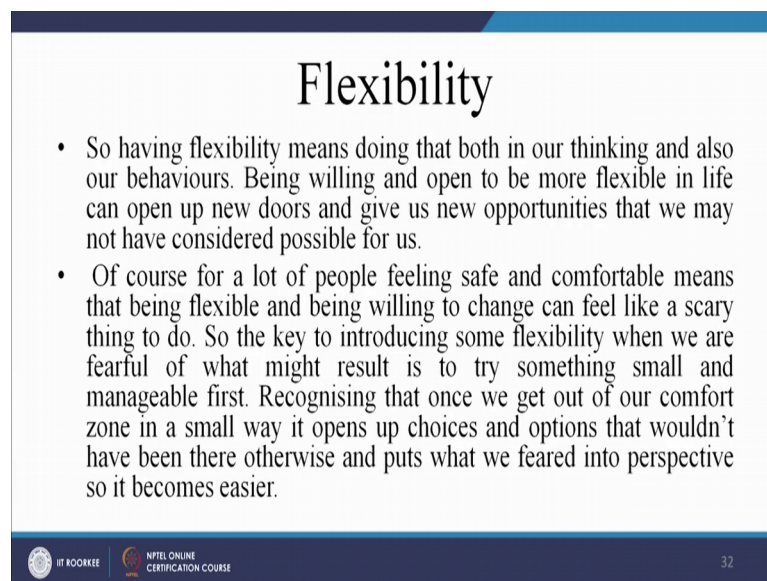


Neurolinguistic Programming
Dr. Smita Jha
Department of Humanities & Social Sciences
Indian Institute of Technology, Roorkee

Lecture – 09
Flexibility

Hello, friends. We are here to discuss behavioural flexibility. By flexibility I mean behavioural flexibility while discussing neurolinguistic programming.

(Refer Slide Time: 00:36)



Flexibility

- So having flexibility means doing that both in our thinking and also our behaviours. Being willing and open to be more flexible in life can open up new doors and give us new opportunities that we may not have considered possible for us.
- Of course for a lot of people feeling safe and comfortable means that being flexible and being willing to change can feel like a scary thing to do. So the key to introducing some flexibility when we are fearful of what might result is to try something small and manageable first. Recognising that once we get out of our comfort zone in a small way it opens up choices and options that wouldn't have been there otherwise and puts what we feared into perspective so it becomes easier.

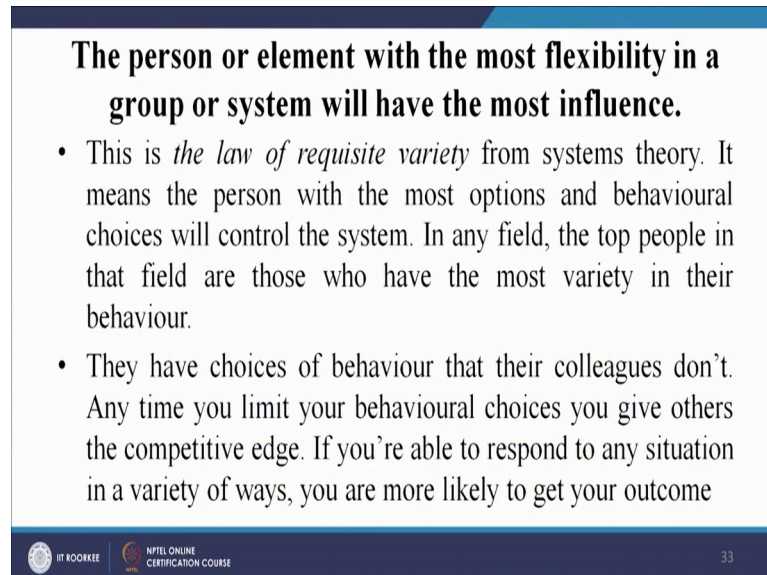
IIT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 32

What is flexibility? So, having flexibility means doing that both in our thinking and also our behaviours. Right from the beginning I keep on discussing the flexibility is very important in neurolinguistic programming. You should have open minded; you should not have a very narrow rigid minded. So, being willing and open to be more flexible in life, can open up new doors and give us new opportunities that we may not have considered possible for us. Yes, that is the importance of flexibility.

So, if you have opened yourself to various opportunities, naturally number of opportunities waiting for you. So, of course, for lot of people feeling safe and comfortable means they are being flexible and being willing to change can feel like scary things to do. So, the key to introducing some flexibility when we are fearful or what might result is to try something small and manageable first. Recognising that once we get out of our comfort zone in a small way it opens up choices and opinions that would not



have been there otherwise and puts what we feared into perspective. So, it becomes easier, yes, that is flexibility.

(Refer Slide Time: 02:09)



The person or element with the most flexibility in a group or system will have the most influence.

- This is *the law of requisite variety* from systems theory. It means the person with the most options and behavioural choices will control the system. In any field, the top people in that field are those who have the most variety in their behaviour.
- They have choices of behaviour that their colleagues don't. Any time you limit your behavioural choices you give others the competitive edge. If you're able to respond to any situation in a variety of ways, you are more likely to get your outcome

 IIT Koorkee  NPTEL ONLINE CERTIFICATION COURSE 33



Now, the person or element with the most flexibility in a group or system will have the most influence. This is the law of requisite variety from system theory. It means that the person with a most options and behavioural choices will control the system. In any field, the top in a field are those who have the most variety in their behaviour. Yes, how to control? How to lead? I mean with various mode that is flexibility and behavioural flexibility.

So, they have choices of behaviour that their colleagues do not. Any time you limit your behavioural choices you give others the competitive edge. If you are able to respond to any situation in a variety of ways you are more likely to get your outcome. Yes, that is true, that if you want your outcome give some respond to other situation also and give some more option to get the outcome that is flexibility.

(Refer Slide Time: 03:02)

Behavioural Flexibility



- The fourth pillar is **Behavioural Flexibility** . Many people make the mistake of, despite repeatedly failing, using the same technique over and over again to try to achieve their *outcomes*. Knowing what our *outcomes* are and using our *sensory acuity* to observe what's happening, the information which is fed back to us allows to make changes in our behaviour if necessary. Basically, if something isn't working then try a different approach. However, many people find themselves lacking in *behavioural flexibility*.

 IIT ROORKEE  NPTEL ONLINE CERTIFICATION COURSE 34

So, behavioural flexibility it is fourth pillar and many people make the mistake of despite repeatedly failing using the same technique over and over again to try to achieve their outcome. Knowing what our outcomes are and using our sensory acuity to observe what is happening, the information which is fed back to us allows to make changes in our behaviour if necessary. So, basically if something is not working then try a different approach. So, however, many people find themselves lacking in behavioural flexibility.

(Refer Slide Time: 03:36)

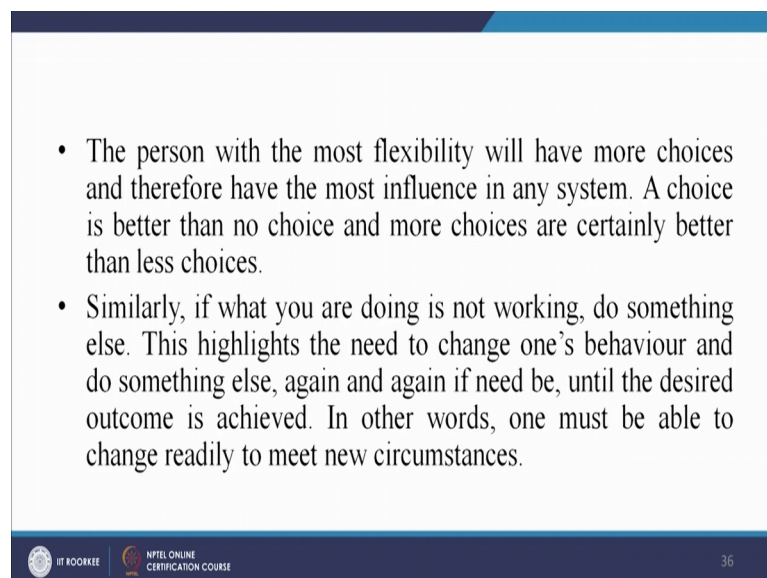
- If you're pitching your business idea and (using your *sensory acuity*) you can see that your potential investor is sitting arms folded, looking away to the side, they are probably losing interest and so *behavioural flexibility* then allows you to try a different approach in order to re-kindle their interest.
- NLP teaches that those with the highest amount of *behavioural flexibility* are often the most successful.

 IIT ROORKEE  NPTEL ONLINE CERTIFICATION COURSE 35

So, if you are pitching your business idea and using your sensory acuity you can see that your potential investor is sitting arms folded, looking away to the side, they are probably losing interest and. So, behavioural flexibility then allows you to try a different approach in order to re-kindle their interest. Same thing in the class also a teacher should use various methods flexible in the action to make a student more involved, to motivate student a student to take interest in the subject.

So, neurolinguistic programming teaches that those with the highest amount of behavioural flexibility are often the more successful.

