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Chris is a leader in training in applied cognitive psychology. He and the consultants in his company specialise in cultural, corporate and personal change. He has over twenty years experience in coaching, consulting and leading seminars in Australia and the US.

He holds a Diploma in Training and Assessment Systems, a Degree in Psychology, a Graduate Certificate in Neuro-Linguistic Programming (NLP) and a Masters degree in Applied Science Social Ecology.

“I see NLP as one of the core, extremely powerful tools I use in any business transformation process as it enables my colleagues and I to truly understand patterns of behaviour, thinking and communicating, at all levels, organisation wide, within teams and with individuals.”

**Penny Bannister - Principal/Owner  
at Self Determine**

**For course details contact us:**

**www.inspiritive.com.au  
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Process Oriented Coaching is a 5-day training seminar for managers and consultants ready to take their personal effectiveness to the next level.

By applying research findings in human communication from the field of cognitive psychology and linguistics we designed a program that will significantly leverage how you approach communication.

Using NLP as the core of it, the Process Oriented Coaching program offers coaching principles proven across a variety of contexts that will lead you to improve your productivity as a professional, by enhancing your performance in the following areas:

- Identifying behavioural patterns
- Enhancing thinking strategies in yourself and others
- Engaging multidimensional thinking
- Increase flexibility of behaviour
- Influencing human behaviour
- State management
- Identifying sustainable outcomes
- Creating rapport
- Lateral thinking
- Reframing(NLP) to selling, in order to enable people to unlock the structures of excellence in communication.

In summary, it will leverage your communication skills by providing you with more effective tools.

Process Oriented Coaching is a great addition to your current management model. The following programs have been proven to integrate well with it:

Synergistic Management  
Situational Leadership  
Aubrey Daniels' Behavioural Based Performance Management  
The Friedman, Omega and Cohen Brown coaching system

**We highly recommend this program for:**

- Management professionals
- Professional Coaches
- Professional Consultants

## Catalysts of exceptional effectiveness

INDIVIDUAL | IN-DEPTH | INTEGRATIVE | INNOVATIVE | INSPIRING



NATIONALLY RECOGNISED  
TRAINING

The 22132VIC Course in Process Oriented Coaching is an Australian Nationally Recognised Training course under the Australian Qualifications Framework.

As a result, this course conforms to the same standards of quality in design and delivery you'll find at an Australian university.

About the course

This workshop is available as in-house training for companies or as a public seminar.

"I put my business success down to my appreciation, understanding and application of NLP"

*Jarret Lefersr - Business  
Entrepreneur*

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### Course Outline

#### 1. Deep rapport

The ability to lead and work with others easily is crucial to successful management. While powerful, rapport with people is often seen as something that either comes naturally or doesn't. The facts are otherwise. Rapport involves a number of specific processes.

#### 2. Identifying thinking strategies

Here you'll learn how different people organise their thinking processes, and further, how they express this thinking in their language; all by learning to track and match the sensory language of others. You will discover the cues that a person prefers to use to communicate.

#### 3. Triple description

Understanding the place of ourselves, of others and our context will affect the results we get when managing. You will learn to track and change these patterns of self, other and context; a skill is essential to effective management.

#### 4. Develop sensory acuity

Great communicators are able to assess other people's non-verbal communication. To achieve this you'll learn to follow patterns in your audience's reactions.

#### 5. State Management (Managing emotions)

An essential skill for managers is to control your own psychological and emotional states. Having the choice and ability create and experience any useful state can support you significantly in solving problems and fulfilling an outcome. You will learn an NLP process that enables you to have full access to the states that will be most productive for you.

#### 6. A framework for excellence

For coaching to succeed, everyone's situation (in regards to their outcome) is defined early in the coaching process. This will ensure the right processes are put in practice to achieve the desired results.

#### 7. Creating sustainable outcomes

Along with framing the context, the coach needs to discover the desired outcomes for coaching. During the Process Oriented Coaching training, you'll also learn to elicit outcomes from those you manage. As a result, you'll be able to facilitate people's achievement in business.

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"By observing patterns we can identify the various shifts that need to occur for an organisation to embrace change. It is possible to identify the priority functions, projects and teams to work with to move quickly towards desired outcomes and goals"

**Penny Bannister - Principal/Owner  
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### **8. Outcome, intention and consequence frame**

Outcomes always affect other relationships and events. Participants will learn to consider the intentions and the likely consequences of achieving a given result. This model is critical for planning and project management.

### **9. Information gathering tools**

Great managers and coaches must have the ability to elicit precise, high quality information by questioning in a systematic way.

### **10. Engaging your intuition**

When you ask someone who excels in a field, they frequently can't tell you precisely how they do it. They have unconscious competence. NLP may be used to reveal the patterns that make these people able to excel. And to discern these patterns takes intuition. Knowing when and how to engage the unconscious mind is an essential skill for solution generation. The Process Oriented Coaching training assists participants in developing this intuition alongside linear thinking processes to enhance their overall competence in coaching.

### **11. Influencing human behaviour**

To lead people, it helps to be able to give them the mind states they need to solve the problems before them. These valuable resource states can be made available through an NLP communication process called anchoring.

### **12. Bootstrapping high performance**

In contemporary business, consistent high performance is considered essential. Making high performance the accepted behaviour is known as bootstrapping. During the Process Oriented Coaching training, participants will learn to help people performing with excellence as a norm. Achieving excellence in management means being able to coach others so well that it's an unconscious competence. In Process Oriented Coaching, time and attention is given to exercises and role-play, so that coaching skills becomes a normal part of work.

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