Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

STEVE ADAMS
PRESENTS

NLP
Foundation Skills

Steve Adams

Email: steve@steveadamspresents.com

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

Intentionally blank

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

Contents

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

NLP – The Difference that Makes the Difference

The Journey…………

Welcome to your NLP foundation course.

About Steve

Steve has used his NLP and Hypnotherapy qualifications to set up a successful therapy business in Hereford, before moving on to a career in teaching and training. NLP has always played a part in his everyday life, and helped him to achieve his goals.
He also uses his skills as a stage hypnotist, giving performances to a wide range of audiences.

Remember a 1 day foundation course counts towards your practitioner training, which means you can become an NLP practitioner in only 5 days!

This may be the start of an amazing journey for you too………

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

How Did it All Start?

The phrase "NLP" (Neuro Linguistic Programming) was coined by its co-creators, Richard Bandler and John Grinder. One was a linguist, the other a mathematician.

They asked the question "How are people excellent?"

Which you might consider easy to answer, until you try to achieve excellence yourself! It's not as easy as you might imagine unless you know the subtle ways in which people achieve results.

Bandler and Grinder looked at 3 - 4 people who were at the top of their field as communicators. Virginia Satir (family therapist) and Milton Erickson (founder of modern Hypnosis) were probably their biggest influences.

They studied these 2 people for over 12 months, and from the study they were able to "code" exactly what it was that contributed to the excellence of how they achieved constantly outstanding results with their clients.

Isn't it just another label for things everyone does, every day?

Absolutely! Here's the difference, though: NLP allows you to use a specific set of tools and techniques that can be easily learnt, to effect change in yourself and others. You don't need a degree in psychology or anatomy to use NLP to make a difference to your life, and if you choose to, you can make a difference to other people's lives.

So, what can I use it for?

Teachers, Trainers and Presenters
- Improving your presence in front of an audience
- Generating self-confidence
- Being able to communicate with individual members of an audience at a much deeper level
- To become much more aware of how someone is "processing" information
- To be able to vary your use of language to fit other people's needs
- To maintain flexibility during audience interactions
- To be 100% confident in your own abilities and enjoy the experience
- To overcome "nerves" or "stage fright"
- Overcoming bad performances

Individuals
- Boosting self-confidence
- Getting rid of fears or phobias (stage fright, etc)
- Eliminating bad habits
- Overcome barriers to personal success
- Conflict resolution (yourself and others!)
- Getting rid of anxiety

Overview

- NLP is a set of tools and techniques that you can learn

- NLP takes other ideas from psychology, alternative therapies, everyday life and educational skills, and puts them all together into one big toolbox.

- NLP is a journey. Once you start to use it, then it becomes a part of you. The more you use NLP, the more your life will change for the better. How much you want to change depends entirely on you.

- NLP helps you to become an excellent communicator at all levels.

- There are no "tests" or "formal assessments" during any NLP training.

- The worse thing that can happen if it doesn't work is that you stay the same as you were!

What isn't it?

- The answer to all your problems.
- A miracle cure-all
- Hard to learn and use
- Anything new

Notes

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

How do we Represent the Real World?

How does it work?

NLP allows you to make certain suppositions from the model:

- If you want to change your behaviour, you can change your state
- If you want to change your state, you can change your Internal representations and physiology
- If you want to change your "filters", you can change your projections
- If you change your projections, you will influence external events

From the five senses (4 billion Bits of information per second), a lot is lost through 3 processes: of :

- **Deletion**
- **Distortion**
- **Generalisation**.

The information is then passed through thousands of miles of neurological networks before we have any conscious awareness of the meaning of the information.

