

N L P Programme



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NLP : Neuro Linguistic Programming

What is **NLP** ?



N=Neurology: The mind & how we think

L=Linguistic: How we use language & how it affects us

P=Programming :How we sequence our actions to achieve our goals

Two american founders of NLP



Richard Bandler
Psychologist, philosopher



John Grinder
Psychologist, Linguist

NLP : Each person get an exceptional potential which demands to be revealed by his author..... **A Study of Human Excellence!!**



NLP Neuro Linguistic Programme

- NLP tools are used in different situations : Therapy, Counseling, Business, Sports, Sales, Communications and Education
- “NLP is an **attitude** and a **methodology**, which leave behind a trail of techniques” Richard Bandler
- “NLP is an accelerated learning **strategy** for the detection and utilization of **pattern** in the world” John Grinder

Social relationship concept and interpersonal communication

- The Issue :To manage a project together
- Together gives more strenght at a result
- Exchange is the basis of relationship with about 30% of the exchange of informations, and 70% throught bodylanguage.
- Consideration of the person you are communicating with is important

Consideration means

- To be attentive to this person
- Empathy toward her
- Listening without judgment
- Be comprehensive
- In the attachment theory : care giving in response of care seeking

Phineas Gage Case (wikipedia)



He was sociable and reliable

- 13th of September, 1848 : He is a worker on a construction site, building a railway line.
- A small ironbar passed through his skull. And damaged his frontal lobes. He had a hole in his brain. He survived, he was 25 years old.



To a moody and asocial status

- Unpredictable mood
- Rude and a capricious person
- Emotionally unstable in the work
- Disorders in judgment, emotivity, and troubles of memory
- Surprising behavior and attitude
- His family had difficulties in recognizing the former Phineas Gage.

At the end

- He died twelve years after his accident in a large epileptic crisis (not in direct relation with the accident).
- His emotional social and personal behaviors were affected
- The brain areas seem to play a big role in the perception and understanding of situation, especially in case of dangerous events.

Emotions (Pierre Livet 2002)

- Emotions drive rationality
- From perceptions to reactions to emotions : takes time
- The rare part of the brain « emotional sensibility » (in front of the brain)
- Emotions help to take efficient choices for yourself, avoiding dangerous situations.

Features of Emotions

- Are triggered by a rare and characteristic feeling.
- They come from an unexpected event
- A new emotion can lead to reconsider previous representations
- They can modify the different routine behaviors

Neurology and behavior

- Which is connected to physiological modifications (palpitations, nervousness, well-being...)
- Which leads to change the previous behaviors (I should have be more careful, I shall remember...)
- Everybody has his own world's perception and representation