(Refer Slide Time: 04:35)



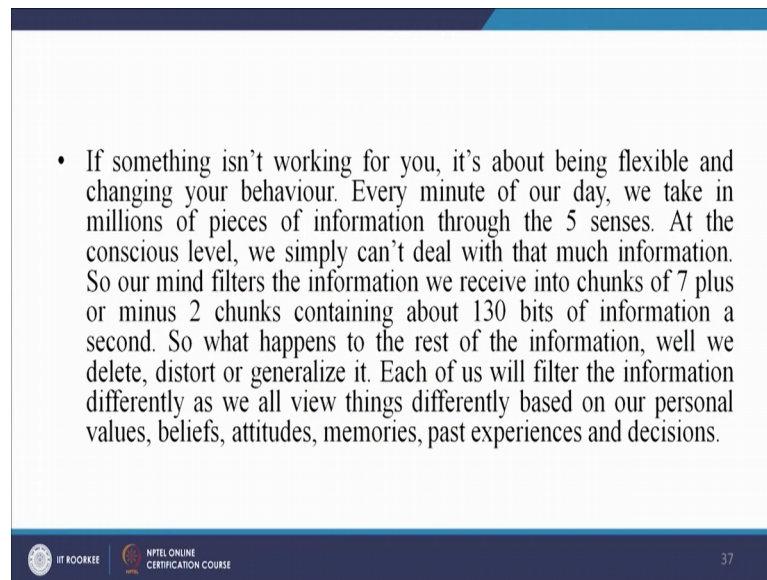
The slide features a white background with a dark blue header and footer. The main content area contains two bullet points. The footer includes the IIT ROORKEE logo, the text 'NPTEL ONLINE CERTIFICATION COURSE', and the slide number '36'.

- The person with the most flexibility will have more choices and therefore have the most influence in any system. A choice is better than no choice and more choices are certainly better than less choices.
- Similarly, if what you are doing is not working, do something else. This highlights the need to change one's behaviour and do something else, again and again if need be, until the desired outcome is achieved. In other words, one must be able to change readily to meet new circumstances.

Now, the person with a most flexibility will have more choices and therefore, have most influence in any system a choice is better than no choice and more choices are certainly better than less choice. Yes, it is said bigger cannot be chooses, naturally if you have more choices you are going to get success.

Similarly, if what you are doing is not working do something else. This highlights the need to change ones behaviour and do something else again and again if need be, until the desired outcome is achieved. In other words, one must be able to change readily to meet new circumstances.

(Refer Slide Time: 05:12)



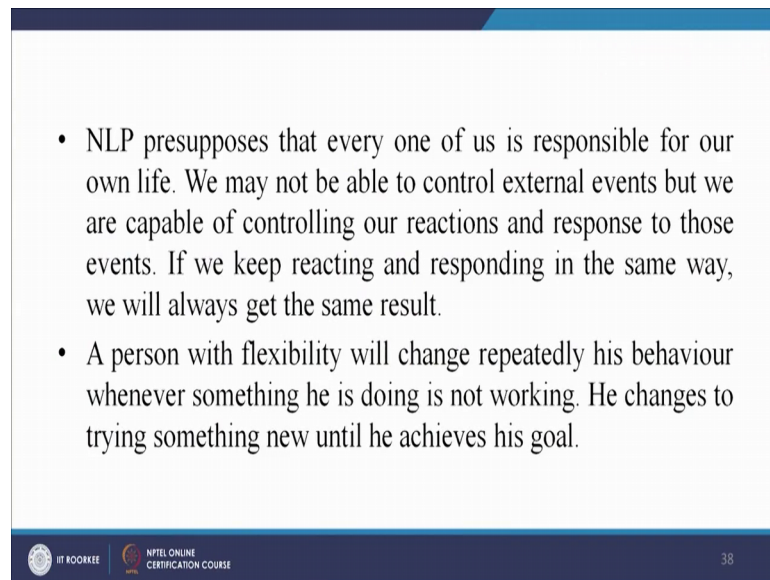
• If something isn't working for you, it's about being flexible and changing your behaviour. Every minute of our day, we take in millions of pieces of information through the 5 senses. At the conscious level, we simply can't deal with that much information. So our mind filters the information we receive into chunks of 7 plus or minus 2 chunks containing about 130 bits of information a second. So what happens to the rest of the information, well we delete, distort or generalize it. Each of us will filter the information differently as we all view things differently based on our personal values, beliefs, attitudes, memories, past experiences and decisions.

IIT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 37

So, if something is not working for you, it is about being flexible and changing your behaviour. So, every minute of our day we take in millions of pieces of information through the 5 senses that is sensory acuity. At the conscious level, we simply cannot deal with that much information. So, our mind filters the information we receive into chunks of 7 plus or minus 2 chunks containing about 130 bits of information a second.

So, what happens to the rest of the information, well we delete, distort or generalise it now distort and generalise it. Each of us will filter the information differently, that is also flexibility, as well as view things differently based on our personal values, beliefs, attitude, memories, past experience and then decisions.

(Refer Slide Time: 06:22)



The slide features a white background with a blue header and footer. It contains two bullet points. The footer includes the IIT Roorkee logo, the text 'IIT ROORKEE', the NPTEL logo, the text 'NPTEL ONLINE CERTIFICATION COURSE', and the page number '38'.

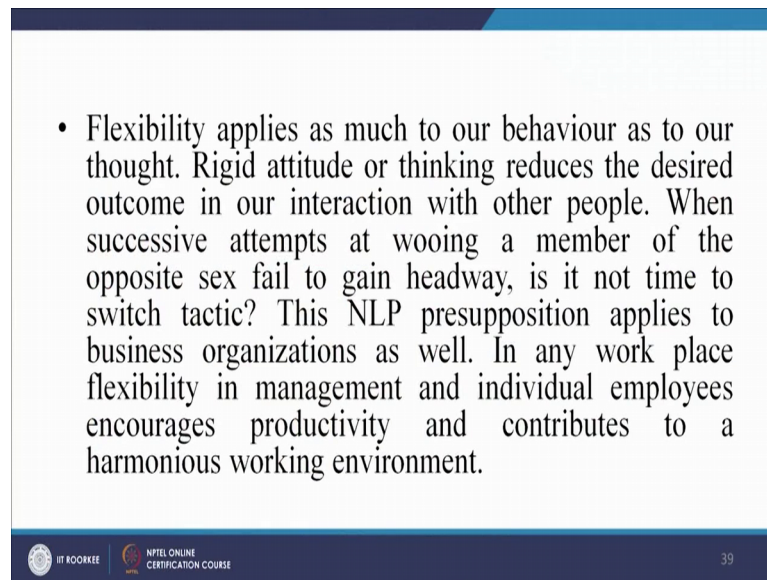
- NLP presupposes that every one of us is responsible for our own life. We may not be able to control external events but we are capable of controlling our reactions and response to those events. If we keep reacting and responding in the same way, we will always get the same result.
- A person with flexibility will change repeatedly his behaviour whenever something he is doing is not working. He changes to trying something new until he achieves his goal.

IIT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 38

Now, NLP presupposes that every one of us is responsible for our own life. Yes, we are entirely responsible. We can make our life happy; we can make our life miserable. So, we may not be able to control external events, but we are capable of controlling our own reactions and response to those events. So, if we keep reacting and responding in the same way we will always get the same result.

A person with flexibility will change repeatedly his behaviour whenever something he is doing is not working. So, he changes to trying something new until he achieves his goal that kind of determination, that kind of persuasion required.

(Refer Slide Time: 06:43)

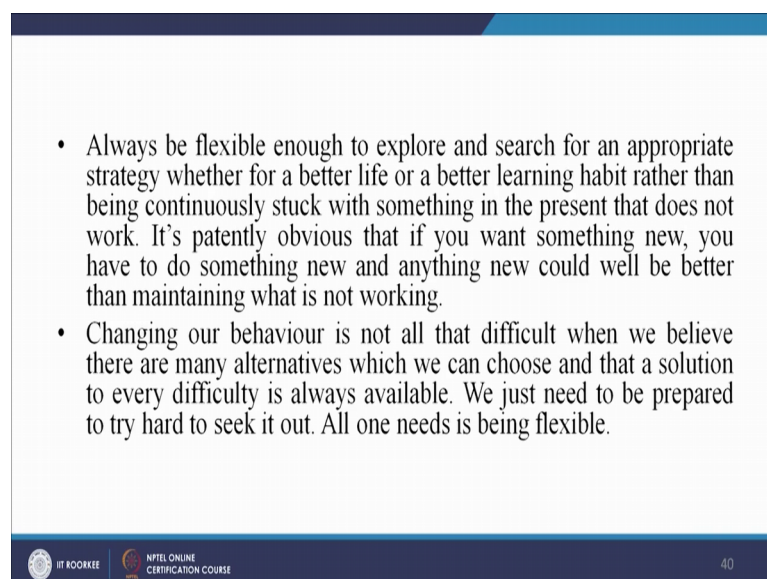


• Flexibility applies as much to our behaviour as to our thought. Rigid attitude or thinking reduces the desired outcome in our interaction with other people. When successive attempts at wooing a member of the opposite sex fail to gain headway, is it not time to switch tactic? This NLP presupposition applies to business organizations as well. In any work place flexibility in management and individual employees encourages productivity and contributes to a harmonious working environment.

III ROORKEE | NPTEL ONLINE CERTIFICATION COURSE 39

So, flexibility applied as much to our behaviour as to our thought. Rigid attitude or thinking reduces the desired outcome in our interaction with other people. So, when successive attempts at wooing a member of opposite sex fails to gain headway, is it not time to switch tactic? Now, this NLP presupposition applies to business organisation as well. So, in any workplace flexibility in management and individual employees encourages productivity and contributes to a harmonious working environment. That is why it is said that giving some space to other is nothing, but state to success.

(Refer Slide Time: 07:32)



• Always be flexible enough to explore and search for an appropriate strategy whether for a better life or a better learning habit rather than being continuously stuck with something in the present that does not work. It's patently obvious that if you want something new, you have to do something new and anything new could well be better than maintaining what is not working.