It is then *distorted*, *generalised* and partially *deleted* before being filtered according to our past experiences built up over a lifetime.
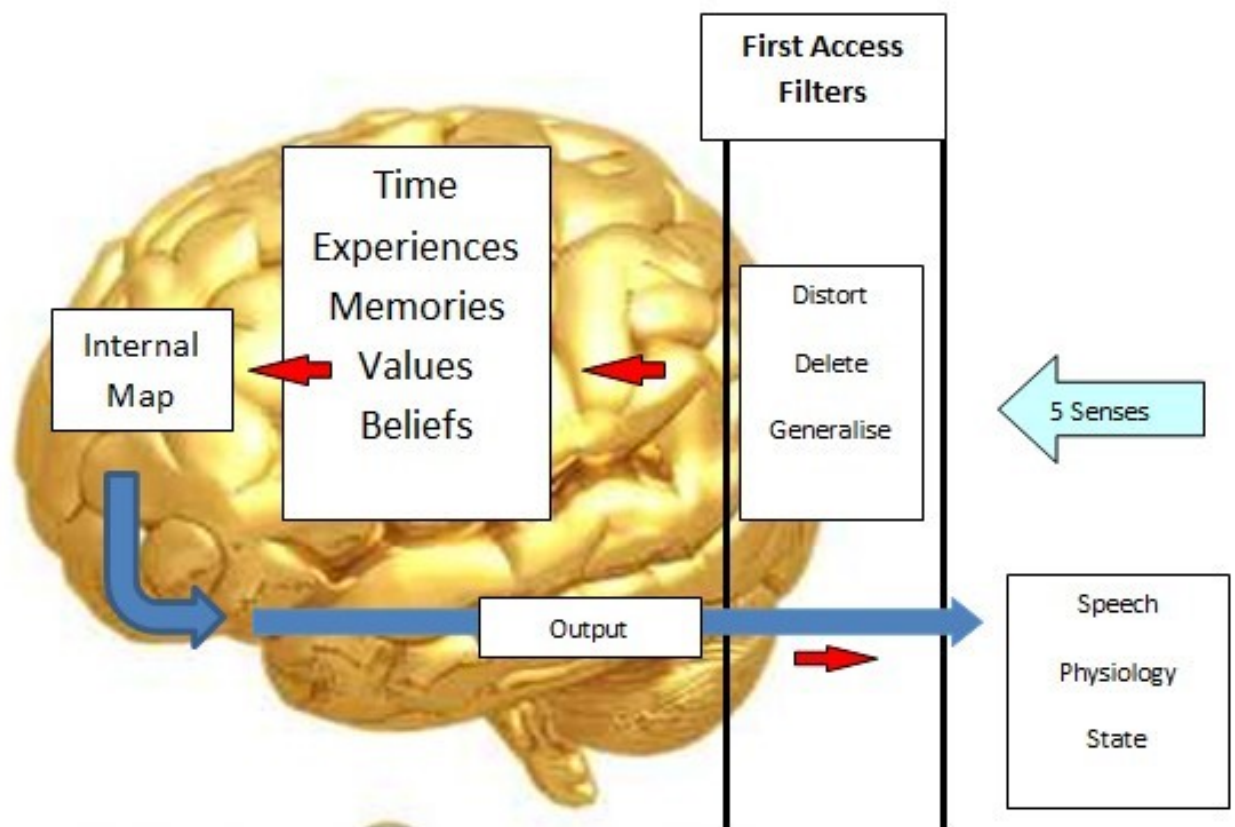
Once it has been through that process, only then can we internally represent the real world in terms of our 5 senses.

Achieving this internal representation will then allow us to achieve a "state" which we will represent to the external world.

This state then affects our physiology, and this in turn affects our behaviour.

Remember:

```
┌──────────┐      ┌──────────────┐      ┌──────────────┐
│  State   │ ───▶ │  Physiology  │ ───▶ │  Behaviour   │
└──────────┘      └──────────────┘      └──────────────┘
     ▲                                         │
     │            ◀──────────────              │
     └──────────────────────────────────────◀─┘
```
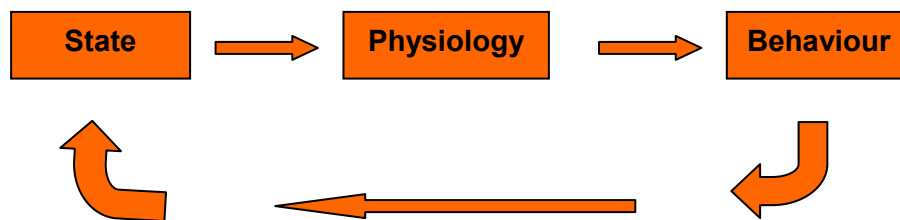
Our Personal filters and map of the world

Deletion occurs when**: _____**

Distortion occurs when**: _____**

Generalisation occurs when**: _____**

Language describes**: _____**

Notes

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

Cause and Effect

Which side of the fence are you on?