Perception, Emotions, Reaction

■ *Eyes,
ears, touch*

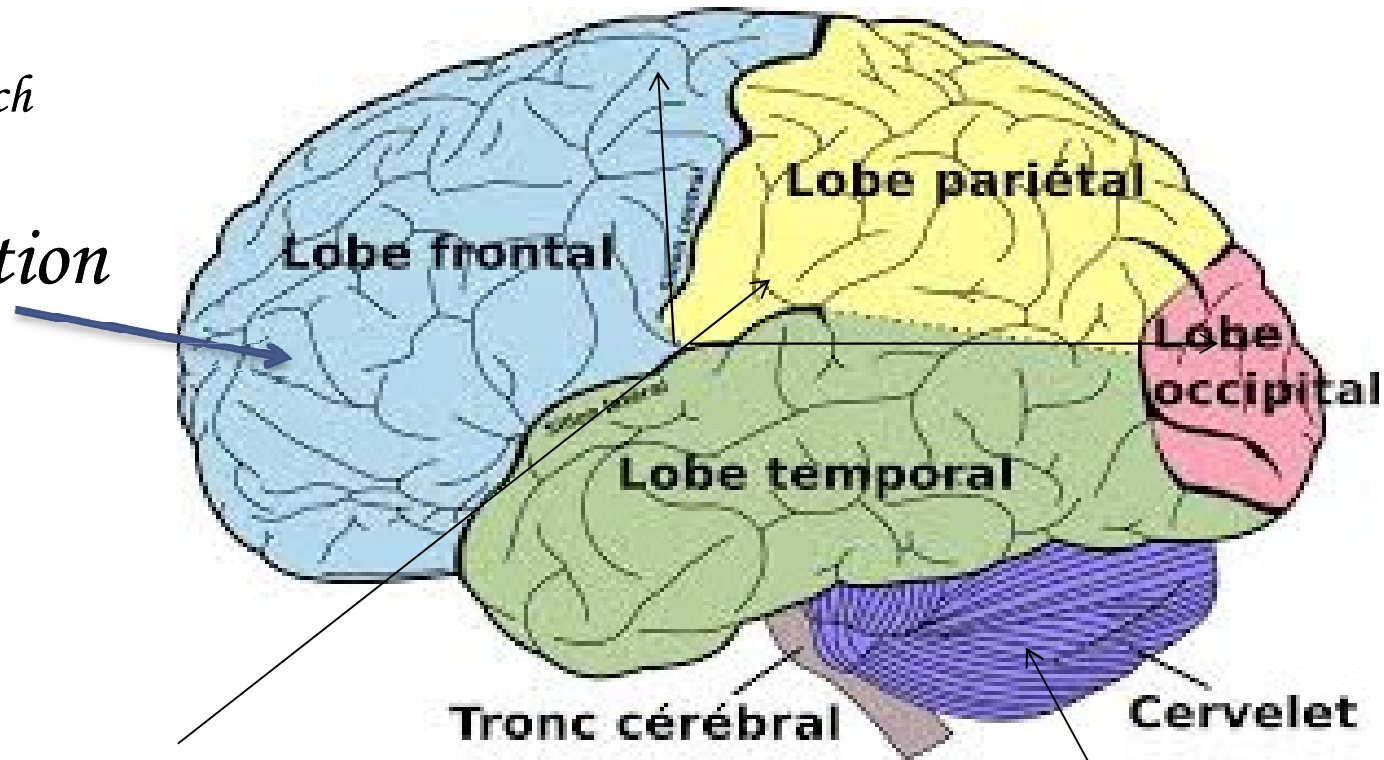
■ *Perception*

■ *Emotions*

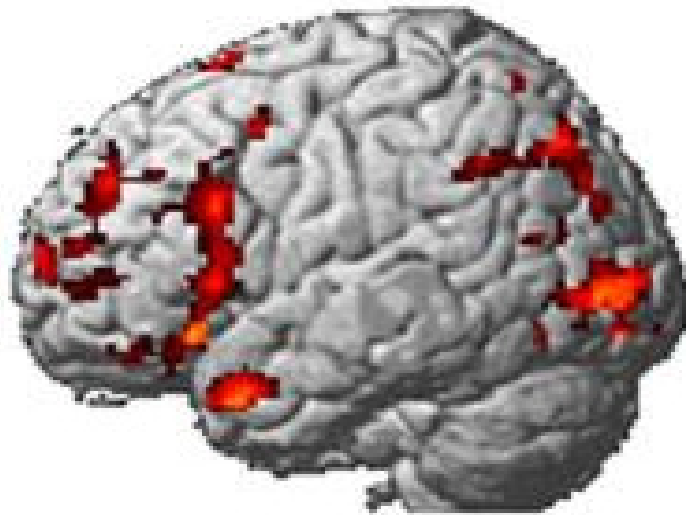
■ *Several areas affected*

■ *Reaction*

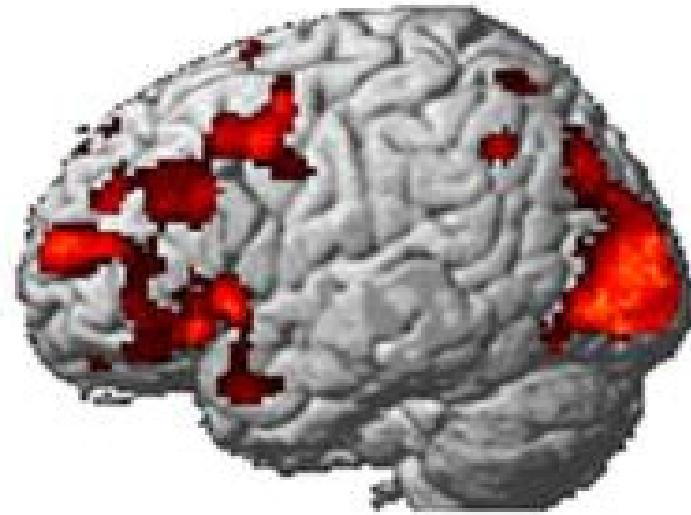