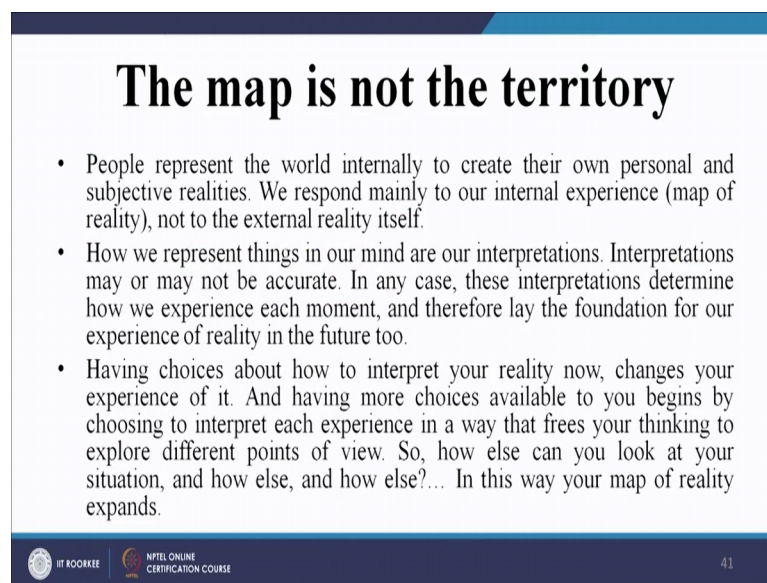
• Changing our behaviour is not all that difficult when we believe there are many alternatives which we can choose and that a solution to every difficulty is always available. We just need to be prepared to try hard to seek it out. All one needs is being flexible.

III ROORKEE | NPTEL ONLINE CERTIFICATION COURSE 40

So, always be flexible enough to explore and search for an appropriate strategy. What kind of a strategy is going to suit? Flexibility does not mean that you are always flexible. Flexibility means that if this strategy fails then which strategy is going to be useful for the particular desired goal. So, whether for a better life or a better learning habit rather than being continuously stuck with something in the present that does not work yes very true it is better to quit and then start again with other strategy. It is patently obvious that if you want something new you have to do something new and anything new could well be better than maintaining what is not working.



So, changing our behaviour is not all that difficult when we believe there are many alternatives which we can choose and that solution to every difficulty is always available. We just need to be prepared to try hard to seek it out. All one needs is being flexible.

(Refer Slide Time: 08:53)



The map is not the territory

- People represent the world internally to create their own personal and subjective realities. We respond mainly to our internal experience (map of reality), not to the external reality itself.
- How we represent things in our mind are our interpretations. Interpretations may or may not be accurate. In any case, these interpretations determine how we experience each moment, and therefore lay the foundation for our experience of reality in the future too.
- Having choices about how to interpret your reality now, changes your experience of it. And having more choices available to you begins by choosing to interpret each experience in a way that frees your thinking to explore different points of view. So, how else can you look at your situation, and how else, and how else?... In this way your map of reality expands.

 IIT Koorkee  NPTEL ONLINE CERTIFICATION COURSE 41

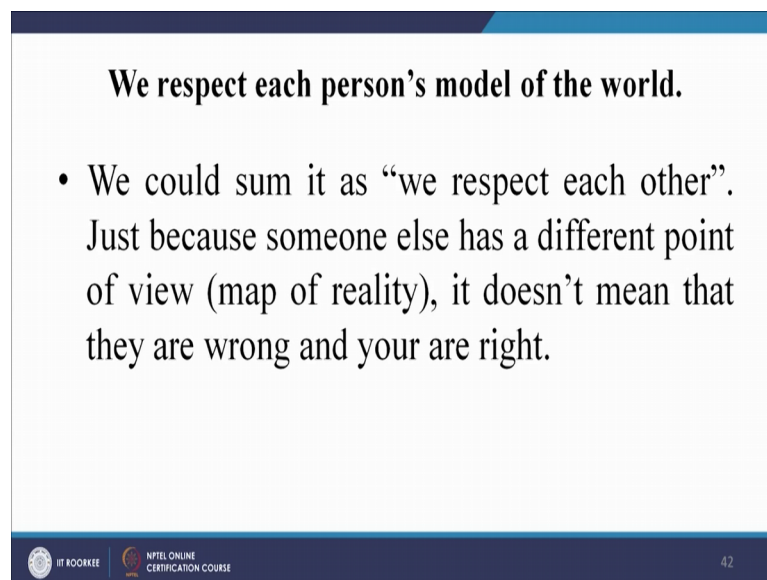
Now, in this context I want to quote again the presupposition of neurolinguistic programming that map is not the territory though we discussed earlier this is the fundamental of neurolinguistic programming that people represent the world internally to create their own personal and subjective realities. We respond mainly through our internal experience map of reality not to the external reality itself. Yes, the perception, your perception of something is different and my perception is something to different.

So, two different perception of the same thing, now, it depends on your internal setting, internal world. So, how we represent things in our mind are our interpretations now

interpretations may or may not be accurate in any case these interpretations determine how we experience each moment and therefore, let the foundation for our experience of reality in the future too.

Now, having choices about how to interpret your reality now, changes your experience of it. And, having more choices available to you begins by choosing to interpret each experience in a way what frees your thinking to explore different points of view. So, how else can you look at your situation and how else and how else? In this way your map of reality expands. So, the pre supposition map is not the territory that is the map of reality that is there inside you is not the reality. The external reality is the real reality and that you need to find out.

(Refer Slide Time: 10:46)



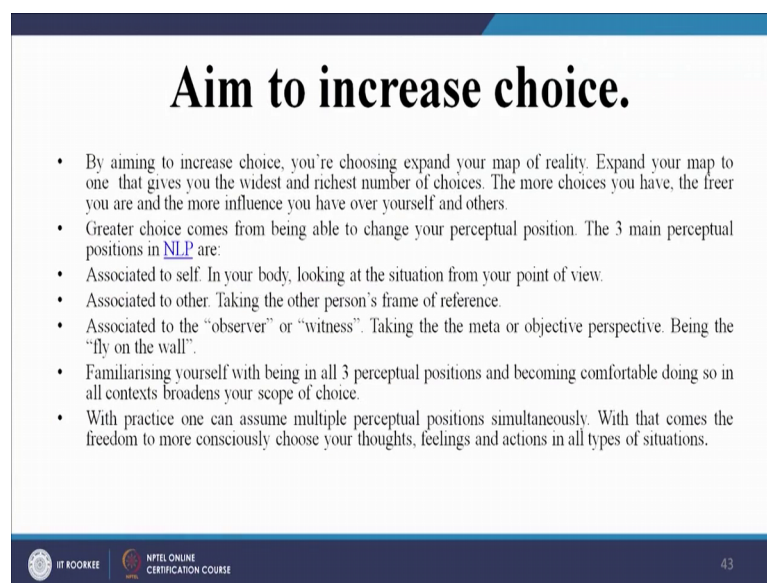
We respect each person's model of the world.

- We could sum it as “we respect each other”. Just because someone else has a different point of view (map of reality), it doesn't mean that they are wrong and your are right.

IT ROOKIEE | NPTEL ONLINE CERTIFICATION COURSE 42



Now, we respect each person's model of the world. We could sum it as we respect each other, that is, to say that it is not only your perception, other perception also should be given respect. Just because someone else has a different point of view or map of reality it does not mean that they are wrong or and you are right.

(Refer Slide Time: 10:59)



Aim to increase choice.

- By aiming to increase choice, you're choosing expand your map of reality. Expand your map to one that gives you the widest and richest number of choices. The more choices you have, the freer you are and the more influence you have over yourself and others.
- Greater choice comes from being able to change your perceptual position. The 3 main perceptual positions in [NLP](#) are:
- Associated to self. In your body, looking at the situation from your point of view.
- Associated to other. Taking the other person's frame of reference.
- Associated to the "observer" or "witness". Taking the meta or objective perspective. Being the "fly on the wall".
- Familiarising yourself with being in all 3 perceptual positions and becoming comfortable doing so in all contexts broadens your scope of choice.
- With practice one can assume multiple perceptual positions simultaneously. With that comes the freedom to more consciously choose your thoughts, feelings and actions in all types of situations.

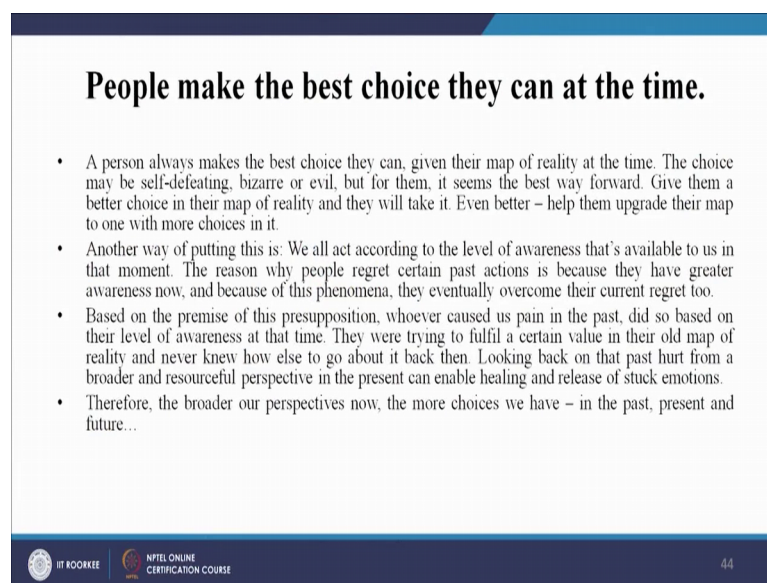
 IIT ROORKEE  NFTEL ONLINE CERTIFICATION COURSE 43

So, aim to increase choice, what are the aims? By aiming to increase choice, you are choosing expand your map of reality. Expand your map to one that gives you the widest and richest number of choices. Yes, what is needed, expansion. The more choices you have, the freer you are and the more influence you have over yourself and others.