CAUSE Results & Personal Achievement		EFFECT Reasons & Excuses

How much responsibility do **YOU** take for your own Life?

To get the very best out of life, **YOU** have to be at **CAUSE**!

To achieve your goals, and outcomes it's important to be on the side of cause, and not effect.

Living at effect simply means that others elements are responsible for what happens to you.

By being at cause, and making any changes necessary to achieve your goals you are much more likely to succeed.

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

Presuppositions of NLP

Convenient Assumptions

These are not true statements, but if we act as if they were, then they will have a significant impact on our lives.

1. **Respect for the other person's model of the world.** In order to create change effectively in a client, you do not have to believe what he believes. It is not your responsibility to change a client's model of the world through an attempt to convince him of yours. When you respect another's model of the world, you effect change rapidly by using the foundation of *his* belief system.

2. **The meaning and outcome of communication is the response you get.** We are taught that by clearly communicating our thoughts and feelings through words, another person should understand our meaning. He will respond to what he thinks you said. You can determine how effectively you are communicating by the response you get from the person you are communicating with. In addition, when you accept this presupposition, you are able to take 100% responsibility for all of your communication.

3. **The map is not the territory.** The words we use are not the actual event, nor the item, that they represent. Although the words we use to describe an event are chosen to represent the event, the words themselves are not the actual event itself. NLP is the art of changing our map to create more choices.

4. **People are doing the best they can with the resources they have available.** A person's behaviour is adaptable to the situation. His present behaviour is the best choice available, and has a positive intent for him. A person's behaviour is not *who* he is. Accept the person. Support and assist him to change his behaviour.

5. **Behaviour and change are to be evaluated in terms of context and ecology.** All meaning is context dependent. Much of what is said is taken out of context. When information is placed back into the original context, the meaning is often different. Evaluate behaviour and change in terms of what the person is capable of becoming, and the impact it will have on the person's life overall.

6. **People have all the resources they need to make the changes they want.** People themselves are not unresourceful. They are experiencing unresourceful states. When the client changes his state, he then has access to all the resources within him to accomplish whatever he chooses.

7. **The system (person) with the most flexibility (choices) of behaviour will have the most influence on the system.** This is the Law of Requisite Variety. This means that the more options you have in the variety of techniques available to you, the more choices your will have. The more choices that your client has, the more able he is to change.

8. **There is no failure, only feedback.** If a person does not succeed in something, this does not mean they have failed: only that they have not succeeded, YET. They can vary their behaviour and find a different way of achieving their outcome. If what you are doing isn't getting you the results that you want, do something different.

9. **There are no resistant clients, only inflexible communicators.** Clients' resistance is a sign of lack of rapport. Any resistance is a result of inflexible communication.

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

Rapport and Communication

There is a well-known theory that says communication is:

_____ %   Words

_____ %   Tonality

_____ %   Physiology

(You don't have to agree with these exact figures as they are a *generalisation*!)

The theory suggests that _____% of our communication is beyond words, and is mostly responsible for how people respond to your communication.

Three Types of Rapport

Matching
This is the exact duplication of part/all of another person's physiology (the way they are standing, sitting, moving, etc).

Mirroring
This is recreating a mirror image of a single part of another person's physiology. This can create deep rapport **very quickly**.

Cross Over Matching
This is a technique where you mirror one person's physiology with a different part of your own. For example, matching breathing rhythm with a hand movement.

