

Testimony

Case 1

Senior Management Team Development with NLP Communication Skills

Designed and delivered by Anne Munro-Kua

"Thanks a lot for yesterday, we all really enjoyed it. It was only when I got home and was telling my husband what we had done during the day that I realized how much we had actually learnt and that you had sneaked much of it in so it seemed like fun. Very clever. We look forward to the next part."

Feedback from a British expatriate manager after the first of two intercultural workshops.

Case 2

BUILDING Rapport skills : EVIDENCE FROM PARTICIPANTS

Here are some reports of skill development from highly qualified technical managers who had previously faced difficulties in building relationships in the specific situations cited.

- **With superior:**
Experimented with giving information in the way a "difficult" expatriate superior preferred, i.e. visually rather than auditorily. For the first time, he built excellent rapport which led to a fruitful two-way discussion of a work-based issue.
- **With subordinate:**
A manager wanted to increase subordinate's attitude of responsibility so he planned his communication using the Building Bridges steps. He successfully built rapport and achieved his goal in this particular context. Inspired to repeat the process in other contexts.
- **With colleagues:**
A colleague shouted at X. However, X was able to pace and match the volume of the manager's voice and lead him from anger to calmness. Previously, X would have matched the anger by shouting back in her response. As a result, they were able to have a calm discussion about what was bugging him, with some agreement on how they would communicate more effectively in future.

And the benefits of applying NLP Skills with their family and friends:

- **With children**
 1. To improve relationship with rebellious young daughter.

Stepped into her map of the world by “acting” out a drama with her. Never done that before because he considered it “childish”. As a result, his daughter became happily cooperative and communicative with him.

2. Previously, Y had scolded to get her 10 year old son to plan to do his homework. This time she strategized by using the BB 3 step method. The following week the boy planned and executed his schedule, freeing him up some time for football.

- ***With spouse:***

One manager learnt how to respect and understand spouse with more patience and compassion by using the BB method. In the process he discovered how powerful it is to listen with an attitude of curiosity and how his wife is now demonstrating this behaviour too.

- ***With others:***

One manager built bridges with her estranged sister by drawing out her Map of the World and then having someone else role-play her. She then chose to initiate communication with her sister after a long break of many years. She had discovered the importance of holding a neutral attitude towards difference as being simply “an different place to explore”.

- ***With strangers:***

1: In a motor vehicle accident, building rapport with the “victim” when it was the participant’s fault.

2: Building rapport with a stranger in a hotel. Participant shifted from being anxious about talking to strangers to wildly excited about the “connection” that developed from using the NLP tools taught, in this case, a non-verbal starting point.