

The 23TWELVE 'if I could talk to the animals' experience

*The emotional intelligence and non-verbal leakage bronze day
Communication, body language, rapport generation, introduction to NLP*



Course Background

You are giving a major presentation to the board....How do they feel? What do they think? How do you know? A member of your team bursts into your office unexpectedly? How do they feel? What should you do? How do you know?

You are standing in front of a 300lb silver back gorilla at feeding time...How does he feel? What should you do? How do you know? A black African rhino approaches you. Is she in a good mood or a bad one? How do they feel? What should you do? How do you know? What do they need?

Will you ever forget?

Empathy, the ability to read others, to get on with people, to create a rapport with those we work with as well as those we have just met, these skills are essential management tools.

Yet how do you develop these qualities, when to some, they are not so innate and more a matter of nurture than nature?

Recent research has shown that those who really progress in the World of work in the 21st Century have exemplary business skills, but they also have other qualities prized more highly by their employers...they have the ability to empathise and create appropriate yet effective relationships with clients and colleagues alike, often in a short space of time.

As business becomes more Global and the ways we communicate become more complex and varied, the ability to actually talk to someone appropriately and effectively and read their body language is becoming less and less prevalent yet more and more valued! But how do you encourage and develop such skills in a natural and successful fashion that show delegates how they can utilise these skills with real life people in real life business situations, when reading the non verbal could make or break a deal or communication?

This one-day course is set in the glorious and unique environment of Port Lympne Animal Park. Part of The John Aspinall Foundation, the park is dedicated to saving rare and endangered animals with the ultimate goal of returning them into the wild. The keepers and staff at the park develop a very special relationship with their charges and so are experts in the topics of body language, empathy and emotional intelligence.

They know that the secret of good communication is all about what is often not being said and are able, very quickly, to judge the temperature of the situation merely by reading the non verbal and responding to it appropriately! Delegates will have a chance to work with these amazing communicators, who will reveal to them the skills they have in emotional intelligence and rapport generation.

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Delegates will be immediately, be taken out of their comfort zone. Instead of driving into the park in their own cars, they will be collected from their hotel or rendezvous in a Port Lympne animal truck, to emphasis the importance of environment and how crucial the power of the first impression is. How do they feel? What is going to happen today? The early part of the session focuses on how delegates can develop their personal communication skills and assesses their own ability to read and connect without words as well as understand what isn't being said in a business situation.

After lunch, delegates are given the unique and exclusive opportunity to put these skills into practice in a very special way, with an unparalleled opportunity to interact, in complete safety, with some of the animals at the park.

Accompanying some of the most experienced animal experts in the World, people who have been integral in raising and releasing their charges back into the wild, delegates will be given a chance to observe the ultimate in body language and rapport generation skills, which will be related back to their roles in the work place.

They will accompany keepers into the compounds to feed, observe and relate one to one with gorillas, rhinos, the big cats or elephants and put their newfound skills into practice with the real emotional intelligence experts!

Communication

Body Language

Rapport Generation

Introduction To NLP

Professional Speakers Include

Wildlife conservation and head of the John Aspinall Gorilla Release programme - Amos Courage

23 Twelve's courses are different in that our learning experiences do not finish at five o' clock. We believe that that is the exactly the time when the learning really begins. So all of our courses include

Overnight accommodation at The Hythe Imperial Hotel

A private dinner, at The Hythe Imperial Hotel

A guest speaker