Calibration:
A key part of using NLP successfully is the ability to calibrate another person's behaviour/physiology. This is known as "Sensory Acuity"

Bandler and Grinder concluded that people make tiny changes to their physiology every second, and if someone has the ability to notice those changes, then they will create a deep rapport with that person very quickly.

There are 5 key areas used in calibration: (BLESS)

   1. Breathing   (rate/Location)
   2. Lower lip size   (Lines / No lines)
   3. Eyes   (focused / Defocused, constricted or dilated pupils)
   4. Skin tone   (Shiny/Dull)
   5. Skin colour change   (Dark/light)

Sensory Acuity exercise

1. Sit opposite another person.
2. One person is subject, one is practitioner
3. Subject sits perfectly still and the practitioner takes a mental snapshot of the person.
4. Practitioner then closes their eyes whilst subject moves a part of their body.
5. Practitioner opens eyes and tells subject what has changed about them.

Swap and repeat, each time the movements become more and more subtle. You will spend much more time practising these techniques on a practitioner course.

Creating Rapport.

There are a number of ways to start a conversation, and engage another person. This is a great way to create rapport quickly.

Five topics which can't fail when you ask another person to talk about themselves.

1. Family   *Very important for most people*
2. Occupation   *Takes up most of other people's lives*
3. Recreation   *Sports and Hobbies*
4. Money   *Most people like to talk about money*

Listening Skills
Here's another way to build rapport:

L   Like.   Find 3 things you honestly like about them
I   Interest.   Check out a common interest
S   See   See the other person's point of view
T   Touch   Emotional link, and/or physical link.
E   Engage   Show them you're actively involved by posture/comments
N   Need   Add some "Need to know" sentences about them

Notes

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

Representational Systems

A major part of NLP technique is the use of the 5 senses to elicit how a person communicates with the outside world.

NLP sets out to define the senses as:

Visual (V)		
Ve	external	What we see through our eyes
Vi	internal	What we see inside our head. (Memories, made up images)
Auditory (A)		
Ae	external	What we hear through our ears
Ai	internal	Recalling internal sounds. Imagined sounds
Kinaesthetic (K)		
Ke	External	Sensation of touch, temperature, moisture
Ki	internal	Remembered sensations, emotions, feelings
Olfactory (O)		
O	Smells	
Gustatory (G)		
G	Tastes	

We make up a series of experiences from moment to moment using the five senses. This comes into our bodies as raw unprocessed data from the outside world. Some of the data is discarded, some is allowed into the unconscious mind to represent the experience.

As the experience is constructed, the mind attaches language to the experiences, and codes them into meaningful thoughts and processes. This system of language representation is known as Auditory Digital, and in NLP terms is very important as it forms a bridge between our internal thoughts and the outside world.

From a communication viewpoint, people switch from one system to another constantly, but what Bandler and Grinder identified is that people generally have a *"Preferred Representational System"*

Notes

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

Submodalities

The thoughts we have inside our head are different for everyone. Two or more people looking at the same event will describe the event differently. This is why police witness statements are often very different in their descriptions of events, objects and persons at the scene. Individuals will also perceive time passing on different scales.

We each represent the real world inside our heads by using our five senses. Most people can visualise, that is make images up in their heads and some can imagine sounds, smells, tastes and feelings. Each of these representations is made up of Submodalities.

For example, if someone is thinking of an image, it is possible to change how a person feels about that image by turning down the brightness, making the image black and white, moving it farther away etc. You will learn much more about **Submodalities** on a practitioner course.

NLP uses these internal representations to help view the world from a different perspective. A great NLP technique is known as "Like to Dislike", which not surprisingly, turns your thoughts and feelings from something you like, i.e. chocolate into something you don't like, i.e. cabbage.

Exercise

1. Client thinks of something they like that they want to give up.
2. Practitioner uses submodality sheet to elicit all the "Like" Submodalities and enters them into column 1.
3. Clear the screen
4. Imagine the thing you dislike and fill in column 2 with the Submodalities
5. Clear the screen.
6. Imagine the thing you like described with the Submodalities from column 2.

Note:
You can also use this process in reverse, changing dislikes into likes.