Now, greater choice comes from being able to change your perpetual position. The 3 perpetual positions in NLP are: associated to self in your body, looking at the situation from your point of view; associated to other taking the other person's frame of reference; associated to observer or witness taking the meta or objective perceptive. Being fly on the wall.

So, familiarising yourself with being in all 3 perceptual positions and becoming comfortable in doing so in all context broadens your horizon, broaden your scope of choice. With practice one can assume multiple perceptual positions simultaneously. With that comes the freedom to more consciously choose your thought feelings and action in all types of situation.

(Refer Slide Time: 12:22)



People make the best choice they can at the time.

- A person always makes the best choice they can, given their map of reality at the time. The choice may be self-defeating, bizarre or evil, but for them, it seems the best way forward. Give them a better choice in their map of reality and they will take it. Even better – help them upgrade their map to one with more choices in it.
- Another way of putting this is: We all act according to the level of awareness that's available to us in that moment. The reason why people regret certain past actions is because they have greater awareness now, and because of this phenomena, they eventually overcome their current regret too.
- Based on the premise of this presupposition, whoever caused us pain in the past, did so based on their level of awareness at that time. They were trying to fulfil a certain value in their old map of reality and never knew how else to go about it back then. Looking back on that past hurt from a broader and resourceful perspective in the present can enable healing and release of stuck emotions.
- Therefore, the broader our perspectives now, the more choices we have – in the past, present and future...

IIT ROORKEE | NPTEL ONLINE CERTIFICATION COURSE 44

Now, people make the best choice they can at the times. Now, a person always makes the best choice they can, given their map of reality at that time. Yes, it is your internal choice that gives a kind of signal to the final choice. The choice may be self-defeating, bizarre or evil, but for them it seems the best way forward. Give them a better choice in their map of reality and they will take it.

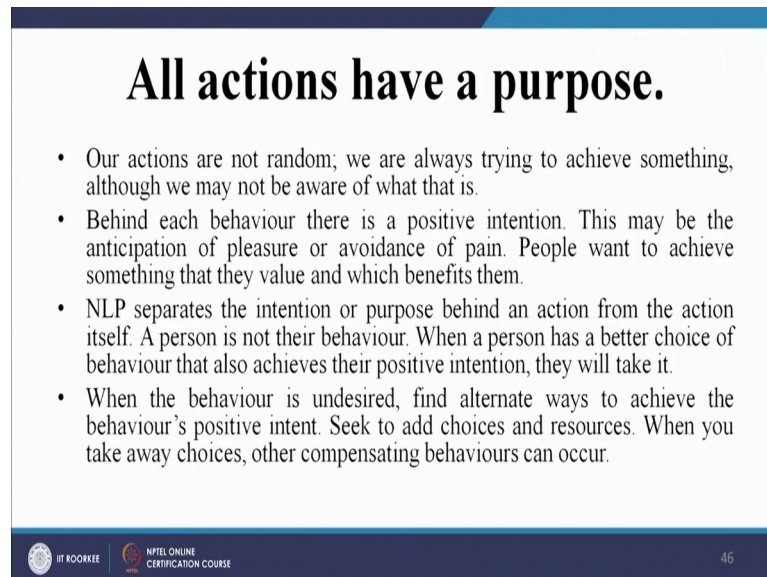
Even better help them upgrade their map to one with more choices in it. Another way of putting this is, we act according to the level of awareness that is available to us in that moment. The reason why people regret certain past action is because they have greater awareness now, and because of this phenomenon, they eventually overcome their current regret too.

So, based on the premise of this presupposition, whoever caused the pain in the past did so based on their level of awareness at that time. They were trying to fulfil a certain value in their old map of reality and never knew how else to go about it back then. So, looking back on that past hurt from a broader and resourceful perspective in the present can enable healing and release of stuck emotion.

Therefore, the broader or perspectives now, the more choices we have in the past, present and future; that is, to say that we have more space, more room. Now, people were perfectly no one is wrong or broken. People function perfectly even if what they are doing, is running their life, all behaviour is has a structure. So, when you understand a

structure you can change the behaviour and people carry out their behavioural strategies perfectly, but the strategy may be poorly designed and ineffective. So, finding out how you or others do what you or they do enable you or other then to change the ineffective strategy to one that is more suited to achieving useful and desirable results.

(Refer Slide Time: 15:14)



All actions have a purpose.

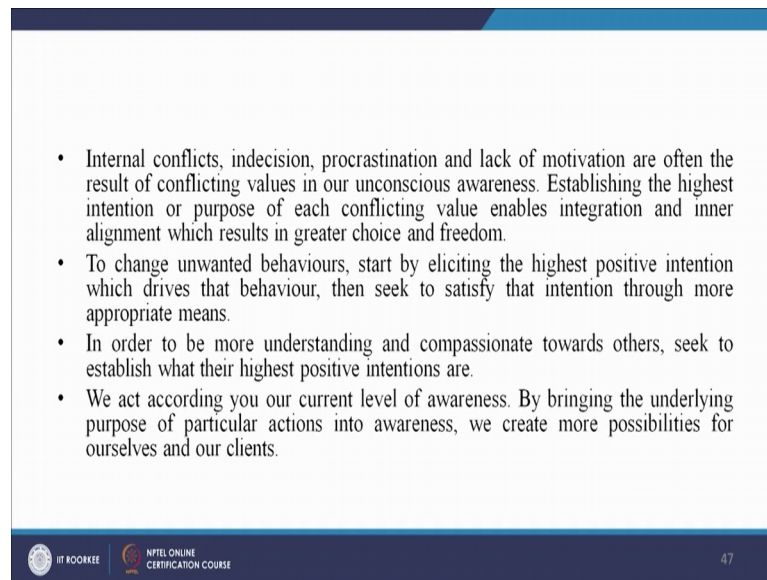
- Our actions are not random; we are always trying to achieve something, although we may not be aware of what that is.
- Behind each behaviour there is a positive intention. This may be the anticipation of pleasure or avoidance of pain. People want to achieve something that they value and which benefits them.
- NLP separates the intention or purpose behind an action from the action itself. A person is not their behaviour. When a person has a better choice of behaviour that also achieves their positive intention, they will take it.
- When the behaviour is undesired, find alternate ways to achieve the behaviour's positive intent. Seek to add choices and resources. When you take away choices, other compensating behaviours can occur.

IIT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 46

Now, all actions have a purpose. Yes, even sleeping has purpose, laughing has a purpose. So, our actions are not random it is with some purpose we are always trying to achieve something, although we may not be aware of what that is. Behind each behaviour there is a positive intention. This may be the anticipation of pleasure or avoidable or pain people want to achieve something that they value and which benefit them. So, NLP separates the intention or purpose behind an action form the action itself. A person is not their behaviour. When a person has a better choice of behaviour that also achieves their positive intention, they will take it.

So, when the behaviour is undesired, that is unacceptable, not favourable, find alternate ways to achieve the behaviours positive intent. Seek to add choices and resources. So, when you take away choices other compensating behaviour can automatically occur.

(Refer Slide Time: 16:14)



- Internal conflicts, indecision, procrastination and lack of motivation are often the result of conflicting values in our unconscious awareness. Establishing the highest intention or purpose of each conflicting value enables integration and inner alignment which results in greater choice and freedom.
- To change unwanted behaviours, start by eliciting the highest positive intention which drives that behaviour, then seek to satisfy that intention through more appropriate means.
- In order to be more understanding and compassionate towards others, seek to establish what their highest positive intentions are.
- We act according to our current level of awareness. By bringing the underlying purpose of particular actions into awareness, we create more possibilities for ourselves and our clients.

III ROORKEE NPTEL ONLINE CERTIFICATION COURSE 47

So, internal conflicts, indecision, procrastination and lack of motivation are often the result of conflicting values in our unconscious awareness. Establishing the highest intention or purpose of each conflicting value enables integration and inner alignment which results in greater choice and freedom, that is very true.

We think and rethink, there is a conflict in your mind and then finally, you come up with a proper suggested decision. So, to change unwanted behaviours, start by eliciting the highest positive intention which drives that behaviour, then seek to satisfy that intention through more appropriate means. So, in order to be more understanding and compassionate towards others, seek to establish what their highest positive intentions are. So, we act according to our current level of awareness. By bringing the underlying purpose of particular actions into awareness, we create more possibilities for ourselves and our client. Yes, this is the way.

(Refer Slide Time: 17:49)

The meaning of your communication is not simply what you intend, but also the response you get.

- Resistance in others indicates a lack of rapport, or that the other person doesn't get your meaning. We all resist when we don't understand. Your intended communication is not always what is perceived.

IIT ROORKEE | NPTEL ONLINE CERTIFICATION COURSE 48

So, the meaning of your communication is not simply what you intend, but also the response you get. Yes, sender and receiver; sending messages, getting feedback. So, resistance in other indicates a lack of rapport, or that the other person does not get your meaning. So, we all resist when we do not understand. Yes, what is the resistance? Again, trying to understand. Your intended communication is not always what is perceived.

(Refer Slide Time: 18:30)

- You cannot not communicate. We are always communicating either verbally or non-verbally. Even the absence of a response is information. Each person deletes, distorts and generalizes pure sensory information (input through the senses). Our nervous system is conditioned to filter information in this way. These filters are triggered by both verbal and non-verbal behaviours in others.
- Which is more important: What you intend to communicate, or what you actually communicate? Flexible communicators change what they're saying (and how they're saying it, as well as their body language) until their desired results are obtained.

