



安讯教育与科技有限公司
Axon Consultancy Sdn Bhd

HIGH IMPACT COMMUNICATION SKILLS MASTERY



USING NEURO LINGUISTIC PROGRAMMING (NLP)



Axon Consultancy Sdn. Bhd.

(Co Reg no: 201701042497)

2-2, Plaza Usahawan Genting Kelang, Jalan Danau Naiga,
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AN OVERVIEW

In modern organisations, ineffective communication is one of the most common causes of conflict, disengagement, low productivity, and missed opportunities. When messages are misunderstood or resistance is not handled effectively, valuable time and resources are lost. At the same time, high-performing professionals are able to communicate with clarity, credibility, and influence. They build rapport quickly, handle resistance calmly, and align their message with how others think, decide, and act.

High Impact Communication Skills Mastery Using NLP is a structured development programme designed to equip participants with practical communication tools grounded in Neuro-Linguistic Programming (NLP). The programme focuses on understanding how people process information, what drives motivation and resistance, and how language, mindset, and behaviour interact to shape outcomes. Participants will learn to communicate with confidence, build trust-based relationships, influence without pressure, and handle challenging conversations constructively in professional environments.

DURATION: 2 Days

WHO SHOULD ATTEND

This programme is designed for:

- Managers and team leaders
- Sales, customer-facing, and business development professionals
- HR, learning, and people managers
- Professionals required to influence, negotiate, or manage relationships



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PROGRAMME OBJECTIVES

By the end of this programme, participants will be able to:

- Understand how the structure of the mind influences communication style and outcomes
- Apply core NLP principles to improve clarity, impact, and influence in communication
- Identify internal drivers, values, and motivations that shape behaviour and decision-making
- Build rapport and trust quickly, including with resistant or difficult individuals
- Handle objections and resistance conversationally without confrontation
- Use values-based and emotionally aligned language to guide others toward action
- Ask effective questions that uncover hidden needs, beliefs, and concerns
- Reframe objections and resistance into engagement and collaboration

LEARNING OUTCOMES

Upon completion, participants will demonstrate the ability to:

- Communicate with greater confidence and presence in workplace interactions
- Influence naturally by aligning messages with how people think and decide
- Detect and manage resistance early before it escalates into conflict
- Improve buy-in, motivation, and engagement through effective dialogue
- Build stronger professional relationships with colleagues, clients, and stakeholders



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TRAINING METHODOLOGY

This programme adopts a competency-based and experiential learning approach:

- **Experiential Learning:** Practical exercises, simulations, and role-based activities
- **Facilitated Debriefing:** Structured reflection and guided discussions
- **Group Work:** Peer learning, breakout sessions, and scenario analysis
- **Multimedia Support:** Relevant videos and visual models to reinforce learning
- **Action Planning:** Clear focus on workplace application and transfer of learning

Each module follows the **4MAT Learning System**:

- **Why** – Business relevance and importance
- **What** – Conceptual frameworks and evidence-based models
- **How** – Practical application through exercises
- **What If** – Reflection, situational analysis, and workplace transfer



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Course Content

Day 1: Foundations of High-Impact Communication

Module 1: Setting the Communication Frame

- Understanding current organisational communication challenges
- Identifying barriers to performance and engagement
- Resources required for effective communication and influence
- Introduction to NLP and its relevance to organisational performance and team alignment

Module 2: Excellence Starts in the Mind

- How internal states influence communication behaviour
- Conscious and unconscious processes in communication
- Accessing internal resources for confident and effective interaction

Module 3: Empowerment and Accountability in Communication

- Personal responsibility for communication outcomes
- Empowered communication and its impact on results
- Accountability as a foundation for influence and leadership presence

Module 4: Building Rapport and Connection Instantly

- Managing first impressions effectively
- Body language and non-verbal communication cues
- Overcoming resistance and mindset barriers in conversations
- Understanding how internal states affect external relationships

Module 5: Changing the Inner World for Better Communication

- Thought patterns and belief structures
- Translating internal change into external communication behaviour
- Overcoming perceived limitations to communicate with impact



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Day 2: Values-Based Influence and Sustainable Application

Module 6: Identifying Values and Motivation Drivers

- Values as key drivers of behaviour and decision-making
- Motivation through values-based communication
- Identifying and responding to values in others

Module 7: Developing Trust and Emotional Resilience

- Understanding the structure of trust in professional relationships
- Building self-trust and trust in others
- Emotional awareness and resilience in challenging conversations

Module 8: Aligning Values with Behaviour

- Behavioral congruence and communication credibility
- Authentic communication aligned with personal values
- Aligning individual and team communication for performance

Module 9: Action Planning and Workplace Application

- Translating learning into daily communication practices
- Developing individual communication action plans
- Embedding new skills for sustainable behaviour change



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Trainer Portfolio: Mr. Andreas Dorn

HRDC Accredited Trainer | Certified NLP Trainer | Hypnotherapy & Behavioural Master Coach Trainer | Co-Founder & Master Trainer, Asia Mind Dynamics Sdn Bhd |

Andreas Dorn is an accomplished and results-driven Certified Trainer and Master Trainer of **Neuro-Linguistic Programming (NLP)**, **NLP Coaching**, **Hypnotherapy**, and the **Language and Behaviour Profile – Words That Change Minds**, as well as the creator of **CRAFTing Conversations® – Reframe Mastery**.

With over **20 years of professional training and coaching experience across Asia**, Andreas integrates neuroscience, behavioural science, and communication mastery to deliver transformative learning experiences. His work empowers leaders and professionals with the **clarity, confidence, and behavioural agility** needed to navigate complex organisational and leadership challenges.

Andreas has trained and coached leaders, professionals, and organisations in **Malaysia, Vietnam, Australia, Germany, and Cambodia**, combining global best practices with practical, real-world applications. His engaging, conversation-based facilitation style helps participants recognise limiting beliefs, reframe perspectives, and achieve measurable results.

Areas of Expertise

- Leadership & Belief-Driven Performance
- Advanced Communication & Influence
- Conversational Coaching & Reframing
- Sales Effectiveness & Client Motivation
- Building High-Trust, Psychologically Safe Teams
- Self-Leadership & Behavioural Change



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