The process is reversible, and doesn't have to be permanent

Remember: You carry out this process all the time, when you like or dislike something, Submodalities are being shifted internally. This process allows you to be in control of the shift.

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

Visual

	Like	Dislike
Black & White or Colour		
Near or Far		
Bright or Dim		
Location		
Size of Picture		
Associated / Dissociated		
Focused or Defocused		
Focus (changing/steady)		
Framed or Panoramic		
Movie or Still		
Movie-Fast/Normal/Slow		
Amount of Contrast		
3D or Flat		
Angle Viewed From		

Auditory?

	Like	Dislike
Location		
Direction		
Internal or External		
Loud or Soft		
Fast or Slow		
High or Low? (Pitch)		
Timbre – clear/raspy		
Pauses		
Cadence/Rhythm		
Duration		
Uniqueness of Sound		

Kinesthetic?

	Like	Dislike
Location		
Size		
Shape		
Colour		
Intensity		
Steady		
Still/Moving		
Fast/Slow		
Duration (short/long)		
Humidity (dry/wet)		
Vibration		
Hot/cold		
Pressure? (high/low)		
Texture (rough/smooth)		
Heavy/Light		
Internal/External		

Smells	Like	Dislike
Strong/weak		
Internal/external		
Sweet/sharp		

Tastes	Like	Dislike
Strong/weak		
Location		
Bitter/sweet		
Good/bad		

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

Eye Accessing Cues

Vc   Visual Construct
Vr   Visual remembered
Ac   Auditory construct
Ar   Auditory remembered
K   Kinaesthetic
Ad   Auditory digital (Internal dialog)

Eye Accessing cues are one of the most useful techniques in NLP. It's important to remember, though, that to use them successfully, you **must** calibrate the other person's eye patterns before utilising them. This can be done very easily by asking some questions which have specific types of answers.

Here's a diagram of the Standard Eye Accessing cues.

This is as you look at a person.
(Remember: their eye patterns may be reversed! *(Calibrate first)*
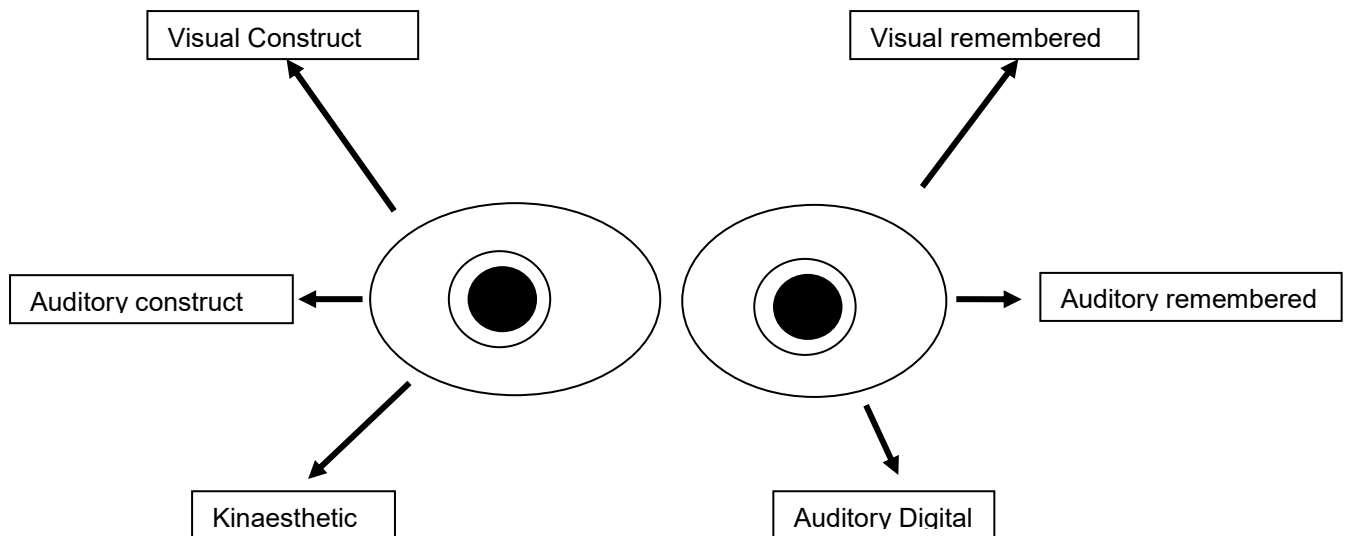
Spelling strategy

