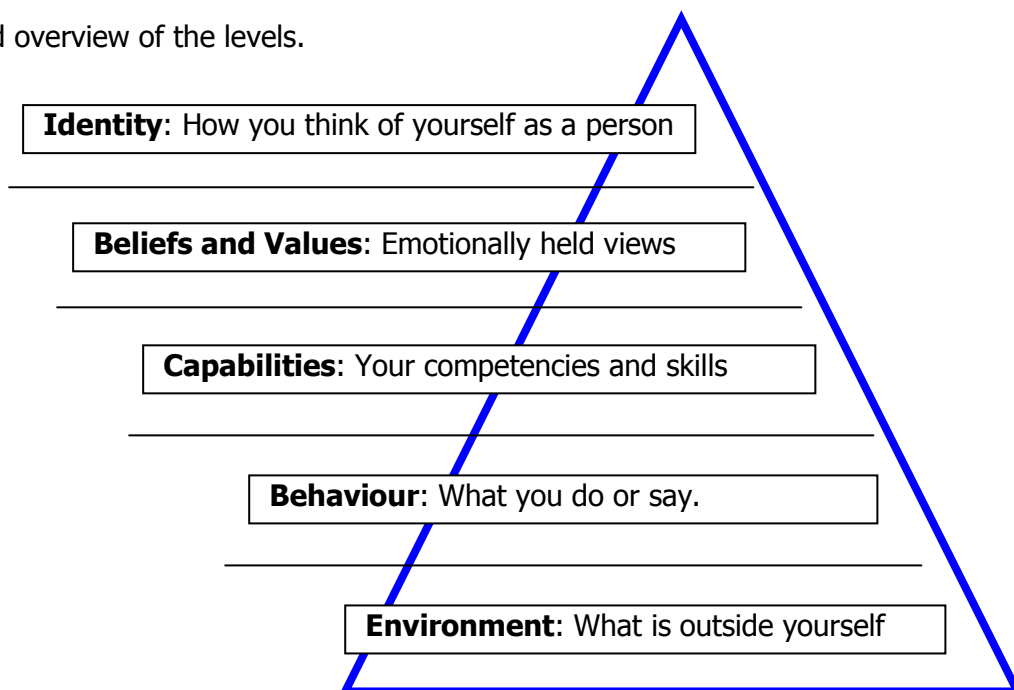## Logical levels of Change

As human beings we have to satisfy certain criteria for ourselves, and these criteria are based in order of importance.

The higher levels are to do with our identity, who we are, and what we represent. The lower levels are based on more practical things, such as our environment and our behaviours.

The great thing is that, using some simple techniques, we can change our neurological levels. We can alter them to give us more of what we want, and - possibly more importantly - to give us less of what we don't want!

Here's a simplified overview of the levels.

Identity: How you think of yourself as a person

Beliefs and Values: Emotionally held views

Capabilities: Your competencies and skills

Behaviour: What you do or say.

Environment: What is outside yourself

The key point to working with Neurological levels of change is to work with the element *above* the one that needs changing. It has been shown that working with a higher level will always affect the levels below. Working at a lower level, however, will not necessarily change the levels above.

There are many ways to work with your own, or a client's, neurological levels. Two are explained in the next section.

Here's an exercise designed to generate some statements about a specific topic, and categorise them into one of the logical levels. Here's an example to show you the kind of answers to expect, and which logical level they are on:

Environment:
This is a great place to deliver my training to the group.
This room is just right to deliver my training.
I have all the things I need — a whiteboard, projector, pens and flipchart — to deliver my session.

Behaviour:
I delivered an excellent session to the group.
My session left me feeling really good about myself.
I delivered a perfect presentation during the session.
I did a great job of answering the questions during my session.

Capability:
I am a competent trainer.
I know my material inside out.
I am confident when speaking to a group.

Beliefs/Values:
If my session goes well, I will get more work.
It is important that I receive good feedback.
I value being able to be honest when answering questions.
I think it is important to say when I don't know the answer to a question.

Identity:
I am a great teacher.
I am a brilliant trainer.
I am good at passing on information.