■ *Primary reflex area*



Emotions : Medical Imagery



HAPPY

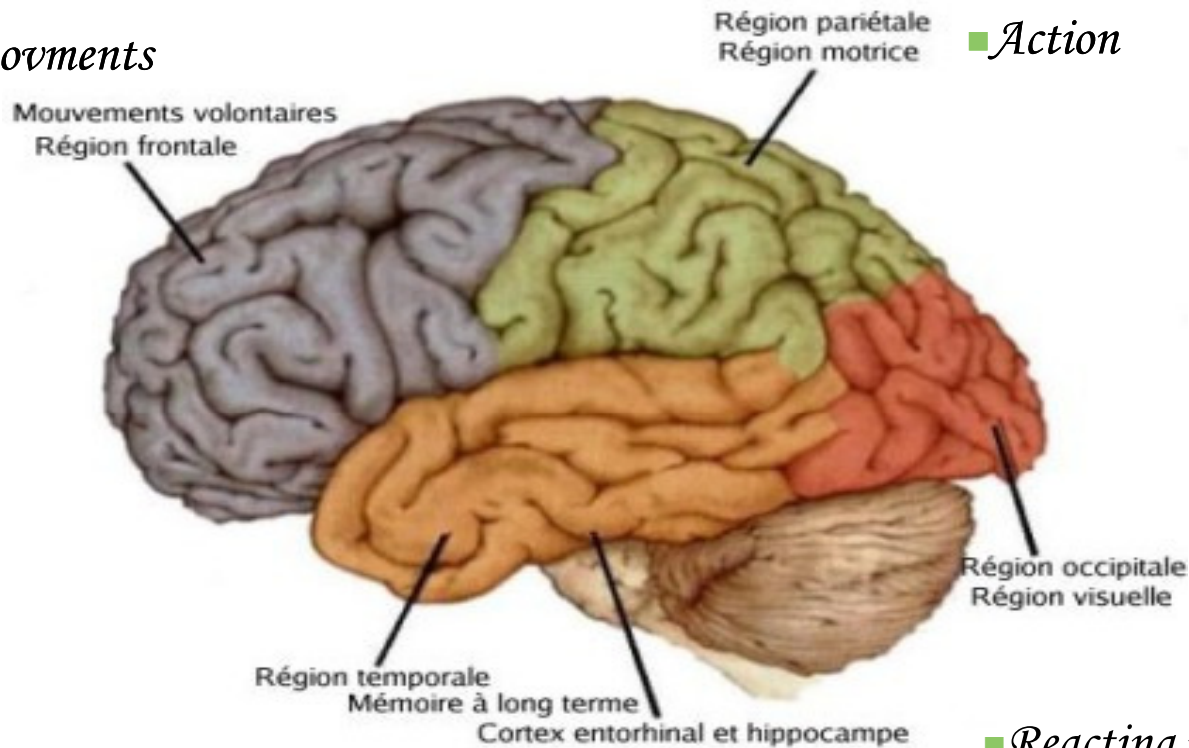


SAD

- *Various paths followed by two specific feelings*
- *Various areas in activity everywhere in the brain*

