

# Neurolinguistics Programming

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What is NLP?

Richard Bandler and John Grinder

# What is NLP?

- Bandler and Grinder were fascinated to see how some people get on well with difficult people while some people do not.

# What is NLP?

- Neurolinguistic Programming is one way how effective communication can be achieved.
- NLP centres on communication and change.
- In other words, NLP focuses on discovering how to think and communicate more effectively within yourself and with others.

# What is NLP Cont.

- **Neuro** concerns your neurological system. NLP is based on the idea that you experience the world through your senses and translate sensory information into thought processes, both conscious and unconscious. Thought processes activate the neurological system, which affects physiology, emotions, and behaviour.

# What is NLP Cont.

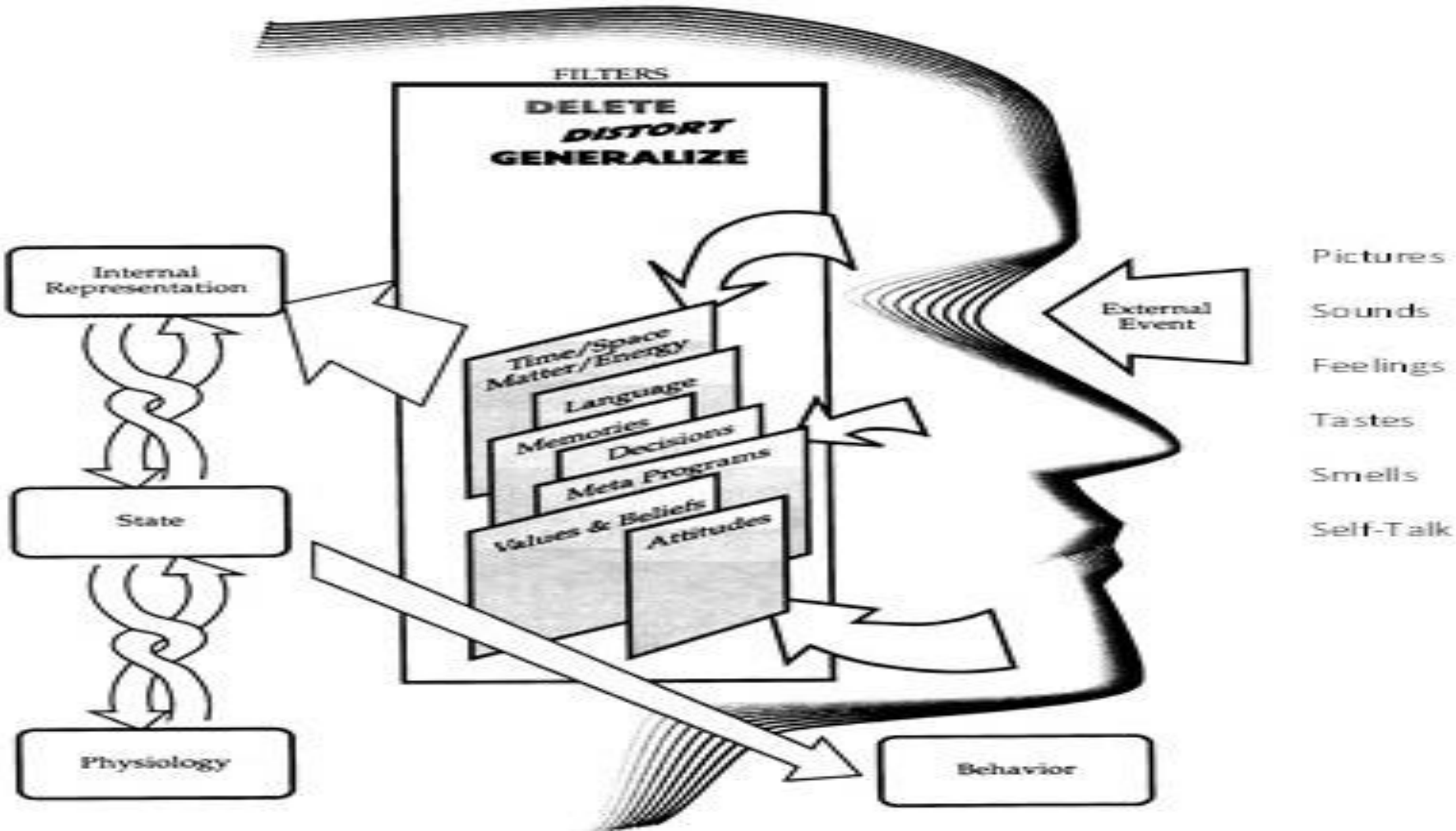
- **Linguistic** refers to the way you use language to make sense of the world, capture and conceptualise experience, and communicate that experience to others. In NLP, linguistics is the study of how the words you speak and your body language influence your experience.

