PUBLIC WORKSHOP

Meta-Coaching System®: Module 1 Coaching Essentials (Communication Essentials)

• Delivered as an intensive 3-day practical immersion for corporate managers

BRKTHRU. COACHING & LEADERSHIP

Ideal for Senior Managers, Operational People Managers, and Internal HR Leaders.

Stop exhausting yourself trying to answer every problem. Meta-Coaching Module 1 equips leaders with the psychological mechanics to shift employee mindset, neutralize defensive resistance, and inspire independent operational accountability.

[v] Accredited by the International Society of Neuro-Semantics (ISNS) [v] Full Coaching Triad Practicums [v] Immediate Workplace Application

ROLE DEMARCATION

Coaching vs. Other Helping Disciplines

Most leaders suffer from chronic cognitive overload because they treat every employee issue as a request for advice. Module 1 clarifies the boundaries so you develop independent problem solvers.

ROLE 01
Consulting
Focus: Diagnosis & Answers

Hands the employee the solution. The manager shoulders the cognitive load while direct reports surrender ownership.

ROLE 02
Training
Focus: Knowledge Deficit

Teaches a specific, missing operational skill. Essential for newcomers, but breeds passivity if used on capable staff.

ROLE 03
Mentoring
Focus: Past Experience

Shares "Here is how I survived this 10 years ago." Provides wisdom, but often fails when current realities require new thinking.

ROLE 04
Therapy
Focus: Past Trauma

Explores past emotional pain and trauma. Crucial for clinical healing, but entirely inappropriate inside operational 1-on-1s.

THE META-COACH
Coaching
Focus: Self-Actualizing

Treats the coachee as resourceful and capable. Asks precision questions that trigger self-accountability and lasting execution.

BEHAVIORAL OPERATING SYSTEM

10 Operational Presuppositions of Influential Leaders

These are operational beliefs that eliminate executive frustration, prevent finger-pointing, and transform how you approach team friction.

01 The Map is Not the Territory
People do not respond to workplace reality; they respond to their internal mental edit of it. Understand their map to influence their actions.

02 You Cannot NOT Communicate
Your micro-expressions, posture, and silent delays speak louder than any memo. Leaders align their non-verbal cues with their message.

03 Meaning is the Response You Get
If your team misunderstands your expectations, blaming them won't salvage the deadline. Adjust your delivery until results align.

04 Positive Intention Behind Behavior
Pushback is rarely sabotage; it is someone protecting their bandwidth, quality standards, or job security. Address that intention to clear friction.

05 People Work Perfectly as Programmed
Employees are not broken; their subconscious habits produce consistent results. Upgrade the internal sorting program to upgrade output.

06 No Failure, Only Feedback
Blame cultures encourage cover-ups. Treating operational mistakes as objective data drives rapid iterations and continuous performance improvements.

07 Best Choice Available in the Moment
Under pressure, people choose the least costly path they can see. If you want better decisions, help your team see better alternatives.

08 People Possess All Core Resources
Your people already have courage, logic, and creativity. Your job is not to give them answers, but to ask questions that unlock their resources.

09 Flexibility Controls the System
Rigid leaders break during crises. The manager who can fluidly switch communication styles maintains influence in any boardroom.

10 Mind and Body are One System
Physical tension fuels panic; grounded breathing restores clear thinking. Learn to guide physiological states to elevate cognitive execution.

What You Can Learn in the Module 1 Workshop: Detailed Topics & Value to Managers

Module 1: Coaching Essentials is a behavioral laboratory. Every module topic is tied directly to day-to-day management challenges: handling friction, delegating, conducting performance appraisals, and motivating teams.

TOPIC 01

Calibrating & Eye Accessing Cues

Sensory awareness vs. projection

COURSE CONTENT:

Tracking micro-physiological cues: breathing rhythm, vocal tonality, lip tension, posture, and subconscious eye saccades (Eyes Up = Visual imaging; Eyes Lateral = Auditory; Eyes Down-Left = Internal dialogue; Eyes Down-Right = Somatosensory/Kinesthetic feelings).

VALUE TO THE MANAGER:

Catches unspoken resistance before it turns into missed deadlines. When an employee says "Yes, I'm completely on board," but their eyes dart down-left and their breathing turns shallow, you know they are arguing internally. You can immediately pause and resolve their doubts on the spot.

TOPIC 02

Pacing & Rapport Engineering

Entering their model of the world

COURSE CONTENT:

Matching verbal and non-verbal physiology, energy level, breathing rate, and linguistic predicates. Building psychological safety so the other person feels thoroughly understood before you steer the conversation.

VALUE TO THE MANAGER:

Eliminates pushback. You cannot lead anyone you have not paced. If a team member comes to you panicked and you say "Calm down, be logical," they feel dismissed and resist you. Pacing matches their urgency first, making subsequent redirection effortless.

TOPIC 03

Precision Questioning & The Meta-Model

Challenging cognitive distortions

COURSE CONTENT:

A targeted linguistic matrix that unpacks Deletions ("We have a problem" -> "What specific problem?"), Distortions ("They don't respect us" -> "How specifically does that email mean disrespect?"), and Generalizations ("Clients never buy this" -> "Never? Who was the last to buy?").

VALUE TO THE MANAGER:

Dismantles corporate excuses and victim mentalities. In less than 2 minutes, clean questions force employees to evaluate their own logic, abandon gossip, and produce objective action plans.

