

Week1 Wednesday Com1 Notes

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Different opinions within the workplace is inevitable, but knowing how to react in the right way can avoid conflict.

1. Miscommunication
2. Different goals or priorities
3. Stress
4. Resource Limitations
5. Personality Clash
6. Styles of Thinking or working

Neuro-Linguistic programming

- **Defenition : Neuro-linguistic programming** (NLP) is a psychological approach that involves **analysing strategies** used by **successful individuals** and applying them to reach a personal goal. It relates thoughts, language, and patterns of behaviour learned through experience to specific outcomes.

How people organise their feeling, thinking, language and behaviour to how someone receives that information.

- **Types :**
 - Mindset changes to positively affect the well-being of people suffering from anxiety

- The behaviour of someone in a business environment and how they communicate with their peers in a positive and informative way.
- **Benefits**
 - It can be helpful to develop a better **mindset** for yourself, improve the behaviour and other aspects of your every day life, whether it be in the workplace or at home.
 - A bit more of a positive outlook on life can be achieved simply by changing the way you think about things and the behaviour that is shown when approaching different situations
- **NPL in the Workplace**
 - NLP provides you with the ability to improve your communication and reverse negative behaviours
 - Problems are usually internal
 - Work experiences are related to the individual rather than the workplace
 - Studying language patterns to tailor communication methods
 - Building workplace relationships
 - Influence the way others think (negotiation)
 - Managing emotions
 - Control your reactions towards negative events, and do not come across as overly negative
 - Stress and anger
 - Excitement and happiness
- **Extra Information on NPL**
 - This can help you think more clearly
 - Communicate more effectively with others
 - Manage your thoughts, moods and behaviour effectively

- Medical benefits
 - Handle your anxiety, stress, phobias
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- **Cognitive Biases**

A cognitive bias is a systematic error in thinking that occurs when people are processing and interpreting information in the world around them and affects the decisions and judgments that they make.

There are over **175** types of Biases, too much to cover!

- **Exploiting Bias** in the workplace
 - **Reactance** - tell people to say no they are more likely to say yes
 - **Reciprocity** - Be the first to give up
 - The feeling of obligation to give when you receive
 - Personalised and unexpected makes it even better
 - **Door in the face** - forcing people to refuse a large request increases the likelihood of agreeing to a second, smaller request
 - **Likability** - Give compliments and build cooperation
 - Freely give honest flattery
 - **The Bystander** people who look to others to determine their own actions.
- **Six Hats of Thinking**
 - **White hat** - calls for information known or needed. the facts just the facts
 - **Yellow Hat** - symbolises brightness and optimism, under this hat you explore the positives and probe for value and benefit
 - **Black hat** - judgement, the devils advocate or why something may not work.
Spot the difficulties and dangers. most powerful and useful of the hats.
 - **Red hat** - Signifies feelings, hunches and intuition . When using this hat you can express emotions and feelings and share fears, likes, dislikes,

loves,
and hates.

- **Green hat** - focus on creativity; possibilities, alternative, and new ideas. Its an opportunity to express new concepts and new perceptions.
- **Blue hat** - manage the thinking process. Its the control mechanism that ensures the six thinking hats guidelines are observed.