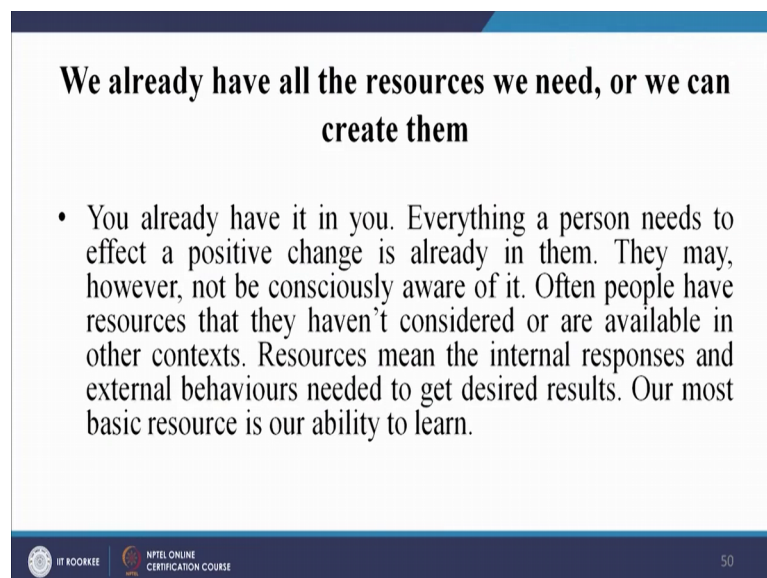
IIT ROORKEE | NPTEL ONLINE CERTIFICATION COURSE 49

So, you cannot communicate. We are always communicating either verbally or non-verbally. So, even the absence of response is information. Yes, I mean vacuum you are

sending message, where silence is a kind of information. So, each person deletes, distorts and generalizes pure sensory information and these filters are triggered by both verbal and non-verbal behaviours in others.

Now, which is more important? What you intend to communicate or what you actually communicate? Flexible communicators change, what they are saying and how they are saying as well their body language, until the desired results are obtained. So, yes, very important that how, what you actually communicate is it meaningful or not, it is verbal or non verbal, everything does matter.

(Refer Slide Time: 19:38)



We already have all the resources we need, or we can create them

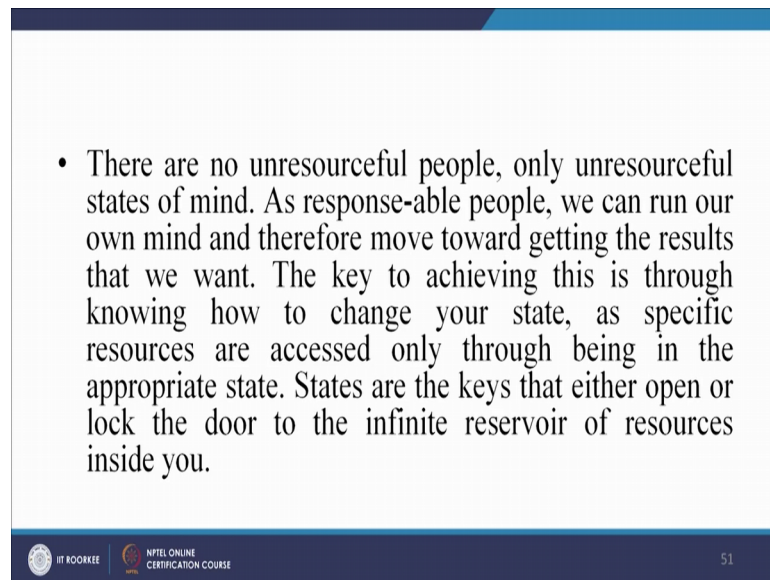
- You already have it in you. Everything a person needs to effect a positive change is already in them. They may, however, not be consciously aware of it. Often people have resources that they haven't considered or are available in other contexts. Resources mean the internal responses and external behaviours needed to get desired results. Our most basic resource is our ability to learn.

IT ROOKIE NPTEL ONLINE CERTIFICATION COURSE 50



So, we already have the resources we need or we can create them. It is we who can exploit the resources, I mean surrounding. So, you already have it in you. You have potential; do not think you do not have potential. Now, how to exploit, everything every person needs to effect positive change is already in them. So, they may however, not be consciously aware of it.

Often people have resources that they have not considered or are available in other context. Resources mean the internal responses and in external behaviours needed to get desired result. So, our most basic resource is our ability to learn. That is why I repeatedly say that neurolinguistic programming is self discovery first you discover yourself, then you discover other, then you discover other resources and the others potential.

(Refer Slide Time: 20:29)



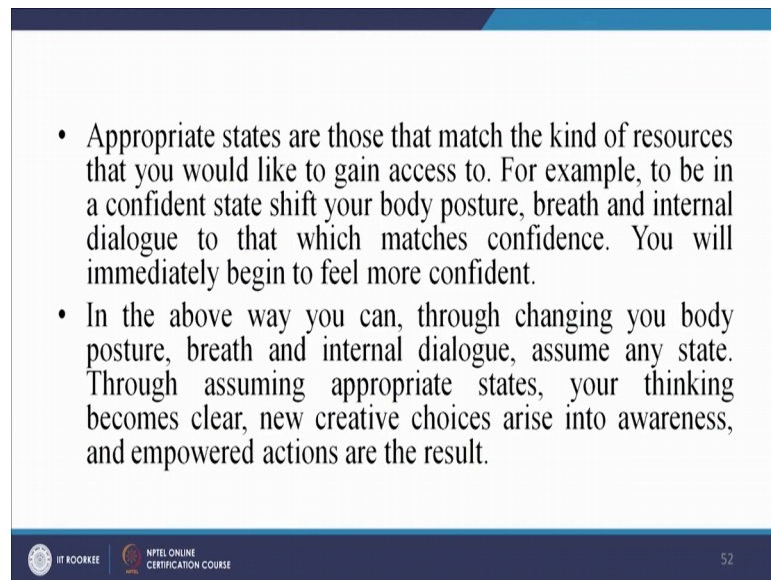
• There are no unresourceful people, only unresourceful states of mind. As response-able people, we can run our own mind and therefore move toward getting the results that we want. The key to achieving this is through knowing how to change your state, as specific resources are accessed only through being in the appropriate state. States are the keys that either open or lock the door to the infinite reservoir of resources inside you.

 IIT ROORKEE  NPTEL ONLINE CERTIFICATION COURSE 51

So, there are no un-resourceful people, only un- resourceful state of mind. What is it mean? That, even the worst kind of thing once worst kind of person even he or she must have some kind of resource what is what does matter it is un-resourceful state of mind. How to exploit the potential, that is attitude. So, as responsible able response able people we can run our own mind and therefore, move towards getting the results that we want.

So, the key to achieving this is through knowing how to change your state, that is the state of mind, that is the state of position. As a specific resources are accessed only through being in the appropriate state. So, states are the keys that either open or lock the door to infinite reservoir of resources inside you.

(Refer Slide Time: 21:48)



- Appropriate states are those that match the kind of resources that you would like to gain access to. For example, to be in a confident state shift your body posture, breath and internal dialogue to that which matches confidence. You will immediately begin to feel more confident.
- In the above way you can, through changing your body posture, breath and internal dialogue, assume any state. Through assuming appropriate states, your thinking becomes clear, new creative choices arise into awareness, and empowered actions are the result.

Slide footer: IIT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 52

Now, appropriate states are those that match the kind of resources that you would like to gain access to. Now, for example, to be in a confident state shift your body posture, breathe and internal dialogue to that which matches confidence, you will immediately begin to feel more confident. Yes, there is also a mirror system where you can repeat you can practice.

Now, in the above way you can through changing your body posture, breathe and internal dialogue, assume any state. Through assuming appropriate state, your thinking becomes clear, new creative choices arise into awareness, and empowered actions are the result.

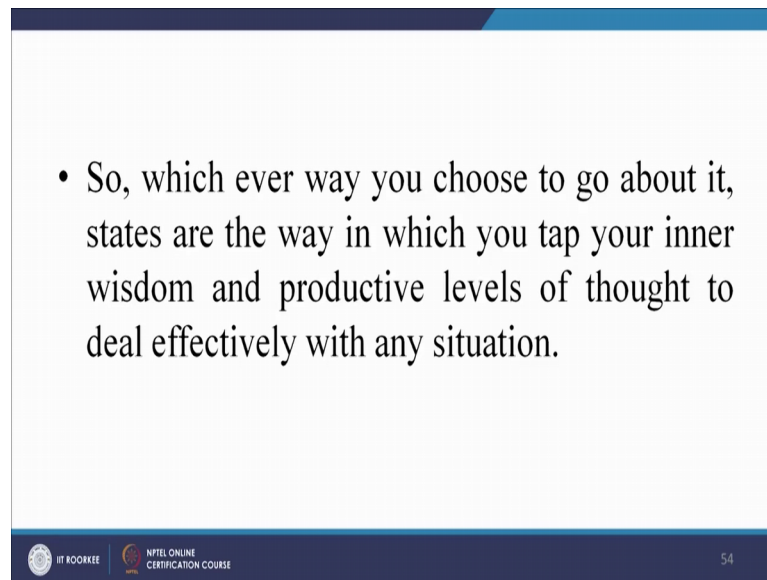
(Refer Slide Time: 22:59)

- Conversely, we've all had the experience of being in a miserable state, and you know how resourceful you felt then!
- The hypnotic state is highly versatile state, since it's often referred to as the "master key" to your inner resources. Hypnosis enables people to have direct contact with the level of their awareness that's usually unconscious. [Hypnotherapy](#) leverages the hypnotic state for the purpose of healing.