# What is NLP?

- **Programming** draws heavily from learning theory and addresses how you code or mentally represent your experiences. Your personal programming consists of your internal processes and strategies (thinking patterns) that you use to make decisions, solve problems, learn, evaluate, and get results. NLP shows you how to recode your experiences and organise your internal programming so that you can get the outcomes you want.



|   |             |   |
|---|-------------|---|
| N | Neurology   | The mind and how we think.                        |
| L | Linguistics | How we use language and how it affects us.        |
| P | Programming | How we sequence our actions to achieve our goals. |



# Components of the NLP Communication Model?

- Deletion
  - selectively pay attention to certain aspects of our experience
- Distortion
  - misrepresent reality by making shifts in our experience of sensory data
- Genralisation
  - global conclusions based on one or two experiences

# Filters of the NLP Model

- Meta programs - Knowing someone's Meta Programs can help you clearly and closely predict people's states, and therefore predict their actions and behaviors
- Values - Values are essentially an evaluation filter
- Beliefs - Beliefs are generalizations about how the world is
- Memories - our reactions in the present are more and more just reactions to gestalts
- Decisions - decisions that we have made in the past

Words create reality.

# What is NLP: Definition

- “NLP is a form of modelling that offers potential for systematic and detailed understanding of people's subjective experience” (Tosey and Mathison 2003: 17).
- Neuro Linguistic Programming (NLP) is a methodology to understand and help change human behaviour patterns.
- Accordingly, it can be said that NLP is a system which helps individuals define their subjective experiences. Furthermore, NLP helps individuals change their perception.

# Six Principles of NLP

- You
- Presuppositions
- Rapport
- Sensory awareness
- Outcome thinking
- Behavioural flexibility

(O'Connor 2012)

# Six Principles of NLP: You

- You - You are considered as the most important part of any NLP intervention. Your emotional state and your level of skill can directly affect your success. Being congruent is the key.



