

# Soft Skills Coaching Modules



## Human Interaction Skills Training

Increase your business and personal performance by understanding each other.

# Communication Skills



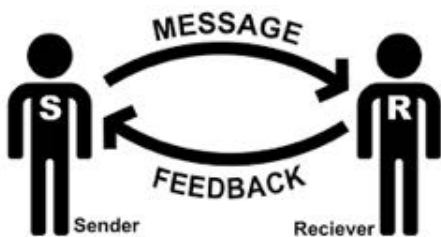
## Understanding the unconscious mind:

As humans we think that most of our communication is through the word of mouth or written text - but it really isn't. This course will explain the importance of body language in building a rapport with clients, colleagues and personal relationships. It will help you fully understand the power of our unconscious mind. The close link between our conscious and unconscious mind and how this effects performance, beliefs and how we come across when dealing with people.



## Rapport Techniques

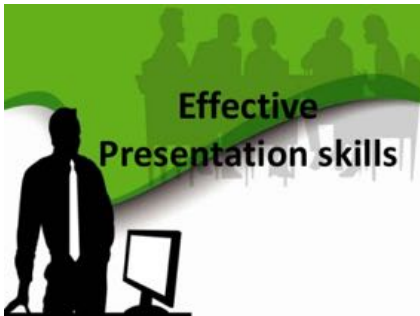
You will learn how to use various psychological techniques to build a close rapport, resulting in openness, trust and willingness to adapt to change. How to fully understand what makes people "tick" to lead towards a strong, long-term working relationship.



## Effective Communication

Is your message understood, do your people know exactly what is expected of them, has everything been covered? This course will assist both leadership and team members to fully understand how to communicate a message clearly, concisely even during those stressful periods with heavy workload, tight deadlines to meet. Techniques are introduced to enable the handling of pressure situations and controlling anxiety.

# Presentation Skills



## Presenting the Perfect Presentation:

In today's world we have the technology to help us get our message across but in most cases we forget exactly what the audience wants to hear or more importantly see. This training module will help presenters understand the importance of a technique called "KAV". Nearly all professional speakers adopt this technique when public speaking. By introducing a KAV technique into your talk or presentation will instantly gain the attention from all the audience.



## The three 20s rule:

Research has shown us that the first 20 words, 20 seconds and 20 gestures are the most important when giving a presentation. This module will work on that most critical part of a presentation. Delegates will come away with a brand new insight into how to deliver the perfect presentation just by understanding a few simple rules relating to the first 20 words, 20 seconds and 20 body language gestures.



## Introduction and Conclusion

Again, research has told us that people remember an introduction and conclusion in most presentations. Much of the information in-between is forgotten. Delegates will learn how to introduce their subject material and more importantly how to conclude their presentations to ensure people come away knowing exactly why they went to your presentation. This module, which is based around presentation skills, will also advise delegates on slide layouts and fonts to use to make maximum impact on the audience.

# Negotiation Skills



## A win-win for both parties:

In any form of negotiation both sides have to win whether this be for a financial deal or just human resourcing issues. Fully understanding the other party's viewpoint is essential. The course will help you to look at the five points for any successful negotiation, namely, establish the relationship before, choose "honey over vinegar", focus on win-win, embody your inner adult, respect the rhythm of the relationship.



## Get the stakeholders onside:

It is vital in any negotiation to find the stakeholders and keep them onside. The course will help delegates understand on how to find supporters, stakeholders and to ensure they feel part of the process. In life it is never that easy, find the anti-supporters either internal or external and how to handle their objections. The course will show delegates how to use psychological questioning techniques to either win the opposition over or remove them from the process.



## Silence is golden:

Remember that a deal has to be good for both parties. One of the strongest tools in any negotiation can be simply silence, as someone has to eventually break the silence! Many of the world's leading negotiators use the silent treatment. This module will teach delegates on how to use this effectively. Again, if the deal is not good for you, don't be afraid to "walk away from the negotiating table". No deal is better than a bad deal.

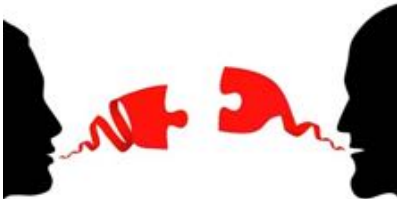
# Effective Leadership



*"Clients do not come first. Employees come first. If you take care of your employees, they will take care of the clients"- Richard Branson, Virgin Group*

## What makes a good Leader?

Are good leaders born or can we create good leaders? This module goes a long way to help executive managers improve their leadership skills just by adopting the human aspects and understand what makes a person tick. In this module, delegates will learn how to model excellence, a techniques used today by most professional sports and business leaders. Building trust with staff is paramount for a successful business relationship.



*"I'm going to tell you the story about the geese which fly 5,000 miles from Canada to France. They fly in V-formation but the second ones don't fly. They're the subs for the first ones. And the second ones take over – so it's teamwork" – Sir Alex Ferguson.*

## The art of "mirroring and matching"

With this module, leaders and future leaders will learn the importance of understand a person's body language and their "internal Representational System" of the world. By simply mirroring and/or matching the body language, predicates and words that are used will instantly build a rapport through the unconscious. Once the rapport is built, trust, openness and willing to adopt any change takes over.