Now, conversely, we have all had the experience of being in a miserable state, and you know how resourceful you felt then. Here, I would like to add very famous philosophy existentialism, man is the creature that suffers from crisis and then he or she tries to overcome the crisis, that is called existential philosophy and it is human being only that he or she has this quality to fight, to come over. So, similarly you have to fight in the miserable state, applying the various strategy and you have to come over.

So, the hypnotic state is highly versatile state, since it is often referred to as the master key to your inner resources. Hypnosis enables people to have direct contact with the level of their awareness that is usually unconscious. So, hypnotherapy leverages the hypnotic state for the purpose of healing.

(Refer Slide Time: 23:30)

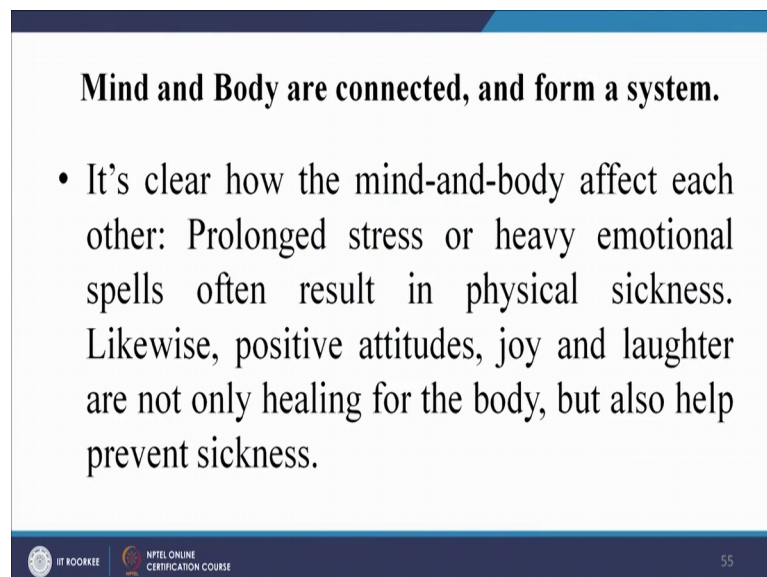


- So, which ever way you choose to go about it, states are the way in which you tap your inner wisdom and productive levels of thought to deal effectively with any situation.

54

So, whichever way you choose to go about it, states are the vein which you tap your inner wisdom and productive ways of thought to deal effectively with any situation.

(Refer Slide Time: 23:51)



Mind and Body are connected, and form a system.

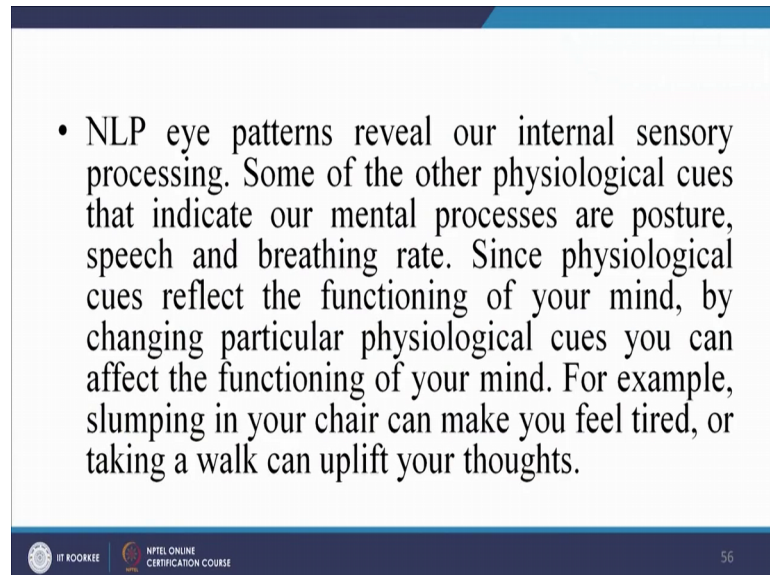
- It's clear how the mind-and-body affect each other: Prolonged stress or heavy emotional spells often result in physical sickness. Likewise, positive attitudes, joy and laughter are not only healing for the body, but also help prevent sickness.

55

Now, mind and body are connected. The first presupposition I discussed with you while discussing the flexibility that mind is not the territory. Similarly, mind and body are connected and form a system that is cohesiveness of your personality. So, it is clear how the mind and body affect each other. Prolonged stress or heavy emotional spells often

result in physical sickness. Likewise, positive attitude joy laughter are not only healing for the body, but also help prevent sickness.

(Refer Slide Time: 24:31)



• NLP eye patterns reveal our internal sensory processing. Some of the other physiological cues that indicate our mental processes are posture, speech and breathing rate. Since physiological cues reflect the functioning of your mind, by changing particular physiological cues you can affect the functioning of your mind. For example, slumping in your chair can make you feel tired, or taking a walk can uplift your thoughts.

IIT ROORKEE | NPTEL ONLINE CERTIFICATION COURSE 56

So, neurolinguistic programming eye pattern reveal our internal sensory processing. Some of the other physiological cues that indicate our mental processes are posture, a speech and breathing rate. Since physiological cues reflect the functioning of your mind, by changing particular physiological cues you can affect the functioning of your mind. For example, slumping in your chair can make you feel tired or taking a walk can uplift your thought. Yes, very true, I mean it is all your gesture and posture.

(Refer Slide Time: 24:58)

- Mind and body interact and mutually influence each other. It is not possible to make a change in one without the other being affected. When we think differently, our bodies change. When we act differently we change our thoughts and feelings.

So, mind and body interact and mutually influence each other. It is not possible to make a change in one without the other being affected. When we think differently, our body change. When we act differently we change our thoughts and feeling, very true. Take care of cancer patient, they just get over with the help of the positive thought but, if a patient feels depressed and negative he or she cannot survive, so, the same thing that we do.

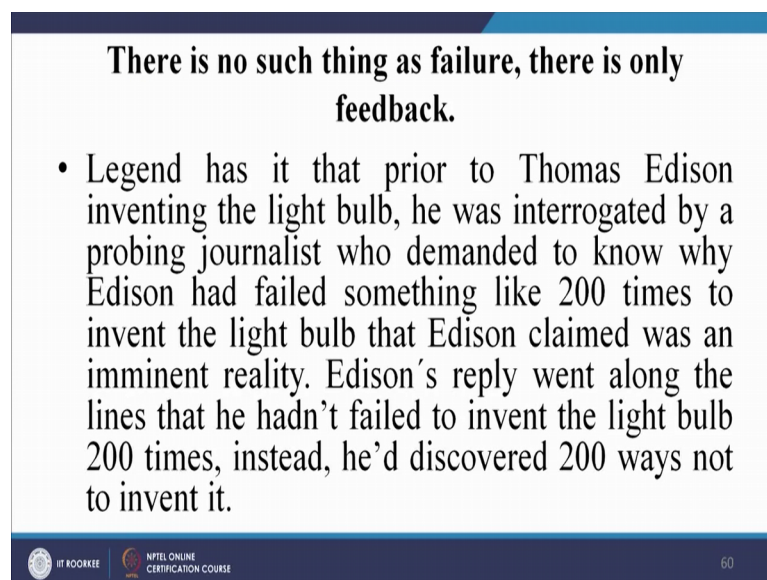
(Refer Slide Time: 25:24)

- Treating only mental/emotional or physical symptoms without taking responsibility for the underlying reasons why such symptoms have manifested, may disrupt the mind/body system. Ignoring the subtle causes of unwanted symptoms can result in more complex complications later. For example, regularly taking sleeping tablets to get enough sleep at night, without addressing the mental/emotional causes (like stress or dissatisfaction) of not being able to sleep, may lead to burn out and/or disease.

So, treating only mental emotional or physical symptoms without taking responsibility for the underlying reason, why such symptoms are manifested, may disrupt the mind body system. Ignoring the subtle causes of unwanted system can result in more complex complications later.

For example, regularly taking sleeping tablet us to get enough sleep at night, without addressing the mental, emotional cause like stress or dissatisfaction of not being able to sleep, may lead to burn out or any disease. So, consciousness expresses itself through the system of your mind and body. Mind and body are therefore, intimately linked and ultimately they are two aspects of the same source.

(Refer Slide Time: 26:14)



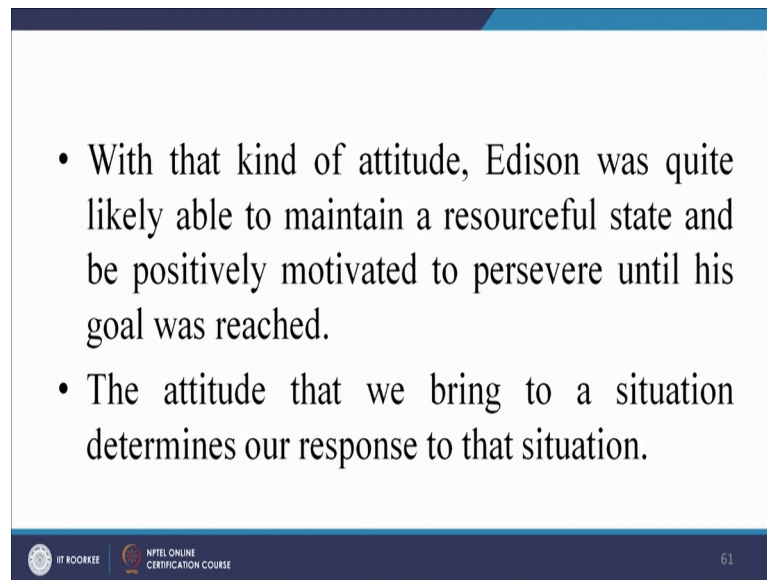
There is no such thing as failure, there is only feedback.