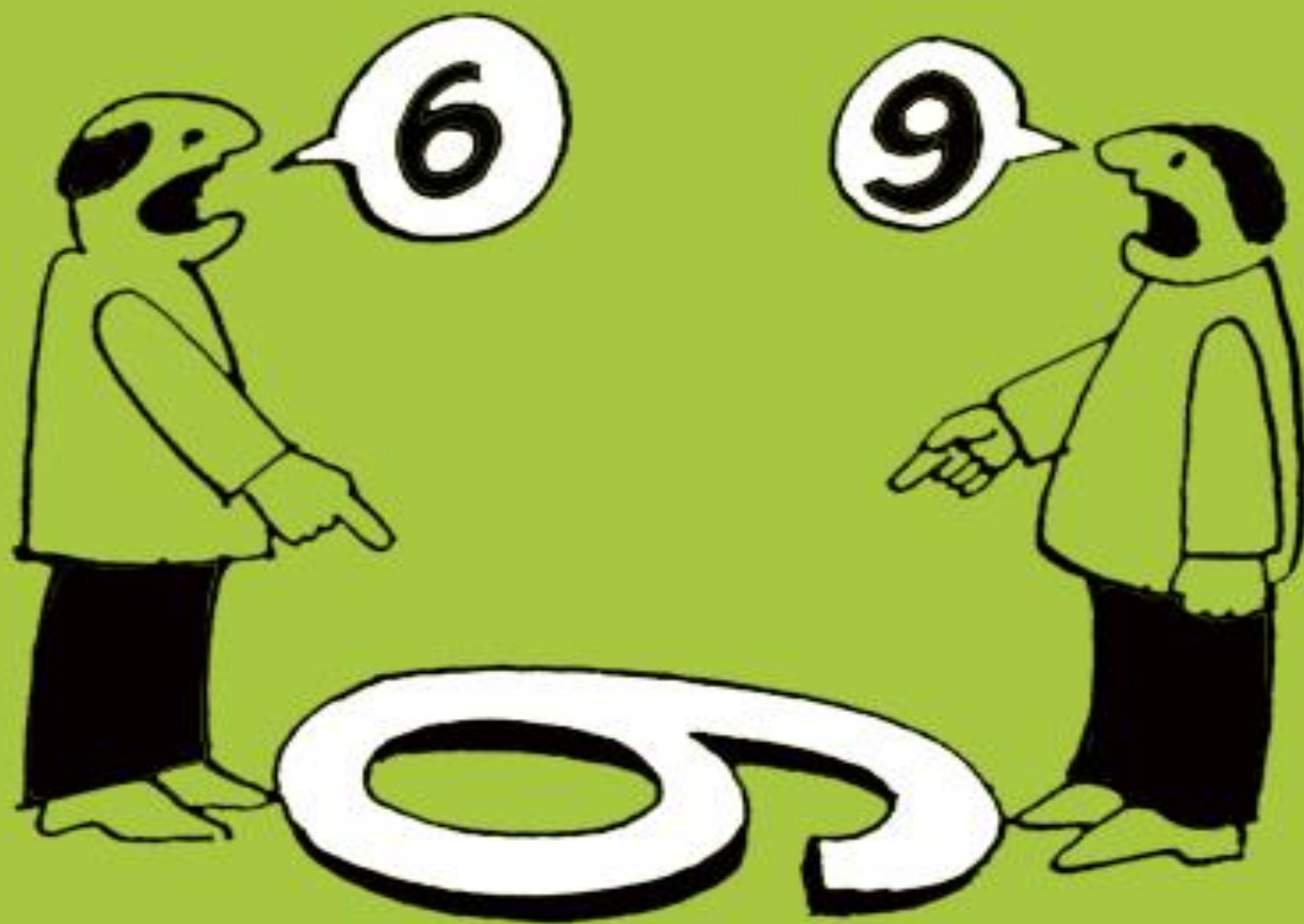
# Six Principles of NLP: Presuppositions

- Presuppositions - NLP Presuppositions come together to create the basic beliefs and attitudes that effective NLP Practitioners work and live by.
- Within various NLP circles, there have been core beliefs about life, reality and people that have been formed.

# Six Principles of NLP: Presuppositions

Presupposition 1: people respond to their perception of reality, not to reality itself.





# Six Principles of NLP: Presuppositions

Presupposition 2: having a choice is better than not having a choice

- **Decision Space**

Presupposition 3: people are doing the best they can with the resources they have

# Six Principles of NLP: Presuppositions

Presupposition 4: all actions have a purpose

Presupposition 5: every behavior has a positive intention

Presupposition 6: the meaning of your communication is also  
the response you get

# Six Principles of NLP: Presuppositions

Presupposition 7: people already have all the resources they need to succeed, or they can be created

Presupposition 8: mind and body are different expressions of the same one system

Presupposition 9: we process all information through our senses

# Six Principles of NLP: Presuppositions

Presupposition 10: modeling successful performance leads to excellence

Presupposition 11: if you want to understand – act



# Six Principles of NLP: Rapport

- Rapport - How one builds a relationship with others and with oneself
- Groups with the same preferences can build rapport easily.