*"I've missed more than 9,000 shots in my career. I've lost almost 300 games. 26 times, I've been trusted to take the game winning shot and missed. I've failed over and over and over again in my life. And that is why I succeed." – Michael Jordan*

## Techniques to improve "extensive and intensive" Listening Skills:

We have all been told about actively listening and how important it is to fully understand messages coming from "the shop floor" up to the management. But there are certain little words, predicates that we just delete consciously. Modal verbs or linking verbs as they are sometimes known, the most important verbs in our vocabulary. These verbs help understand the true beliefs or limited beliefs. This module puts managers through role-play interviews and meetings to consciously listen to these verbs to show belief or limited belief, confidence and motivational issues.

# Turning Negatives into Positives



## Is the glass half empty or half full?

Life throws many issues and complex problems at us, both in professional and personal life. Many of us turn to the side of caution and take the worst case scenarios. Before we know it, everything appears “doom and gloom”! This is only our unconscious mind taking over. This part of a human’s brain simply doesn’t understand the difference between negative and positive events. This module will help delegates to understand how our minds work and how to turn negative model verbs into positive “self-talk”. The module will also provide how to give feedback in a positive manner without the “but” sandwich.



*“Thank you for all your hard work this year, an exceptional year. The work that you put into the last project was simply fantastic. But you really need to keep an eye on your time keeping, that has to improve. Anyway, a great year, many thanks”. – So what does the interviewee remember when the interview has finished?*

## Negative Models:

As with “self-talk” and giving feedback or instructions, we have to be aware of the impact of negative model verbs such as, can’t and don’t. These negative verbs just bring things to the conscious mind, things that we had not even thought of before. In this module, role-play is used to help delegates understand the power of model verbs and what we can understand from them.



*“The 15<sup>th</sup> hole has a great fairway, with trees and beautiful flowers running along the side of the green. But whatever you do, don’t hit the ball in the lake on the left hand side”*

## Understanding our sub-modality:

As part of this module delegates will understand the sub-modality side of the mind’s filtering system. By using quite advanced psychology techniques, it is possible to reframe the negative thoughts into positive by using our three main senses: visual, audible and kinesthetic. Delegates will understand how to conduct what is called a “sub-modality intervention” exercise. Extremely useful for motivational issues.

In this module, delegates will learn some psychology techniques to work either on themselves or with other people. Ideal if there are motivational problems with teams or team members.

# Motivation and Limited Beliefs



## Addressing Limited Beliefs:

In this module delegates will learn how to address motivational and limited beliefs issues. Setting simple goals for yourself can increase motivation. By reframing the limitations into “can do” and the modelling of excellence through the human senses will instantly see enhancements on performance. This section also covers the powerful tool of “anchoring” to aid and address motivational problems within both yourself and team members.



*“Oh no, it’s raining, we always play badly in the rain”*

*“That’s the end, England have a penalty shoot-out, we always lose on penalties”*

*“We never win a deal when partnering with them”*

## Anchoring:

Anchoring is a technique using all the human senses to recall a time in the unconscious mind when you were highly motivated and had true belief in the activity that you were doing. By using the human senses, it is possible to recall this period and then anchor the situation using the human physiology. By using this physical presence, we are able to instantly recall that time again during times of limited belief or facing motivational problems. Delegates will learn the art of anchoring during this module. It is an extremely powerful tool to gain that self-belief.



## Goal Setting:

Research has shown us that a vast majority of us do not set any personal goals. The result is that many of us drift through life without fully filling our true potential. This can lead to low esteem and limited beliefs. Just setting small, realistic goals can increase motivation and addresses any limited beliefs. Using a tried and tested format, delegates will learn how to set achievable goals for themselves which is a simple but powerful way to increase motivation.



# The Trainer



## Information on the trainer:

All training modules are conducted by Bob Humphreys. Bob is a fully qualified and trained Performance Coach. He was trained by one of the UK's leading sports psychologists and passed his qualifications in 2009. Being a Master NLP Practitioner, he has adopted many psychological techniques into his practice. After working many years in the financial services sector both national and International, he has gained a deep experience and appreciation of just how businesses operate and more importantly the common difficulties and issues witnessed in today's demanding marketplace.

Bob works mainly with professional sports people in the UK and Europe. He is a huge believer that the sports industry practices are similar to those in business. Both are competitive, require tactics, motivation, belief, teamwork, concentration and planning.

Bob is also a qualified English Language teacher, working in France with businesses, business schools and private clients. The courses also include coping with cultural differences when living and working in other parts of the world. He works with professional football players and International coaches moving to English speaking countries to apply their trade.

Bob has now combined his psychology and teaching practices to offer "soft skills" coaching to groups or individuals. He firmly believes that with the introduction of Artificial Intelligence, many businesses and individuals need to get back to the basic human interaction to enable us compete in the future. He is a huge advocate for teaching creative skills with school children and has written articles on the subject.



## The Courses:

The courses are broken down into various modules based on what is required. Clients are able to pick and choose what modules they require. Typically, a one module course is taken over one day, in some cases even half-day courses.

## Contact Details:

Bob Humphreys, Tel: +44 (0)203 290 5706, Mobile: +33 (0)678 026857, Email: [bob.humphreys33@gmail.com](mailto:bob.humphreys33@gmail.com)