

Advanced Interpersonal Skills for Health Professionals

Booking Details

Dates:

25-26 March 2010:
'Indirect Influence and Precision
Questioning'

26-27 April 2010:
'Managing the Relationship and
Managing Yourself'

Price:

£250 per two-day workshop
or
Book both for just £400

Location:

Henley-on-Thames, Oxon
With easy access from M4/M40

Presented by

Vieolve Ltd

One of the most innovative and experienced business consultancies in the UK, renowned for our ability to unlock potential and facilitate effective and lasting change in individuals, teams and organisations

In association with

The PhysioStudio Ltd

Sports injury and physiotherapy clinic - est. 2001. With a reputation for helping chronic pain sufferers, our approach and philosophy is to treat patients as individuals, using a variety of techniques to treat symptoms and identify the underlying cause.

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You are already an expert in your field and of course you want to do all you can for your patients - but, do you ever find you have...

- ◆ A sense that there is something going on beyond the client's obvious physical symptoms?
- ◆ Clients who are not getting better as quickly as they should, despite your best efforts?
- ◆ A lack of confidence in dealing with the client's emotional issues, leaving you unsure what to do next?

These two 2-day workshops focus on the importance of the overall relationship between the health professional and the patient. In particular it provides skilled practitioners with additional tools to enhance their overall effectiveness through incorporating advanced 'people skills'.

Indirect Influence and Precision Questioning

On this workshop you will learn...

- ◆ The keys to increasing effectiveness by working with the whole client relationship
- ◆ How to identify the so-called 'filters' in language that give insights into how a client is thinking
- ◆ How your own language influences the client's response. In particular how to focus their attention on what they *do* want, rather than what they have or don't want.
- ◆ How to have more choice over your own emotional state – in particular how to set the most appropriate 'state' for any client intervention.
- ◆ The skills of matching, pacing and leading to increase subtle indirect influence.
- ◆ How to gain deeper understanding of what's really going on by listening very carefully to the clues that people offer in their everyday speech and behaviour.
- ◆ How to recognise the impact of our language on the client's emotional state. In particular, being aware of the most emotionally charged words and the reactions these may (often unintentionally) invoke in the client
- ◆ How to avoid the 'doorknob' effect by listening to the whole person
- ◆ How to ask the really challenging questions that will help to get to the root cause of the presenting issue

Managing the Relationship and Managing Yourself

On this workshop you will learn...

- ◆ Ways of building confidence in your natural intuitive skills and using it to increase the depth of rapport and understanding of the client's situation and needs.
- ◆ How to understand what it is like to be on the receiving end of you
- ◆ Effective ways of handling relationships with other medical professionals and so-called 'difficult people'
- ◆ How to identify someone's deeper 'values systems' and recognise the impact these have on their attitude and behaviour.
- ◆ A variety of considered opinion on where clinical treatment ends and 'therapy' begins
- ◆ How to manage, maintain and enhance your energy levels, especially when stressed
- ◆ Ways of working with anchoring techniques to help people develop an alternative response to an existing adverse stimulus or situation
- ◆ How to protect yourself when exposed to a client's emotional 'baggage' or 'stuff' on a regular basis and helping the patient develop new strategies for dealing with their issues.
- ◆ Dealing with unexpected or adverse reactions in clients
- ◆ Taking the learning forward – maintaining momentum and benefits from the workshop

*Each workshop can be taken individually,
or book both to receive a 20% discount on the total cost.*

These workshops contribute to your CPD points and successful completion of all four days will lead to a Diploma in Neuro Linguistic Programming (NLP) certified by the International NLP Trainers Association (INLPTA)