

Information & Management Systems Department of A Very Large Organisation NLP Practitioner Course

The Brief

Appetites sharpened by introductory programmes and clear business benefits



As a result of the interest generated from having successfully designed and delivered a two day NLP workshop to support the on-going development of a World Class staff cadre in IMS, dls were asked to design and deliver a fully accredited NLP Practitioner Course to enhance and further develop the communication, coaching and engagement skills across the organization. Information Management Solutions (IMS) is at the heart of the business and is, therefore, key to enabling the achievement of the company's ambition. It is accountable for deploying and managing cost effective and business enabling IT solutions with an overarching focus to provide the most highly valued IT service in the UK.

The NLP Introduction had convinced senior participants that there would be real business benefits to bringing this work to a deeper level within IMS. What they wanted was an accredited, accelerated course, delivered by trainers with extensive experience of successfully using the tools and techniques practically in a range of different ways in both the public and private sectors; a course delivered within a short time frame to allow participants who had attended the Introductory courses to build on and reinforce, as quickly and effectively as possible, the learning that they had already gained.

Our Approach

Extensive Stakeholder engagement; accredited, flexible and robust programme



We collaborated and consulted with key stakeholders in IMS to put together, recruit to and then successfully run and complete a ten day pilot within a three month timeframe. It was recognised by these stakeholders that mastering the comprehensive toolkit of techniques and strategies that NLP provides would give IMS as a whole access to a broader spectrum of cognitive options to aid problem-solving, project managing, more effective recruitment decision-making, negotiating, delegating, coaching and inspirational leadership. They also recognised that the course must be robust; give participants the right opportunities for practising these new skills in a safe environment; to cover enough in depth work to allow the tools and techniques to be modelled in their everyday work and through that to start to become part of the 'muscle' of the organisation. They were also keen to run a course that was externally, internationally accredited by the ANLP (Association of NLP).

With this in mind we structured the course to run in blocks of two and three days, with time in between delivery for people to use, and reflect on, what they had learned in the workplace. We know from experience that the more people are encouraged to experiment and observe the effects of these techniques in real time, the more quickly they will internalise them, make them their own and increase their positive impact on the business and on other people around them.

We require participants to use learning logs to reflect on what they are doing and have done, to enhance and deepen their own learning; we expect them to give us at least six written up logs, to deliver a project centred around using NLP in some aspect of their lives and their work and to present that work formally in the group. We consult with each participant to support them in producing follow up work, to check the

learning in their logs and to ensure that the project they choose has real relevance, will stretch and challenge them appropriately and will deliver results.

We have also suggested that participants may wish to assist on any further courses we run in IMS. This is to give participants opportunities to embed the learning in individuals, to bring added value to IMS, to create a climate in which continuous professional development can be supported and, most importantly to add real value by further enhancing and embedding the learning within the organisation.

Outcome

Immediate requirement for more programmes; new programmes substantially over subscribed

We enrolled 17 people on the first course. Follow-on courses to give more people the chance to take up the course and broaden their skills were mooted by the time we got to the halfway stage of the initial course.

Two more courses were put into the diary and marketed in April to start in May. These have both been substantially oversubscribed as a result of the very positive feedback given by participants who attended the initial course.

Feedback

Michael Howes-Roberts, Account Manager, IT Business Alignment & Development, IMS

“The most applicable and effective training that an organisation has provided in my working career to date. The knowledge, awareness and techniques are constantly of use and already making a considerable difference to the effectiveness I have in work and the impact I have on others. It has given me the confidence and skills to really get involved in coaching and mentoring which I feel will have a significant impact on those individuals to achieve their goals. This will play a part in helping the organisation to become an even better place to work and develop within.”

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<p><i>Tim Gent, Project Manager, IMS</i></p>	<p><i>"...opened me up to new ideas and new ways of thinking - since completing the course I've found my communication has improved significantly, enabling me to be a better coach, manager, and colleague"</i></p>
<p><i>Terry Dummett, Head of Enhancements, IMS Projects & Programmes</i></p>	<p><i>"I thought the NLP Practitioner Programme was amazing, inspiring and life-changing."</i></p> <p><i>"IMS wanted to train NLP Practitioners so that IMS could, through motivating people, achieve a shift in performance and increase the staff engagement scores; this can be achieved if we do it effectively, and I am determined to be a part of the achievement."</i></p>
<p><i>Heather Foster, IMS IT Business Alignment & Development – Account Manager</i></p> 	<p><i>"Naomi and Sarah really brought the tools and techniques to life, and their use of very engaging ways to practice in a safe and supportive environment, combined with an incredible level of knowledge and experience, made the NLP practitioner programme a great learning experience from start to finish. This was clearly demonstrated in the level of engagement they achieved with each and every one of us – a fabulous learning experience and one that I have recommended to many colleagues and friends.</i></p> <p><i>With such a sound training base I have had the confidence to use a huge amount of what I have learned. My everyday language has changed and I am aware of how this impacts those I work with. I have approached difficult challenges (and people!) with renewed confidence – to simply encourage people to express well formed outcomes has made my job easier, their goals clearer and solutions easier to find. I have also coached several people since completing the course, both in and out of the workplace. This has inspired me to become more involved in this aspect – as a result I am working with the IMS Coaching programme to help develop and deliver coaching sessions for managers."</i></p>

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*Anne Roper Identity
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Don't quote me – quote a colleague who said “I knew if I talked to you I would feel better and it would all make more sense” which was the result of a five minute listen, 2 questions and a bit of SOS.

The NLP practitioner course has had a profound effect on the way I think about my communications and my relationships. At a superficial level, some of the techniques, such as the use of positive language, are very easy to introduce into my speech and then are mirrored by others. Despite the ease of introduction and use, even such simple behaviour generates a more positive response than my old way of talking did. Other techniques have had a deeper effect on me and on the way I coach others, and the quality of the relationships I have developed as a result is fantastic. I have learnt – and am still learning – so much about myself and the impact I have on others.