Act of reacting vs thinking

■ *Voluntary movements*



■ *Action*

■ *Sensations and memory*

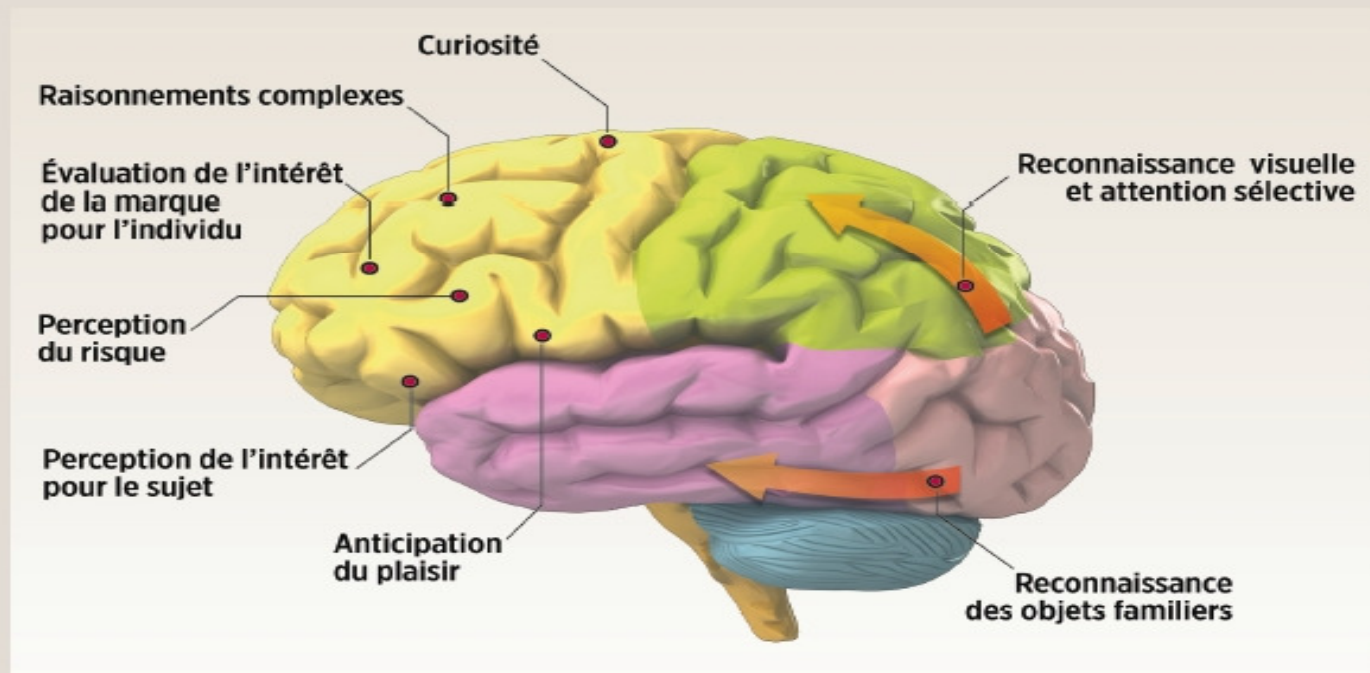
■ *Reacting movements*

■ *Reptilian cortex*

■ *Proximity between the visual area and reaction area : human evolution story. : the best adaptation for environment*