# Six Principles of NLP: Rapport

- Rapport is a mutually respectful way of being with others and a way of doing business at all times. You don't need to like people to build rapport with them.
- True rapport is based on an instinctive sense of trust and integrity.

# Six Principles of NLP : Rapport

- Quick Tips

1. Take a genuine interest in getting to know what's important to other people.
2. Pick up on the key words, favourite phrases, and manner of speaking that an individual uses/ Check how a person uses the representation systems.
3. Notice how a person likes to handle information: lots of details or just the big picture?

# Six Principles of NLP : Rapport

- Quick Tips

5. Breathe in unison with the person.

6. Respect people's time, energy, friends and favourite associates, and money.

- ***Matching and mirroring*** is when you take on someone else's style of behaviour and their skills, values, or beliefs in order to create rapport.

# Six Principles of NLP : Rapport

- One of the ways that NLP helps you to build rapport with others is by distinguishing at least three different points of view. NLP calls these *perceptual positions*:

*the first position, second position, third position*

# Six Principles of NLP : Rapport

- **Pacing** – flexibility to pick up and match: behaviours and vocabulary

# Six Principles of NLP: Sensory awareness

- Sensory awareness - the ability to understand how people make meaning of the world and create their own reality through their senses

# Six Principles of NLP : Sensory awareness

- Understanding how you use your senses to represent your experience enables you to notice how your perceptions are shaped, thus influencing your ability to communicate with other people.
- As you experience reality, you selectively filter information from your environment in three broad ways, known in NLP as visual, auditory, and kinesthetic.



# Six Principles of NLP : Sensory awareness

- People represent their experience through their senses.
- When an individual has an understanding of the way people are responsive, it is easy to understand what kind of language gets him/her the best response from a particular person.

# Six Principles of NLP : Sensory awareness

- To be an effective communicator, you need to be able to do two things: know your own preferred style or modality (KAV) and also practice using other ones.
- NLP suggests that everyone has the capacity to develop their sensory representational systems.