TOPIC 04

Well-Formed Outcomes (WFO Framework)

Beyond standard SMART goals

COURSE CONTENT:

The 7-part outcome design system: (1) Positively stated, (2) Self-initiated and maintained, (3) Sensory-verifiable, (4) Context-specific, (5) Ecology checked (evaluating what will be sacrificed in time, relationships, and bandwidth), (6) Resource availability, and (7) First step execution.

VALUE TO THE MANAGER:

Guarantees execution buy-in. Standard SMART goals only set deadlines; WFO checks for emotional alignment and workload feasibility, preventing projects from being quietly dropped weeks later.

TOPIC 05

State Induction & Neuro-Anchoring

State management under pressure

COURSE CONTENT:

Accessing and conditioning resourceful internal states (focus, calm resilience, assertive presence) using kinesthetic, visual, and auditory anchors.

VALUE TO THE MANAGER:

True executive presence. During an operational crisis, the most grounded leader guides the room. You gain the ability to reset an anxious team into solution mode within 10 minutes.

COGNITIVE SORTING SOFTWARE

The 9 Critical Meta-Programs for Managers

Meta-programs are the sorting software of the human mind. If you talk to an employee using language opposite to their cognitive wiring, they will misunderstand or resist your directives. Master these 9 filters to align, delegate, and motivate effortlessly.

FILTER #1 • MOTIVATION

Toward vs. Away-From

Toward: Driven by goals, bonuses, and achievements. Away-From: Driven by avoiding errors, risks, and penalties.

Manager Value: Don't motivate risk managers with bold revenue visions. Explain the compliance failures they will help the company avoid.

FILTER #2 • AUTHORITY

Internal vs. External Frame

Internal: Evaluates success by personal standards. External: Relies on manager approval, metrics, and client reviews.

Manager Value: Give autonomy to Internals (micromanagement repels them). Schedule regular check-ins and affirmation for Externals.

FILTER #3 • EXECUTION

Options vs. Procedures

Options: Craves variety, workarounds, and designing paths. Procedures: Follows standard operating procedures step by step.

Manager Value: Assign Options thinkers to solve new bottlenecks. Task Procedures people with mission-critical workflows where steps cannot be skipped.

FILTER #4 • SCALE

Global vs. Detail (Chunk Size)

Global: Focuses on strategic vision and the big picture. Detail: Focuses on data points, sequences, and granular facts.

Manager Value: Brief senior executives with a high-level summary. Brief engineers and analysts with sequential, quantified data.

FILTER #5 • EVALUATION

Matcher vs. Mismatcher

Matcher: Identifies agreements and common ground. Mismatcher: Spots exceptions, flaws, and risks immediately.

Manager Value: Stop taking contrarian pushback personally. Put Mismatchers into QA, security, or audit where spotting flaws protects profit.

FILTER #6 • BUY-IN

The Convincer Channel

How people become confident: Seeing (visual), Hearing (auditory), Reading (reports/data), or Doing (hands-on test).

Manager Value: Don't try to persuade a "Reader" CFO with a verbal pitch. Send the written briefing first, then discuss.

FILTER #7 • PACE

Proactive vs. Reactive

Proactive: Jumps straight in, acts with urgency. Reactive: Studies the variables, analyzes, waits for clarity.

Manager Value: Pair a fast-driving Proactive leader with a Reactive analyst to avoid costly, impulsive blunders.

FILTER #8 • ENVIRONMENT

Individual, Group, or Shared

Individual: Solo ownership & quiet space. Group: Energized by open offices. Shared: Thrives with an accountability partner.

Manager Value: Putting an Individual contributor in a noisy bullpen hurts their productivity. Give them space to focus.

FILTER #9 • TIMELINES

In-Time vs. Through-Time

In-Time: Absorbed in the moment, adaptable, struggles with schedules. Through-Time: Strict with deadlines, linear, planner.

Manager Value: Put Through-Time people on project schedules; deploy In-Time staff into dynamic client meetings where being present matters most.

NEUROLOGICAL INTERVENTIONS

Neuro-Coaching Intervention Patterns

These are concrete, step-by-step psychological exercises that reprogram limiting habits, calm performance anxiety, and anchor executive confidence.

Circle of Excellence

STATE ANCHORING ON DEMAND

A spatial anchoring process that retrieves peak experiences of poise, decisiveness, and calm, locking that state to an imaginary circle on the floor. Stepping in fires the state automatically.

Manager ROI: Anchor confidence before walking into contentious board presentations or high-stakes negotiations.

Movie Rewind Pattern

NEUTRALIZING ACUTE PERFORMANCE DREAD

Treats mental memories as editable films. By viewing a past blunder from a detached theater seat in reverse at high speed, the brain strips out the emotional charge.

Manager ROI: Rapidly restore a direct report who stumbled during a client presentation and is now paralyzed by anxiety.

The Swish Pattern

REWIRING COMPULSIVE MICRO-HABITS

Replaces the sensory cue that sparks an unproductive impulse (snapping at direct reports, procrastination, avoidance) with an attractive image of your ideal professional self.

Manager ROI: Break destructive habits on the job—such as interrupting team members or putting off difficult performance reviews.

PUBLIC WORKSHOP ENROLLMENT

Level Up from Everyday Manager to Inspiring Leader

Seats are intentionally limited to preserve rigorous coaching practice and direct faculty feedback. Contact our enrollment team today to reserve seats for the upcoming cohort or request an in-house corporate proposal.

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