Specific areas : neuromarketing

Ces zones du cerveau qui intéressent les spécialistes du neuromarketing



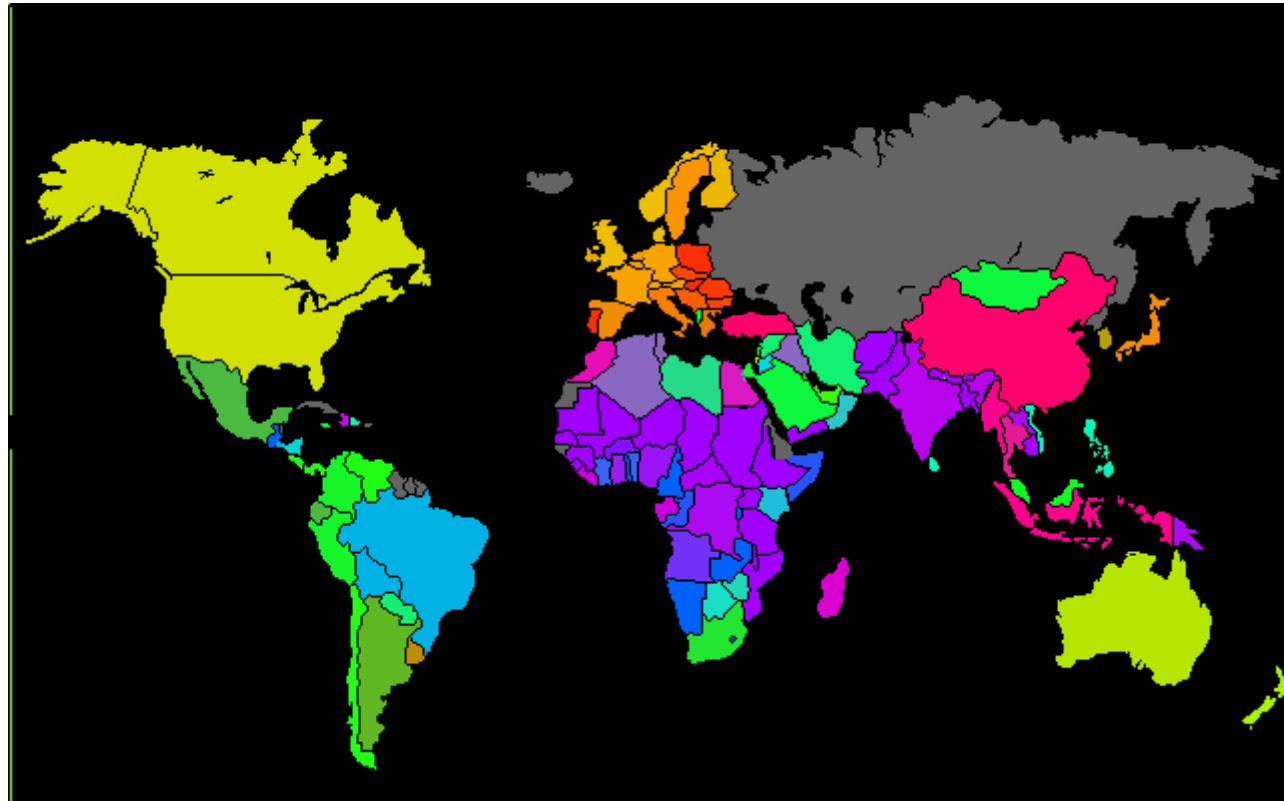
Chaque zone du cerveau réagit à un stimulus différent. Les marques ajustent leurs messages en conséquence. Les neurosciences fournissent ainsi des informations complémentaires aux méthodes classiques.



2 major factors to consider the communication phenomena

1. Everybody built its own pattern of the world by the perceptions and the representations from the environment and personal life.
2. Everybody built its own map of the world (which country is in the center of the world map of people)

For European people



For African people



For American people



For Asiatic people

世界地图



For Australian people



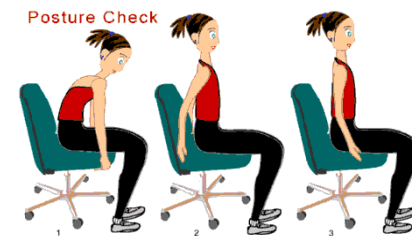
Truth or Lies

Congruity And Non Congruity

*You may lie with your mouth, your face
will say the truth even by lying*

How to understand and be understood by a peer ?

- Facial expressions
 - Postures (behavior)
 - Movements
 - Distance
-
- **Issue: Calibration and synchronisation**



Facial expressions

Calibration on :

- * Variation of colour of the skin, wrinkles on the face, brightness of the eyes, pupil size, movement of the eyebrows, flickering,
- * Eyelid position and their movement, nostrils movements,
- * Color, size and involuntary movements of the lips.
- * Involuntary movement of the chin and coloration
- * Small movements of facial muscles or superficial veins of the temples

Postures : anchors

Head :

Down,, tilted, dressed (up)

Bust :

Tilted toward the front /toward the back,
packed/deployed

Basin (Pelvis):

Frontward/Backward

Arms :

Arms crossed/free

Movements, Gestures ?

- Fences which mean a tricky situation : hand to the ear, rubb the hands, Adjust the hairs, a part of the clothes, adjust the position on the sear, crossed arms.
- Fences which mean lies, oversight or omission, a lack of conviction
- Hands to the face
- Fingers on the nose side
- Hands to the boarder of the lips
- Body and mind communicate effectively with each other

Bodylanguage : [histoire revue par bodylanguage anglais](#)



Understanding Our Representational Systems

- Our Representational Systems = **Our Senses**
- We rely on all our senses to receive information from the outside world
 - We tend to develop one sense more than others
 - We develop a preference for one type of learning style and communication
 - Our most developed pathway to the brain, Our Learning Style



Sensorial Representation Channels

V=Visual

A=Auditory

K=Kinesthetic = all the sensations of the body included

Olfactive sense : (smell) and

Gustative sense : (taste)



Understanding Our Representational Systems (The Five Main Systems)

- * The **V**isual system:

How we create our internal pictures, visualize, daydream, fantasize & imagine.