An interesting way to utilise eye patterns is to improve a person's spelling ability.
People who spell poorly generally have an *auditory* spelling strategy. This may be as a result of being taught to spell "phonetically" at school. Spelling in this way makes it impossible to check whether the spelling is correct.

Using eye patterns, NLP allows a spelling strategy to be changed from auditory to visual and kinaesthetic. Once the new strategy has been installed the person will automatically "see" the word in their head, and then perform a kinaesthetic check to see if the spelling "feels" right.
Note: This technique alters the person's strategy permanently.

Perceptual Positions

Has someone ever said to you "You need to see this from my point of view"?

NLP makes use of a technique whereby you can not only see a situation from another person's point of view but can also see it from an outsider's point of view, and take everything into consideration before presenting possible solutions or new learnings to a person.

There are 3 perceptual positions

First position.

This is the easiest one to adopt as it is our natural position. It is when we talk about a situation from our own point of view.

Second Position.

This is when we adopt the other person's position. Not just what they are thinking, but also how they look and act, their behaviours, their voice tonality, pitch, language etc.
(Note: This is a mind-read! We cannot know exactly what another person is thinking).

Third position.

This is the most difficult position as it is not a natural position to adopt. This would be the equivalent of the "fly on the wall". All our filters, values, beliefs etc are put aside, and the situation is looked at from an objective point of view.

The example below gives you an idea how this works.

Scenario

Jon is not happy with Mike's performance at work. He is unhappy with the fact that Mike is constantly producing work after deadlines have been set, and never on time. As manager, Jon feels that Mike should stick to deadlines, and feels that he does not take his job seriously enough.

Using Perceptual positions, here's how Jon could be helped to see things differently:

First Position

"I am always setting deadlines for work to be finished and Mike never seems to take any notice. I'm the manager, and I have to answer to other people higher than me. I can't see why Mike cannot meet the deadlines as they are all reasonable, and I could certainly achieve them without any trouble. Mike doesn't seem to take the job seriously enough."

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

Second Position (Jon becomes Mike)

"I guess I'm trying to make sure that everything is just right before handing the work over to Jon. My work is always perfect, and I never make mistakes. I guess I can't understand how important it is for Jon to have the work on time, as I don't really understand how his manager gets at him for stuff being late. I don't really have any input into the deadlines, and maybe if I could, that would help me keep to them a bit more. I need some sort of "ownership" of the decisions."

Third Position

"I can see how Jon could have involved Mike in the decision making process more, and perhaps how important the deadlines are, and the reasons why. If I could give something to Jon and Mike from my own resources it would be a sense of sharing, of trusting people with information and using communication to establish why things aren't going as well as I'd like."

At the end of this, the client would return to first and second position, and an ecology check is done to see if there is any difference in the first position that demonstrate the leanings from the experience of adopting the perceptual positions.

Exercise:

In groups of 3, carry out the exercise and notice any differences in how you feel about your chosen situation at the end of the exercise.

1. Set out 3 chairs, one for each position.
2. Establish rapport and set an outcome (I want to know more about x).
3. Practitioner assists client in identifying the problem from a 3rd position
4. Client describes problem in 1st position as themselves
5. Break state.
6. Client then moves to 2nd position
7. Practitioner asks questions about "Jim"
8. Practitioner uses "What else" as a primary question (No content)
9. Break state
10. Client moves to 3rd position and describes situation as if he were looking at both parties from a distance away, and listening to each side. (dissociated)
11. Practitioner refers to others as "Those two people over there" and asks further "What else questions.
12. Practitioner then guides client back to 1st position and asks "So how is that different now?
13. Future pace and ecology check

Why become a Certified NLP Practitioner?

