

Client Case Study:

East Sussex Council

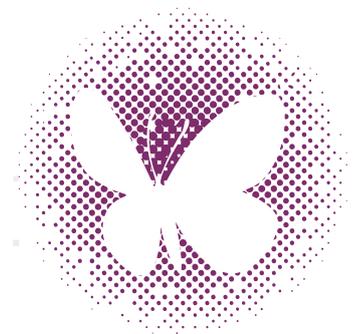
The Cultural Change Company was invited to run a NLP Rapport Building Course for Change Leaders operating across East Sussex Council. The course was commissioned by the Director of Human Resources. The participants were drawn from middle and senior management roles and worked across the Council in a variety of support service roles. The client was undergoing large scale organisational change of a transformational nature. They recognised that the strategic change process they were undertaking would require high level relationship management skills and the building of a change leadership network. They were very much building their own internal capabilities and they invited The Cultural Change Company to meet with a sample of their change leaders and work with them to teach multiple NLP techniques that could enhance their change leadership skills through effective rapport building.

Workshops

The workshops took place at the client's HQ and The Cultural Change Company delivered highly successful and innovative NLP workshops which enabled the development of the following change leadership skills:

- Reading social situations with acuity
- Building rapport with individuals and teams
- Transforming self-limiting beliefs into high powered assets
- Manage productive meetings
- Present your case convincingly
- Manage difficult people
- Handle office politics with skill
- Building resourceful emotional states
- Work smartly with different cultures

The workshops aimed to develop the client's skills at building rapport with key stakeholders as they identified this as a critical part of their leadership process. The client understood that this ability is an essential competence required to establish change managers in a leadership role. Rapport builds trust and strengthens relationships which, during periods of intense change, are critical human resources. Our NLP Rapport Building course enabled the successful development of this resource.



The Cultural
Change Company

www.culturalchange.co.uk
07450 962 526
david.potter@culturalchange.co.uk