- * The **A**uditory system:

Auditory thinking is often a mixture of words & other sounds

- * The **K**inesthetic system:

Made up of our internal & external feelings of touch and body awareness. The Emotions are also included.

- * The **O**lfactory system:

Remembered & created Smells

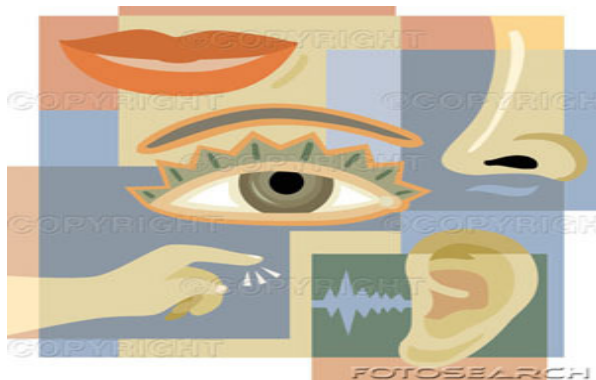
- * The **G**ustatory system :

Remembered & created Tastes

The Three Main Communication Styles

Primary Representational System (preference)

- * **V**isual learners: Seeing (picture)
- * **A**uditory Learners: Listening (Music)
- * **K**inesthetic Learners: Connecting to their sense of touch or their Feelings (sensations)





Understand your communication Style

Make your Learning Easier, Faster, more comfortable

Make your understanding of your Partner more efficient

Make your understanding of your own communication strategy

Become more empathetic

Make your better understanding of your Partner communication strategy

Accessing Cues about Communication Style

- Body language = posture, breathing pattern, voice tone
- Vocabulary and sentences : language we use.
- Eye movements (micro movements)

Visual Communicator

* **Receiving Information**

- Seeing, using visual aids or watching live demonstrations
- Memorizes by pictures
- Less distracted by noise

* **Voice & Processing speed**

- Chin is up, voice high, fastest

* **Learning**

- Needs overall view and purpose and a vision for details; cautions until mentally clear

* **Recall**

~ Remember what was seen

* **Body Language**

~ Lots of movements and gestures up or front

* **Breathing**

~ High, shallow breathing in the top part of the chest

Auditory Communicator

* **Receiving Information**

- Hearing, speaking, reading aloud, discussing or processing thoughts aloud
- Easily distracted

* **Voice & Processing speed**

- Melodious tone, resonant, at a medium pace

* **Learning**

- Dialogues both internally and externally; tries alternative verbally first

* **Recall**

- ~ Remember what was discussed or heard

* **Body Language**

- ~ Head may be tilted to the side in thought in the 'telephone position'

* **Breathing**

- ~ Even breathing in the middle part of the chest cavity

Kinesthetic Communicator

* **Receiving Information**

- Feeling (physically or emotionally), sense of touch, use of hands and fingers
- Learns by doing