- Legend has it that prior to Thomas Edison inventing the light bulb, he was interrogated by a probing journalist who demanded to know why Edison had failed something like 200 times to invent the light bulb that Edison claimed was an imminent reality. Edison's reply went along the lines that he hadn't failed to invent the light bulb 200 times, instead, he'd discovered 200 ways not to invent it.

IIT ROORKEE | NPTEL ONLINE CERTIFICATION COURSE 60

Now, there is no such thing as failure, there is only feedback. So, Legend had it that prior to Thomas Edison inventing the light bulb, he was interrogated by a probing journalist who demanded to know why Edison had failed some something like 200 times to invent the light bulb that Edison claimed was an imminent reality. Edison's reply went along the lines that he had not failed to invent the light bulb 200 times instead he had discovered 200 ways to invent it; very true, not failure.

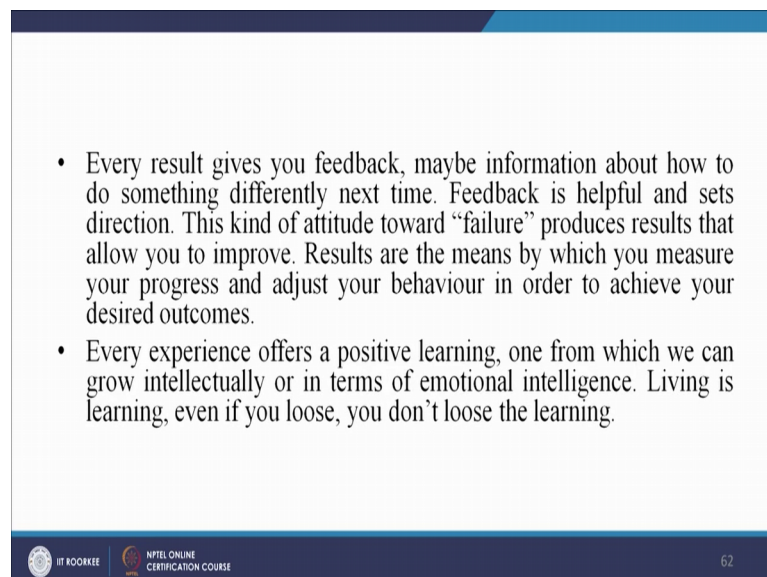
(Refer Slide Time: 26:55)



- With that kind of attitude, Edison was quite likely able to maintain a resourceful state and be positively motivated to persevere until his goal was reached.
- The attitude that we bring to a situation determines our response to that situation.

So, with that kind of attitude Edison was quite likely able to maintain a resourceful state and be positively maintained to persevere until his goal was reached.

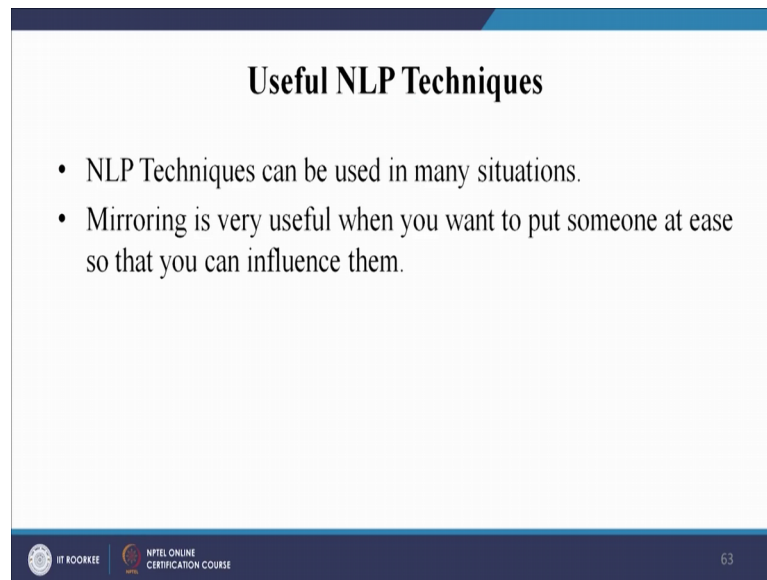
(Refer Slide Time: 26:59)



- Every result gives you feedback, maybe information about how to do something differently next time. Feedback is helpful and sets direction. This kind of attitude toward “failure” produces results that allow you to improve. Results are the means by which you measure your progress and adjust your behaviour in order to achieve your desired outcomes.
- Every experience offers a positive learning, one from which we can grow intellectually or in terms of emotional intelligence. Living is learning, even if you loose, you don’t loose the learning.

So, every result gives you feedback, failure or error or whatever, may be information about how to do something differently next time. So, every experience offers a positive learning, one from which we can grow intellectually or in terms of emotional intelligence.

(Refer Slide Time: 27:37)



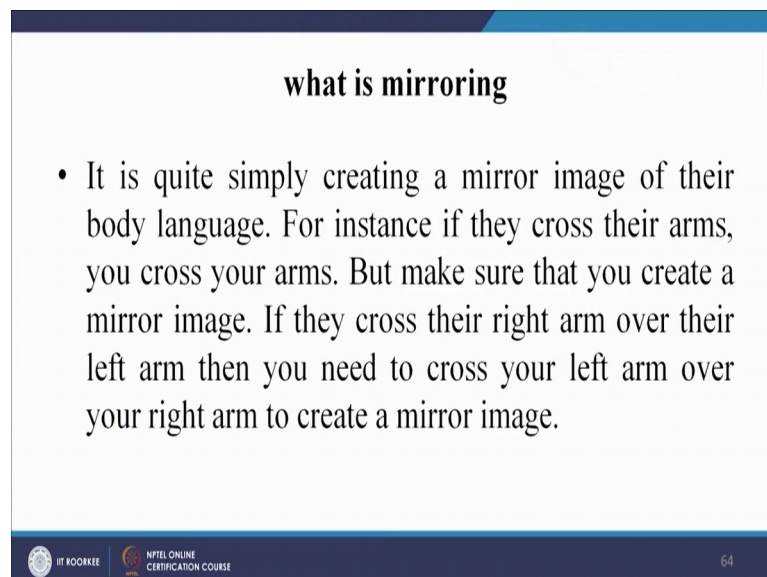
Useful NLP Techniques

- NLP Techniques can be used in many situations.
- Mirroring is very useful when you want to put someone at ease so that you can influence them.

IIT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 63

So, now, here we come for useful NLP technique, because these are all NLP technique, but, NLP techniques can be used in many situations. Now, one of the very important techniques is mirroring, which is very useful when you want to put someone at ease so that you can influence them.

(Refer Slide Time: 27:48)



what is mirroring

- It is quite simply creating a mirror image of their body language. For instance if they cross their arms, you cross your arms. But make sure that you create a mirror image. If they cross their right arm over their left arm then you need to cross your left arm over your right arm to create a mirror image.

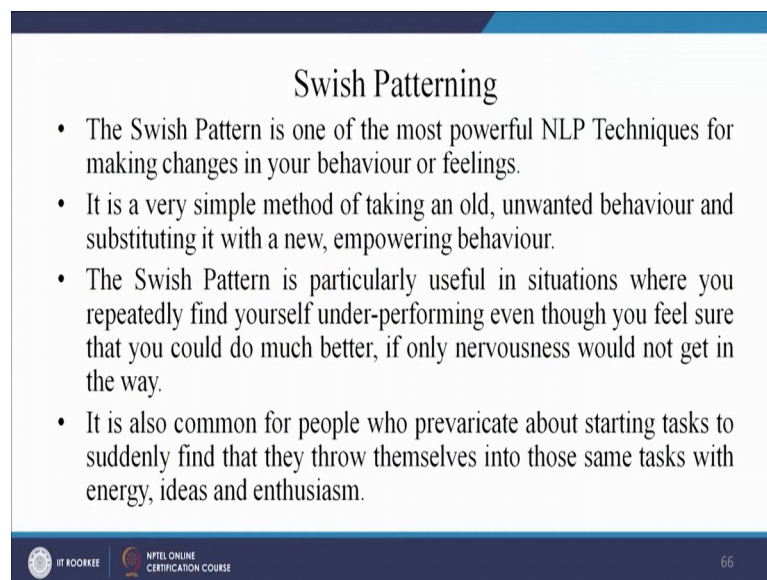
IIT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 64

Now, what is mirroring? It is quite simply creating mirror image of their body language. For instance if they cross their arms, you cross your arm. But make sure that you create a

mirror image. If they cross their right arm over their left arm then you need to cross your left arm over your right arm, this is called mirror image.

So, the effect of mirroring is that the other persons subconsciously notices that you are behaving in the same way that they are behaving, and this leads them to believe that you must like and respect them and a kind of bonding, a kind of relaxation.

(Refer Slide Time: 28:28)



The slide is titled "Swish Patterning" and contains four bullet points. The background is white with a blue header and footer. The footer includes the IIT ROORKEE logo, the text "NPTEL ONLINE CERTIFICATION COURSE", and the page number "66".

Swish Patterning

- The Swish Pattern is one of the most powerful NLP Techniques for making changes in your behaviour or feelings.
- It is a very simple method of taking an old, unwanted behaviour and substituting it with a new, empowering behaviour.
- The Swish Pattern is particularly useful in situations where you repeatedly find yourself under-performing even though you feel sure that you could do much better, if only nervousness would not get in the way.
- It is also common for people who prevaricate about starting tasks to suddenly find that they throw themselves into those same tasks with energy, ideas and enthusiasm.