BIG question!! The truth is that this is different for each person. Here are a few examples:

- To understand yourself and others more effectively – NLP is known as the most effective and powerful personal development tool kit

- To improve your people management skills

- To be in control of your emotional state at all times

- To communicate more effectively with others to build relationships, to sell, to manage, to negotiate, to heal, to inspire

- To gain world-class coaching and therapeutic skills e.g. Use NLP to overcome fears and phobias, improve confidence and self esteem, motivation etc

- To become a more effective educator, presenter trainer, coach

- To understand how excellence in others can be yours to use for yourself and others

- To use the skills and techniques in NLP to set up a coaching business to help and support others

Who is the course Accredited by?

The course is accredited by the C.M.A. (Complimentary Medical Association). NLP, like most alternative therapies is not recognised by the General Medical Council.

Where are the courses Held?

Foundation days are held in Herefordshire

Usually held in the Midlands, or online using Zoom

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

Course Content:

- **Core Skills Applications** *(NLP Communications Model, Rapport, Sensory Acuity, Perceptual Positions, Presuppositions)*
- **The NLP Swish Pattern** (A technique that can be used to change how people think about a specific event)
- **Belief Change Method** (A great tool for getting rid of your limiting beliefs, giving you more choices)
- **Perceptual Positions** (A further look at how perceptual positions can be used to see things from a different view)
- **Anchors** (Chaining, Collapsing and Stacking) (Anchors are a great way of getting yourself into a positive state at any time)
- **Circle of Excellence** (A technique for creating your own portable anchor, great for public speaking and interviews etc)
- **Language Presuppositions** (A closer look at how language contains some real clues as to what the person means)
- **Hierarchy of Ideas** (Breaking internal processes into smaller manageable chunks, or seeing the bigger picture)
- **Milton Patterns** (Artfully vague language patterns that can have different meanings to each person who hears them)
- **Meta Model** (Including the mini meta model) (Looks at very specific language, helping you to identify the finer points of issues)
- **Metaphors** (How to write and use metaphor in a change context.)
- **Eliciting and Changing Strategies** (Motivational strategies) (Find out how people do things, and make changes towards excellence)
- **Reframing** (Looking at events in a different way opens up your thought processes, and gives you more options)
- **Parts Integration** (How to resolve inner conflict. Great for establishing an inner calm, and sense of whole)
- **The NLP Fast Phobia Model** (A really quick, tried and tested phobia cure)
- **N- Step Reframe** (A behavioural change model)
- Meta Programs (Take a look at what kind of thinker you are, and how you can use it for best advantage)
- **TOTE model** (How to make sure the changes you have made will be successful)
- **Introduction to modelling** (The core of NLP, how to achieve excellence in whatever you want to achieve)
- **Working with a client** (How to interact, and achieve success with clients in the real world)
- **Logical Levels** (Take another look at the "Who am I really?" question)

Our outcome for this course is to provide you with a safe, supported learning environment, where you can practise your skills under guidance from Steve. As Master Practitioners and certified trainers of NLP, Steve will help you to achieve your own outcomes, and become proficient at using your NLP skills in the real world. Whatever your outcome, sales, relationships, sports, coaching, personal development, you will find that our NLP courses will give you the tools you need to get what you want.

Be ready to challenge yourself, step outside of your comfort zone, and learn from each new experience.

Steve Adams
Tel: 0759 0806 380
Email: steve@steveadamspresents.com

If you would like more information, please visit our website, or come and talk to Steve after today's training.

Steve@steveadamspresents.com

Credits

Some of the exercises and text have been taken from other NLP books, the internet, personal stories and friends, and reworded for the purposes of this manual. Any credit will be given where appropriate and apologies are made for any omissions or credits due. Please advise accordingly.

Recommended Reading:

NLP at work – Sue Knight
The NLP Workbook – Joseph O'Connor
The structure of Magic – John Grinder and Richard Bandler
Frogs into Princes – Bandler and Grinder
NLP for Dummies