# Six Principles of NLP : Sensory awareness

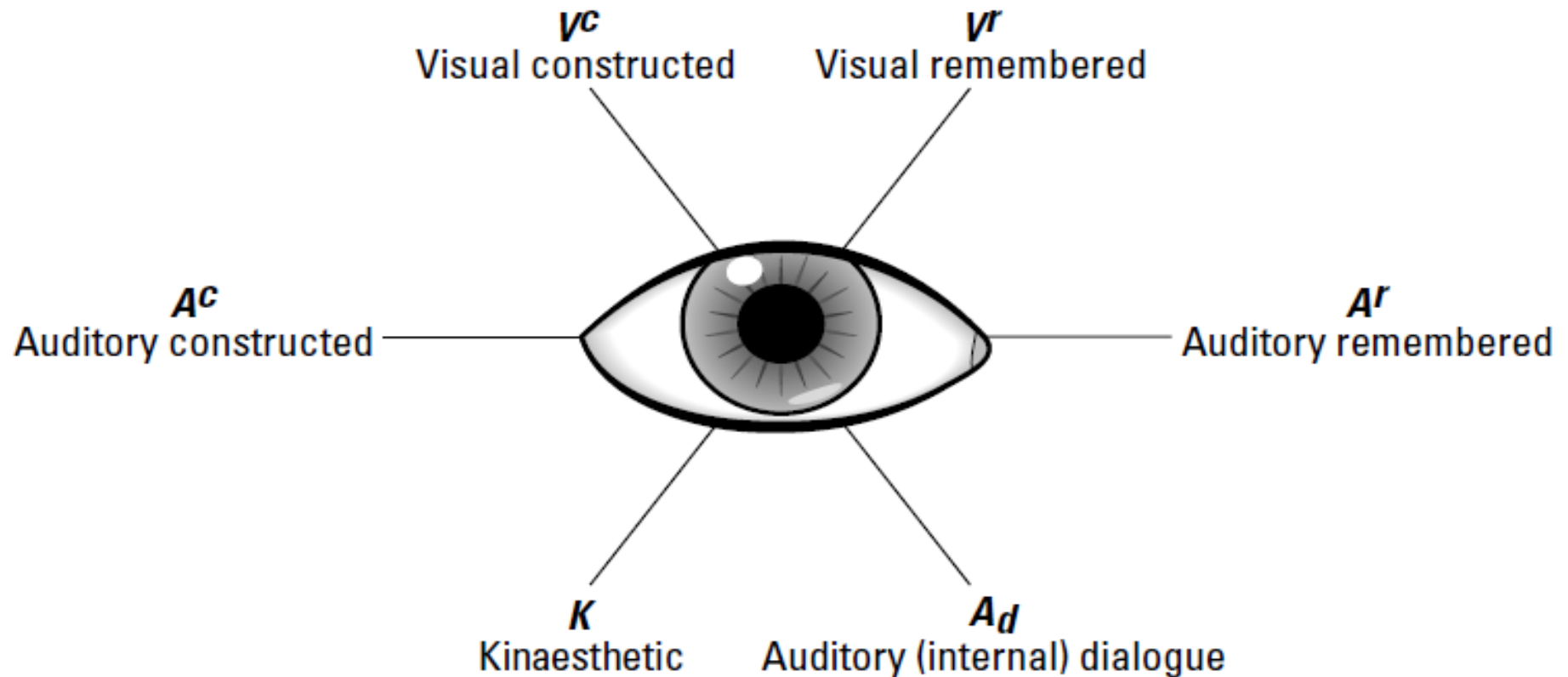
- Eye accessing cues

| <b>Table 6-2</b>            |  | <b>Accessing cues</b>                 |  |
|-----------------------------|--|---------------------------------------|--|
| <i><b>Pattern</b></i>       | <i><b>Eyes move to the subject's</b></i> | <i><b>What's happening inside</b></i> | <i><b>Sample of language</b></i>           |
| <b>Visual constructed</b>   | Top right                                | Seeing new or different images        | Think of an elephant covered in pink icing |
| <b>Visual remembered</b>    | Top left                                 | Seeing images seen before             | Think of your partner's face               |
| <b>Visual</b>               | Blank stare ahead                        | Seeing either new or old images       | See what's important                       |
| <b>Auditory constructed</b> | Centre right                             | Hearing new or different sounds       | Listen to the sound of your name backwards |

# Six Principles of NLP : Sensory awareness

| <i><b>Pattern</b></i>                  | <i><b>Eyes move to<br/>the subject's</b></i> | <i><b>What's happening<br/>inside</b></i>  | <i><b>Sample of<br/>language</b></i>        |
|--|--|--|---|
| <b>Auditory</b><br>remembered          | Centre left                                  | Remembering<br>sounds heard<br>before      | Hear your own<br>doorbell ring              |
| <b>Auditory</b> inter-<br>nal dialogue | Bottom left                                  | Talking to oneself                         | Ask yourself what<br>you want               |
| <b>Kinaesthetic</b>                    | Bottom right                                 | Feelings, emo-<br>tions, sense of<br>touch | Notice the tem-<br>perature of your<br>toes |

# Six Principles of NLP : Sensory awareness



**Figure 6-1:**  
Eye-  
accessing  
cues.

# Six Principles of NLP: Outcome thinking

- Outcome thinking – Thinking about what you do want rather than what you don't want.
- “Towards” thinking vs “Away-from” thinking
- Positive vs Negative

# Six Principles of NLP: Behavioural flexibility

- Behavioural flexibility - discovering how to do something different when what you are currently doing isn't working to elicit a response from the other.

# References

O'Connor, J. (2012) *NLP Workbook*. San Francisco: Red Wheel Weiser



Thank You!