of this training program, the participants will be able to

- Understand the core foundations of NLP and use them in enhancing their people management skills.
- Resolve workplace grievances, conflicts and problems related to people issues.
- Manage, lead, inspire, motivate and develop their subordinates effectively.
- Understand the basis of human relations, human behavior and human motivation, thus adopting the most appropriate strategies when dealing with people.
- Select and apply the most suitable leadership styles, motivation tools, communication strategies and persuasion principles when dealing with people.

Brief Content and Activity Plan for Two Day Training

DAY-1: IT'S ALL ABOUT NLP

Session-I: Introduction of the participants and the resource person (Ice-breaker), and Introduction to Neuro-Linguistic Programming

Topics	Time Duration	Mode of delivery	Learning Outcomes
Introduction of the participants Introduction of the resource person	20 minutes	General introduction One question from each participant, with a brief follow-up discussion	Assessment of how attentively the participants listen. How accurately they can recall the information
Introduction to NLP The Elements of NLP – A brief introduction & discussion	25 minutes	Lecture/Interactive session	To understand the basic concept of NLP

15 Minutes Activity: Shout-Out

Activity Description: A Shout Out is an activity that encourages participants to state what they already know or have learned by responding to a topic-related question or comment from the trainer. A Shout Out makes the whole group responsible for the number of responses needed. It also increases participant involvement, as well as critical thinking skills, because they need to come up with more than one right answer.

A Shout Out is a quick way to

- *Elicit* verbal responses from a group of learners.
- *Structure* learners' statements so that they say a specific type of response (facts, questions, answers, words, phrases) or a specific number of responses.
- *Make* the group responsible for thinking up the answers to a topic-related question.
- *Involve* more learners so that the same people aren't always answering the questions.
- *Increase* critical thinking about the topic by eliciting a certain number of "right" answers from the group.
- *Validate* what the learners already know about the topic.
- *Transform* a lecture from a monologue into a dialogue.

Possible Shout Outs:

- *Tell me three topic-related issues that are really important to you right now.*
- *With the person next to you, make up a question related to what you've been learning. Let's hear three of those questions.*
- *Think of a word or phrase that summarizes what you've learned so far.*
- *Tell me five things you have learned today that you didn't know before.*

Session-II: Digging Deeper into the Elements of NLP – Neuro, Linguistic and Programming

Topics	Time Duration	Mode of Delivery	Learning Outcomes
Neuro <ul style="list-style-type: none"> • Introduction • Mental models • Thinking Patterns • Filters on your world • Non-verbal communication 	45 minutes	Lecture/Interactive session	To understand the “Neuro” component of NLP
<p>10 Minutes Activity: <u>Preferred Thinking Patterns/Identify your Preferred Thinking Patterns</u> Activity Description: The aim of this activity is to help participants identify any preferences they have in their thinking patterns. This is in no way a definitive analysis but is merely intended to raise awareness of how people think. Through awareness, participants can consider the choices they are making and whether they are influencing them and others in the way they would choose. The real advantage of learning the different thinking patterns is to be able to use them in real time. For each of the given questions, participants will think about the item, the person, or place described and tick the sense(s) that come to mind. In the end, the cumulative score will point towards a participant’s preferred thinking style.</p>			
<p>5 Minutes Activity: <u>Thought Provokers (Identify Filters)</u> Activity Description: The participants will read through different sentences and try to identify filters that the authors are using.</p>			
Linguistic <ul style="list-style-type: none"> • Introduction • Enriched communication and power of words • Precision questions • Lazy language • Deletions • Generalizations 	45 minutes	Lecture/Interactive session	To understand the “Linguistic” component of NLP
<p>5 Minutes Activity: <u>Identifying Systems through Words</u> Activity Description: In this activity, participants will go through a list of sentences that are used in daily lives, and discuss and identify which system (visual, auditory, or feelings) they belong to.</p>			

Programming <ul style="list-style-type: none">• Introduction• Modelling• How to model a skill• Different stages of skill development and modeling	40 minutes	Lecture/Interactive session	To understand the “Programming” component of NLP
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30 Minutes Activity: Wheel of Life

Activity Description: The Wheel of Life will allow the participants to identify the most important pillars of their life and then **assign a score of 1-10**. This score is an objective value assigned to the level of satisfaction that one derives from each category. Later on, an interactive discussion will be carried out about how to work on areas that need improvement or score enhancement.

Session-III: Modelling Yourself with NLP

Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> • Strategies for personal development • Building rapport • Empowering beliefs • Positive reaffirmations • Visualizations • Reframing • Anchors 	1 hour 40 minutes	Lecture/Interactive session	<p>To be able to apply the concepts of NLP on one's own self.</p> <p>To be able to improve the quality of communication and quality of relationships</p>

20 Minutes Activity: Get Smart with SMART Goals

Activity Description: In the context of what the participants would have learnt till this point, they will apply that knowledge to design their own SMART goals. This will be followed by an interactive discussion about the goals.

Case Study: Overcoming Public Speaking Anxiety with Neuro-Linguistic Programming (NLP) – 20 minutes discussion

DAY-2: LEAD WITH NLP**Session-I: Develop a Climate of Trust: Rapport**

Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> • Introduction • Rapport building with our own self. • Rapport building with others. 	45 minutes	Lecture/Interactive session	Participants will be able to build and maintain rapport with the people with whom they come into contact through whatever medium they choose.

5 Minutes Activity: Voice Inflection

Activity Description: This exercise demonstrates how voice inflection can completely alter the meaning of Words.

Session-II: Negotiate your way through Life: Perceptual Positions

Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> • Multiple perspectives • Imbalanced positions • When should be use each position? • Organizational implications 	40 minutes	Lecture/Interactive session	Participants will be able to gain insights and practice looking at situations with a different perspective in order to find a win/win outcome.

20 Minutes Activity: Thought Provokers (Scenarios)

Activity Description: The participants will be given different scenarios, relating to work and non-work life. An interactive discussion will be followed once they have given their opinions on these scenarios.

Session-III: Resolving Conflicts: Parts Integration

Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> • Introduction • Internal and external conflicts • Significance of having a conflict • Parts integration technique 	1 hour	Lecture/Interactive session	Participants will be able to apply the NLP techniques effectively on any conflicting situation by paying attention to the details of thinking and behaviors.

Session-IV: Giving and Receiving Feedback

Topics	Time Duration	Mode of Delivery	Learning Outcomes
<ul style="list-style-type: none"> • Feedback and modelling • Beliefs that support feedback • Receiving feedback • Giving feedback • Shortcut to developing your ability to give Feedback 	<p>50 minutes</p>	<p>Lecture/Interactive session</p>	<p>Participants will learn techniques about how to elicit feedback from our minds, language, and behaviors. They will learn how to use these together to achieve excellent performance.</p>

10 Minutes Activity: Start, Stop, Continue

Activity Description: Participants will be grouped in teams of 5-10 people. In this activity, each team member will provide feedback to other group members based on three points; something they would want the other member to START doing, STOP doing or CONTINUE doing. Post activity, every member will read their feedback aloud and will try to identify patterns in the feedback that they have received from others.

Session-V: Wrapping up Summary and review of topics.

- Q & A Session
- Final thoughts & Action Plan