IIT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 66

Now, the other is Swish patterning the swish pattern is one of the most powerful NLP techniques for making changes in your behaviour and feeling. So, it is a very simple method of taking an old, unwanted behaviour and substituting with a new, empowering behaviour. The Swish patterning is particularly useful in situations where you repeatedly find yourself under-performing even though you feel sure that you could do much better, if only nervousness would not get in the way. So, it is also common for people who prevaricate about starting task to suddenly find that they throw themselves into those same tasks with energy, ideas and enthusiasm.

(Refer Slide Time: 29:15)

Modeling



- Modeling was the first of the NLP Techniques developed by Richard Bandler and John Grinder. The basic idea is to locate another person who possesses a skill that you would like to have and then ask, “how do they do that?”

 IIT ROORKEE  NPTEL ONLINE CERTIFICATION COURSE 67

Now, and next is modelling was the first of the NLP technique developed by Bandler and John Grinder. So, the basic idea is to locate another person who possesses a skill that you would like to have and then ask, how do they do that?

(Refer Slide Time: 29:39)

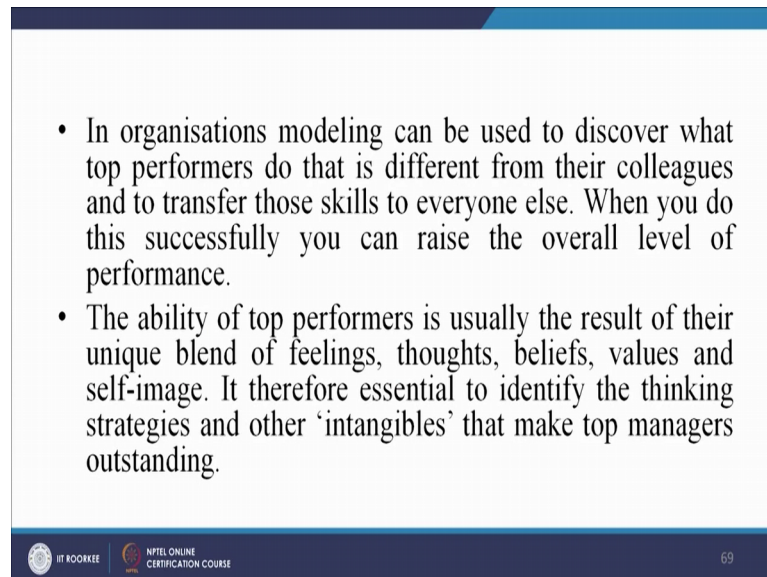
- By breaking down the elements of what they do you are then in a position to be able to replicate those skills in your own behaviour.
- Bandler and Grinder started by studying the work of leading healers such as Virginia Satir and Milton Erickson. They were looking for the behavioural differences between these great healers and others who were less successful. Through these studies they became aware of the power of the unconscious mind and how it affects our everyday behaviour. They learned that the unconscious mind can be re-programmed so that our behaviour can be changed.

 IIT ROORKEE  NPTEL ONLINE CERTIFICATION COURSE 68

Now, by breaking down elements of what they do you are then in a position to be able to replicate those skills in your behaviour. So, Bandler and Grinder started by studying the work of leading healers such as Virginia Satir and Milton Erickson. They were looking for the behavioural differences between these great healers and others who were less

successful. Now, through these studies they became aware of the power of the unconscious mind and how it affects our everyday behaviour. So, they learned that the unconscious mind can be reprogrammed so that our behaviour can be changed.

(Refer Slide Time: 30:13)



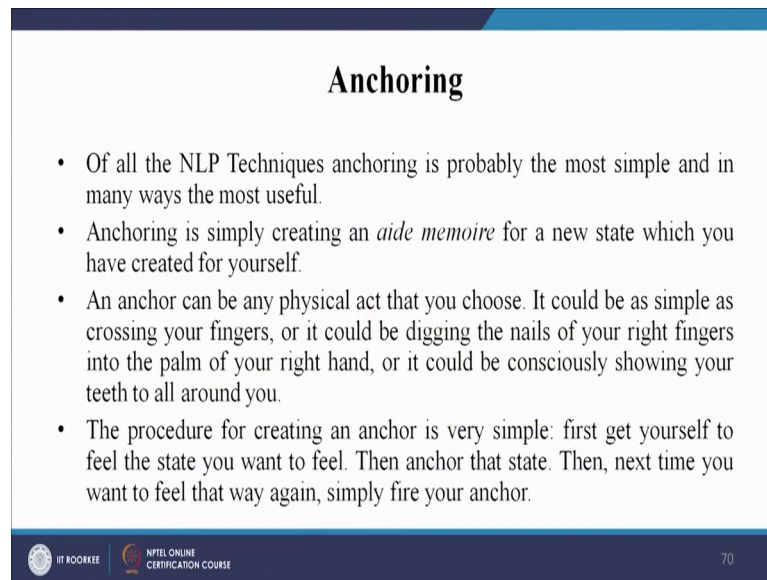
- In organisations modeling can be used to discover what top performers do that is different from their colleagues and to transfer those skills to everyone else. When you do this successfully you can raise the overall level of performance.
- The ability of top performers is usually the result of their unique blend of feelings, thoughts, beliefs, values and self-image. It therefore essential to identify the thinking strategies and other 'intangibles' that make top managers outstanding.

IT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 69

Now, in organisations modelling can be used to discover what to performers do that is different from their colleagues and to transfer those skills to everyone else. When you do this successfully you can raise the overall level of performance.



The ability of top performers is usually the result of their unique blend of feeling, thought, belief, values and self-image. It therefore, essential to identify the thinking strategies and other intangibles that make top managers outstanding.

(Refer Slide Time: 31:00)



Anchoring

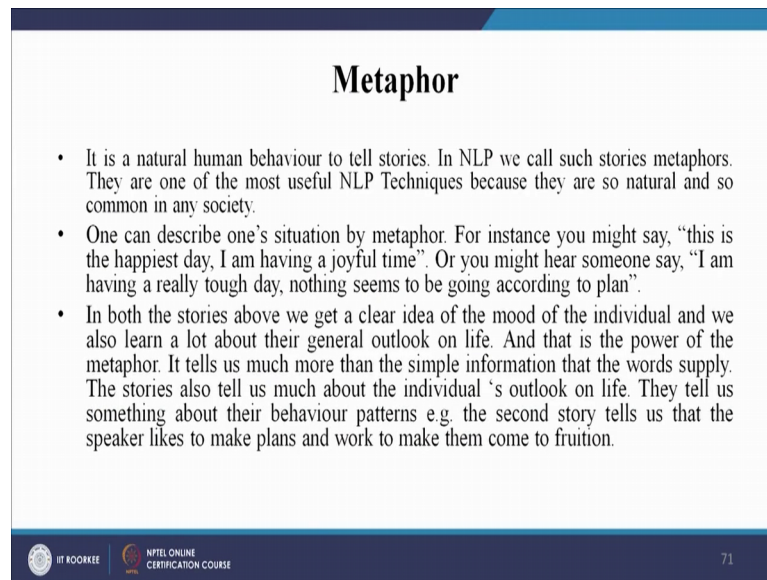
- Of all the NLP Techniques anchoring is probably the most simple and in many ways the most useful.
- Anchoring is simply creating an *aide memoire* for a new state which you have created for yourself.
- An anchor can be any physical act that you choose. It could be as simple as crossing your fingers, or it could be digging the nails of your right fingers into the palm of your right hand, or it could be consciously showing your teeth to all around you.
- The procedure for creating an anchor is very simple: first get yourself to feel the state you want to feel. Then anchor that state. Then, next time you want to feel that way again, simply fire your anchor.

 IIT ROORKEE  NPTEL ONLINE CERTIFICATION COURSE 70

Now, next unique useful NLP technique is anchoring. Of all the NLP techniques anchoring is probably the most simple and in many ways the most useful. Anchoring is simple creating an aide memoire that is already there in your memory for a new state which you have created for yourself.



An anchor can be any physical act that you choose. It could be as simple as crossing your fingers or it could be digging the nails of your right fingers into the palm of your right hand, or it could be consciously showing your teeth to all around you. So, the procedure for creating an anchor is very simple; first get yourself to feel the state you want to feel. Then anchor that state, then, next time you want to feel that way again, simply fire your anchor.

(Refer Slide Time: 31:56)



Metaphor

- It is a natural human behaviour to tell stories. In NLP we call such stories metaphors. They are one of the most useful NLP Techniques because they are so natural and so common in any society.
- One can describe one's situation by metaphor. For instance you might say, "this is the happiest day, I am having a joyful time". Or you might hear someone say, "I am having a really tough day, nothing seems to be going according to plan".
- In both the stories above we get a clear idea of the mood of the individual and we also learn a lot about their general outlook on life. And that is the power of the metaphor. It tells us much more than the simple information that the words supply. The stories also tell us much about the individual's outlook on life. They tell us something about their behaviour patterns e.g. the second story tells us that the speaker likes to make plans and work to make them come to fruition.

 IIT Koorkee  NPTEL ONLINE
CERTIFICATION COURSE 71

Now, the next one is metaphor. It is a natural human behaviour to tell stories in NLP we call such stories metaphors. So, they are one of the most useful techniques because they are so natural and so common in any society, and one can describe one situation by metaphor. For instance you might say, this is the happiest day, I am having a joyful time. Or you might hear someone say, I am having a really tough day, nothing seems to be going according to plan.

So, this is all about the useful NLP technique, friends. What is needed, this is all theory. What is required that you apply it. You think over it, you go through it to make the new strategy. I am sure that you could be able to get success in your life. Thank you very much. I am looking forward to meeting you again with new exercise of neurolinguistic programming.

Thank you once again.