* **Voice & Processing speed**

- Chins down, low and deeper tonality, often slow & soft, with many pauses

* **Learning**

- Learns through manipulating and actual doing

* **Recall**

- ~ Remember an overall impression of what was experienced

* **Body Language**

- ~ Head down, relaxed muscle tone,
may gesture to abdomen and midline

* **Breathing**

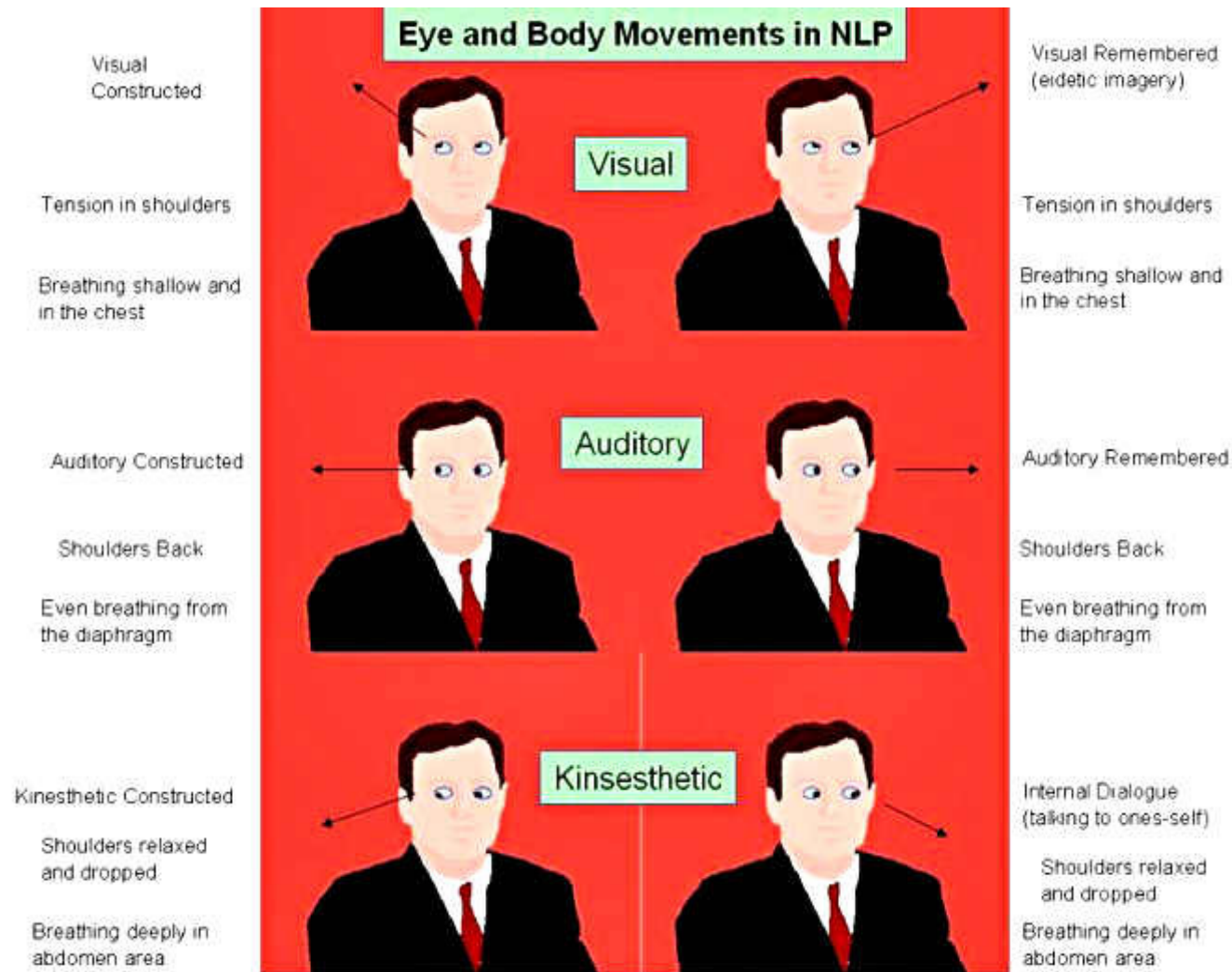
- ~ Deeper breathing from the abdomen

Eye Movements (micro movements)

- **V**isual : Up or in front of , defocused,
- **A**uditory: In the midline of the face
- **K**inesthetic: Below the midline of the face



Eye Accessing Cues



Strategies and learning (i.e)

Visual Learners would see what they read & hear as a movie in their minds.

Auditory Learners would hear what they read & hear as the sound track to a movie in their minds, complete with words , music or sound effects.

Kinesthetic Learners would experience or feel the sensations & feelings of the movie in their minds

Strategies to communicate

- People use a mix of these cues as they are more flexible minded people (efficient commercial people)
- Strategy means :Visual to start (motivation), Kinesthetic to decide (choice), Auditory to appreciate (memory or experience)
- Ability of negociator is to be synchronized to this discovered strategy.



Thank you for this time of exchange

Available for any questions, to give answers

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