

# COACHING ESSENTIALS

## Essential Skills for Communicating and Relating



Photo by Alena Darmel from Pexels

## Introduction

*Coaching Essentials* is an essential introduction to the magic of NLP (Neuro Linguistic Programming) - the art and science of personal excellence.

NLP is a behavioural technology, which simply means that it is a set of guiding principles, attitudes, and techniques about real-life behaviour, and not a removed, scientific theorem. It allows you to change, adopt or eliminate behaviours, as you desire, and gives you the ability to choose your mental, emotional, and physical states of well-being.

With *Coaching Essentials*, you will be equipped with the tools and confidence to produce peak performance states in yourself and others – including coaching clients.

You will learn powerful NLP tools to help you really hear other people, ask precise questions that get to the heart of understanding, and shape behaviour through non-judgemental, behavioural feedback.

You will also develop skills to overcome barriers and blockages in your own life and your clients’.

## Challenge

- People believe they are born good at communicating and therefore don't practice and don't get better

**NLP is first and foremost a Communication Model.**

**“NLP is an attitude and a methodology that leaves behind a trail of techniques”**

~RICHARD BANDLER

- They have a mistaken belief that good communication is all “common sense”
- They inaccurately assume others know what they know
- People are frequently misunderstood neither do they understand others.

## Gaps

- People need skills and competencies to succeed in communication, relationships, and life.
- Communication and relationships require a specific set of skills.
- You can learn these skills more easily when you understand the structure and use the most advanced model of communication—The NLP Communication Model.

## Solution

- Learn the tools and confidence to produce peak performance states in yourself and others.
- Acquire powerful NLP pattern for really hearing people, asking precise questions that get to the heart of understanding and meaning, and shaping behaviour through non- judgmental behavioural feedback.
- Acquire skills to overcome barriers and blockages in your own life and other’s life.

## Learning Objective

To introduce the essentials of communicating and coaching to those new to Neuro-Linguistic Programming and Coaching, and sets you off on a life-altering learning journey.

- Learn about NLP as a Model, its Hidden Theories and Presuppositions
- Learn about the NLP Model of Communication and discover how we see, hear, and feel the world.
- Get into the right state for active listening and be totally present to another.
- Learn how to create a safe and supportive communication environment that facilitates ease and effectiveness of communication.
- Learn about Neuro-Linguistic States: about how to access states using the two royal roads to state.
- Design empowering states for excellence for greater effectiveness and productivity.

## Business Outcome

- Improved quality of communication and relationship.
- Higher levels of engagement and commitment.
- Greater accountability and achievement of performance targets.
- Better business results and customer satisfaction.

## Behavioural Outcome

- Communicate and relate with ease and authenticity.
- Supportive and caring towards team members and others.
- Seek to understand and empathise with others.
- Respectful when having differences of opinions



**NLP provides the methods and technology for the “how to” of the managing of your thoughts.**

## Who Is This For?

- Top Management - Directors, CEOs & Senior Managers
- Middle Management - Managers and Assistant Managers
- Executives
- Coaches & Trainers
- Counsellors & Consultants
- Parents & Teachers

## Programme Modules

### Day 1 - The NLP Communication Model

#### Introduction: Preliminaries

- Meet and greet programme participants.
- Be aware and conversant of the learning methodology involved in the programme.
- Gain an overview / insight into the programme and objectives.

#### Why Coaching?

- What is coaching & how does it differ from therapy, training, mentoring & consulting?
- What does coaching add or do that the other supportive professions for learning & development do not?
- What is Coaching Psychology based upon and what is its focus?

#### Neuro Linguistic Programming

- Learn empowering beliefs that will change the way you experience and interact with the world around you.
- Learn the simple model of communication that will enable you to always get your message across.

#### The NLP Communication Model

- Discover how we see, hear, and feel the world.
- Appreciate what communication is and how to calibrate communication effectiveness.
- Learn to match another person's preferred system to create rapport and attain deep understanding.

#### Skill #1 - Listening

- Adopt the right state for active listening and be totally present to another.
- Learn to tune into non-verbal cues to extract more information in communication.
- Observe another's eye movements to elicit how they are accessing information from their mind, thereby increasing comprehension.

### Day 2 - The Meta-Coaching System

#### Skill #2 - Supporting

- Learn how to create a safe and supportive communication environment that facilitates ease and effectiveness of communication.
- Learn the skills of pacing that helps to develop instant rapport in communication.

#### Perceptual Flexibility

- Perceptual Flexibility is the key to empathic communication.
- Learn how to develop flexibility in perceptual positions for greater empathy and understand.

#### Eliciting States

- People communicate from state to state.
- Learn how to elicit, anchor and induce states for more effective communication.

#### Neuro-Linguistic States

- Learn about Neuro-Linguistic States: about how to access states using the two royal roads to state.

#### State Management

- Learn the 13 elements that comprise state management.
- Learn how to elicit states and anchor states.
- Learn how to use anchors for better state management.

#### Patterns

- Design empowering states for excellence for greater effectiveness and productivity.
- Learn how to rid off non-resourceful behaviour and replace with productive behaviours.
- Learn how to replace non-resourceful states with resourceful ones in an instant.
  - Spheres of Excellence
  - The Swish Pattern
  - Movie Rewind Pattern

### Day 3 - The Linguistics of NLP

#### Precision Questioning

- Learn the Meta-Model of language for greater accuracy in understand another's communication.
- Learn about creating outcomes that a clear, specific and result oriented.

#### The Meta-Model

- Detect the generalisations, distortions and deletions in a person's language that creates ambiguity.
- Learn how to remove ambiguity in communication through using the Meta-Model questions.

#### The Meta-Levels of Language

- Just by listening to the structure of a person's language, learn to decipher how a person create his / her map of the world.
- Ask questions that invites clarity.

#### Well-Formed Outcome Pattern

- Use the SCORE Model for achieving desired outcomes.
- Apply the Well-Formed Outcome Pattern for greater clarity of goals.

#### Meta-Program

- Gain access into how a person thinks by understanding their Meta-Program.
- Learn to detect a person's thinking pattern for greater understanding.

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