



UNIT-1

What is Neuro Linguistic Programming

Staff Training Solutions

Learning Outcomes

By the end of this unit the learner will be able to:

- ✓ Understand what is Neuro Linguistic Programming.

Unit 1

The Virtual WorkPlace

Defining Neuro Linguistic Programming

What does Neuro Linguistic Programming mean? Well, let's break the three words into separate parts.

Neuro

The first part of NLP means our brain. NLP assumes that all behavior comes from and is controlled by the brain.

Linguistic

These behavior processes are represented by the ways that we communicate: our words, our non-verbal signals, and our body language.

Programming

Since we are in charge (consciously or unconsciously) of communicating these processes, we can choose to change how we represent the signals coming from our brain. This set of representations is called a **strategy**.

Neuro + Linguistic + Programming =

Putting it all together, neuro linguistic programming means:

- Thinking about thinking
- Studying how we structure our experiences
- Determining what strategies work in a way that can be modeled, documented, and reproduced
- Creating a way to teach our subconscious – much like how we learn how to walk and talk

So What Does it All Mean?

In other words, NLP is about identifying the ingredients for success and documenting that system and applying those to improve how we interact with the world. By changing the core of our linguistic system (the unconscious), we can create real change and evolution and get where we want to go. We can also share these systems with others to help them achieve excellence.

Because NLP is so broad and generic, you can apply it in almost any situation. Some examples:

- Coaching and inspiring others by helping others look closely at their interactions with the world

- Identifying how you experience different relationships and how that compares with your ideal outcome for those relationships
- Sharing feedback in a positive, constructive manner that generates real change
- Accepting who you truly are and identifying areas that you would like to grow in
- Manage your thoughts and feelings so that you feel in control of your environment

Test Your Knowledge

Can you think of ways that you might use NLP in your life?

A Brief History

NLP originated in the 1970's at the University of California. Drs. Richard Bandler and John Grinder began to study how certain therapists got the results that they did. What separated them from the others? What made them excellent?

Their research quickly took on a life of its own, and the first two volumes of the original NLP textbooks (Patterns of the Hypnotic Techniques of Milton H. Erickson, Volumes One and Two) were published in 1975 and 1977. (Milton Erickson was the founder of clinical hypnotherapy and is considered an industry leader.)

Throughout the 1970's, NLP's popularity increased. More works by Bandler and Grinder and their development group were published.

However, in 1980 Bandler and Grinder parted, resulting in two decades of legal controversy and copyright issues. During this time, NLP theories were distorted and fragmented, resulting in questions about its credibility and effectiveness.

Luckily, Grinder continued on with his work while the legal issues were in court. When the legal cases were finally resolved in 2000, Bandler and Grinder were able to agree on the ownership of NLP and how to present it. This has resulted in a resurgence of the theory in its true form, with improvements and modifications from the original developers. As well, regulatory and certification bodies have been formed to help resolve the credibility issues seen in the 1990's.

Understanding Common NLP Terms

Before we get into the nuts and bolts of NLP, we would like to clarify some common NLP terms.

Belief

Something that we hold true based on feelings rather than facts.

Values

A *map* that helps us evaluate incoming information. Values are typically tied to our *beliefs*.

Chunk

A group of related information that a person can process as a single entity.

Context

Also known as a *frame*, this is the lens through which you perceive things. This lens can be distorted by many different factors. NLP can help you identify the context and respond appropriately.

Conscious

The part of the mind that you're aware of and that is accessible to you. This is the part that might be thinking about what you're learning, or it might be running through your grocery list. The conscious mind can hold five to nine *chunks* of information (called the 7 ± 2 rule).

Unconscious

This simply refers to any area of the brain that we aren't aware of at any given moment, such as the part that controls your breathing, or the part controlling your language centers that are interpreting these words. This doesn't mean you can't be aware of these areas; when I mentioned breath control, you probably became aware of how you're currently breathing.

NLP's definition of unconscious does not include Freud's ideas, or the concept of a subconscious as something other than the brain (for example, the soul or neuron memory).

Reality

Everything that exists outside an individual. Since this is based on perception (their internal reality), knowledge of external reality is always limited and never completely true.

Mental Map

An individual's representation of any given thing. All mental maps are, by definition, not completely accurate, out of date, and subjective. However, they are the best information that we have to go on. It is important to remember that the map is not the territory! Maps can be re-drawn and re-created.

Try seeing the best in people. Believe that they have some sort of positive intention behind their actions. If a co-worker is unusually nice to you, think, “What a great attitude!” rather than, “I wonder what they want?”

The positive intention might not always be conscious or even intentional. Perhaps this event is intended to be a learning experience. Perhaps this event happened so that you could help someone else grow and learn. Try to see the silver lining in life.

Transforming the way you see the world can also transform how you respond to people and react to situations. Who knows, it might just be infectious!

Notes

People always choose what seems to be the best choice to them, although their choices may be based on faulty data.

This is a variation on the above theme. Instead of thinking that people are unintelligent or selfish, assume that they did the best they could in the situation, with the tools that they had. However, remember the saying, “If you do what you’ve always done, you’ll get what you always got.” Try to learn from each situation and grow with each experience.

Notes

The Senses According to NLP

Making Sense of Our Senses

In NLP, our senses are usually called representational systems, and are described a bit differently than the traditional five senses. NLP also proposes that most of us tend to use one system the most – you might be a visual person, for example, or an auditory person. It's important, however, to use all of our systems to achieve a balanced outlook.

VAKOG

The five NLP representational systems are grouped under the acronym VAKOG:

- Visual (sight)
- Auditory (sound)
- Kinesthetic (emotional and physical feelings)
- Olfactory (smell)
- Gustatory (taste)

Using Our Sensory Systems

There are four main ways that you can use sensory systems:

- The lead system (how you gather data)
- The representational system (how you process data)
- Sensory predicates
- Eye accessing cues

A few notes:




- Your lead and representational systems are usually the same, although there are exceptions.
- The system used will depend on the context of the situation and your personal preferences.
- Understanding what system you are using and what system others are using will help you adapt your behavior and speak the same language.



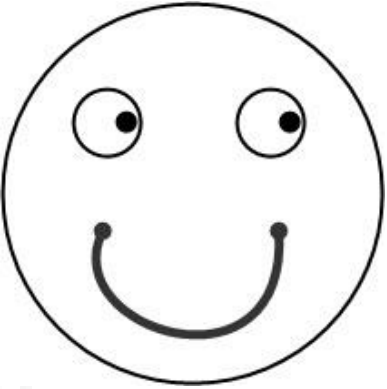
Sensory Predicates


There will be clues about what system is currently in use in the language that the person uses. For example, if they said, "That sounds right," they're probably in auditory mode. You could match their mode by asking, "Could I grab your ear for this?" (We'll explore this idea in the later units)

Test Your Knowledge
Senses and Language

Visual

| Visually Imagining | Seeing (Experiencing) | Visually Remembering |
|---|--|---|
|  |  |  |

| Auditory Imagining | Internal Dialogue | Auditory Remembering |
|--|---|--|
|  |  |  |

| Kinesthetic Recall |
|--|
|  |

feel that we need to get a handle on this issue.” His manager replies by saying, “Let’s start by getting in touch with the prototype team.”

If you’re drafting a general communication, try to incorporate all of the senses into your message.

For example, which of the below messages is more engaging?

- Today we will learn how to brew potions.
- I can teach you how to bottle fame, brew glory, even stopper death.

(Source: Harry Potter and the Philosopher’s Stone by JK Rowling)

