



First Select

Strategies for Excellence at Work and Life (NLP)

Date	Venues	(\$) Fees	Book your seat
14 Dec -18 Dec 2025	Kuala Lumpur	3300	Register Now

Objectives:

At the successful completion of this course, participant should be able to:

- Learn how to build and maintain rapport as a way of enhancing your influence and strengthening relationships
- Increase the likelihood of achieving what you really want by learning how to build compelling goals for yourself and your business
- Increase your interpersonal sensitivity and develop your choices in achieving your goals.
- Communicate in ways that maximize understanding and impact
- Enhance your flexibility and gain insights that will increase your personal and work effectiveness

Who should attend?


Supervisors, Team leaders, Administrators, Secretaries and frontline customer service staff


Course Outline:


- Understanding NLP and how it is used: the essence of NLP and how it makes a difference; what the term NLP means; areas of application
- Setting compelling outcomes - how to achieve them consistently, as an individual , as a team and as an organization: practical exercise in goal-setting; thinking proactively as opposed to reactively; towards versus away-from thinking; stepping into the future
- Rapport - the key element of influence: what rapport means; building relationships; creating deep levels of rapport
- Using NLP for personal and business growth: recognizing patterns and learning to change; releasing the true potential to get maximum business performance
- Personal balance: managing change for oneself; recognizing how to increase a state of self-esteem, confidence and influence
- Giving and receiving feedback: giving and receiving feedback that leads to learning; creating a learning culture; interpersonal sensitivity; recognizing and relating to unique styles
- Personal development planning: agreeing commitments for change

WORKSHOP STYLE:

A mixture of short presentations, interactive discussion, individual exercises and group work. The emphasis throughout is on a practical approach using case material and examples, and discussions aimed to provide maximum impact and learning retention for all delegates.

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