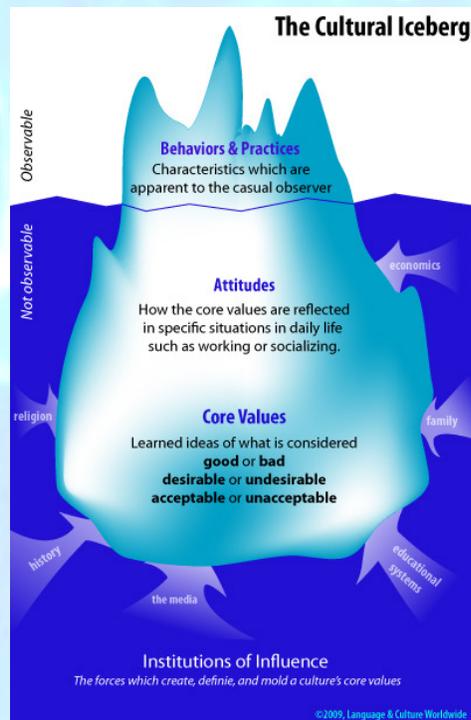


NLP Master Practitioner Modelling Excellence Project



Submitted by

SREEKUMAR V.MENON

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INTRODUCTION

My learning from NLP is the excellence that I identify in others is already there in me. It is hidden deeply inside till the time I spot it in others. When I spot this in others, it forms an urge to come out to the surface. It is just a reflection of what I have already inside. It can come to the surface only when it gets a structure to do so. Then it becomes the part of my behaviour. My mentor, trainer and coach Sue Knight kept telling me, "When you spot it, you got it". Through this project I am trying to bring about such an excellence (my IT what it is called right now), I found in my exemplars.

MY OUT COME

I was a calm and relaxed person and less talkative. My clarity of focus at that time and the observation was good to me. I was doing product designing at that point of time and the job demand silence and calm state. I realised today that it was a light trance or congruent state (my new jargon). Later I moved into selling and this job demanded me to be energetic. My sales trainer forced me to have a bubbling energy (that's what he calls it). He wanted me to be talkative also. I became both and lately I realised that I corrupted myself with wrong guidance. However there is no failure only feedback.

My purpose of this project is to regain that state of mine which I have lost years back. I was looking for a structure without affecting the good part of my later behaviour. I have a hidden model and I am intending to shape it with the structure of my exemplars, whom I identified demonstrating the IT that I wanted.

STRUCTURE OF THE PROJECT

I have interviewed my exemplars and in the interview I have requested them to be in a state where they have the experience of what I wanted from them. I have categorised their behaviour in their logical levels of experience. Staying in rapport, I have recorded their feedback when they were in that level. I have matched and mirrored this behaviour and got the whole some of their experience at each level, they were in. After compiling these patterns, I have edited these patterns with my reflections and arrived at a final model of behaviour, which I am able to demonstrate and present to someone who can easily understand and match this pattern.

MY EXEMPLARS

SATHEESH KUMAR.R is my close friend and works as a senior sales consultant for us on institutional projects. He maintains his calm state even when there is a situation to overwhelm and any such deep emotions. He is focused on his meetings with his clients, allows them to complete their statements patiently. He demonstrates a balanced behaviour and takes the client to a desired outcome in the shortest period possible. He is punctual to the meeting and also during the meeting. I have spotted my IT in him.

AMRUTH LAL is my colleague who is looking after our trade show. I remember when he first approached me to be a part of our team. I rejected his request as his physique and outlook was not matching our requirement. He came and met me again asking for some low profile job in the show. I appointed him to distribute brochures to the customers. As the crowd started increasing in that show we were compelled using him for selling. The very first day he was the top scorer. He did not have any product knowledge but was able to close sales. I started observing him closely. I couldn't hear what he was talking to the customer. He has energy but he always maintain a calm and relaxed state. He is very soft spoken. He is pleasant and always has a smile on his face. So the customer, who come to him also found mirroring and matching his behaviour. He listens to the customer requirement patiently and completely. He takes the customers to an easy sales closing.

VIMAL JOHN is working as a service engineer with my organisation. He is a calm and relaxed person who can listen to somebody consistently for any length of time. He takes a few seconds before he answers to the questions. He has a very good eye contact with the person whom he is talking or listening. The customer always likes to interact with him once they have experience of him attending their complaint. He can make any furious customer calm and make them listen to him. He used to handle showrooms when the showroom staffs are on leave.

EXEMPLAR'S MODELS

SATHEESH KUMAR

When I asked him to recall a situation where he performed his best as a good listener, he stayed reconnected and his body language found totally relaxed as he explained a situation when his friend came to meet him in his office. He came to seek his advice and support to solve a financial borrowing issue. The person gave him a loan was not willing to extend the tenure of repayment. My observation, as Satheesh was explaining the scenario revealed his model he operated from. This model is detailed below.

Environment

- Satheesh can handle anyone in any given situation.
- When someone comes to him asking for assistance he does not look at time.

Behaviour

- His facial muscles relaxed.
- His eyes shrunk a little.
- His voice became very soft.
- His eyes went up towards his left...(Vr)
- When he was explaining what other person was talking his eyes went towards left (Ar).
- His breathing rate slowed.
- His shoulder was relaxed and went little down.

Capabilities

- Ability to solve a problem.
- Ability to listen to the topic and to the person.
- Stay calm and relaxed during the session.
- Ask question when needed.
- Stay connected.
- Taking the discussion to a desired outcome.

Beliefs and values

- He believes that it is his duty to support people by solving their problems.
- He considers him as a compassionate person.
- He would like to be known as a person who helps people.

Identity

- Social worker
- Sales person

Purpose

- He wanted to be known as a true politician.

AMRUTH LAL

Lal remembered a conversation he had with me few days back. This was convenient to me as I was part of it. I could get exactly how he behaved in that conversation. This happened last week when he came to me asking for a suggestion about his future plan. As my model I found him demonstrating his best unknowingly at that time. I chose to make him recollect his experience and explain how he did that. My observation as I was mirroring and matching his behaviour is listed as follows.

Environment

- He has no barrier on the place from where he operates.
- He respects the person's age, experience, knowledge, popularity and qualification.
- At that time, he prefers not to be provoked.

Behaviour

- He matches the loudness and pace.
- He respects the person whom he interacts with.
- He reflects the way the other person behaves.
- He reciprocates the way he is treated.
- He maintains calm and relaxed state throughout.
- He pauses between words and phrases.
- He observes the other person.
- He speaks very softly.

Capabilities and skills

- He can maintain a calm state
- His ability to speak softly.
- He has a total control on his behaviour.
- He has a perfect control on the loudness of his voice.

Beliefs and Values

- I have confidence in whatever I do and it will produce favourable results tomorrow or later.
- I will give my best to the situation, apt to what is required.
- I live in the moment.

Identity

- He identifies himself as a decision maker, caring person.
- He loves to care and help people.

Purpose

His higher purpose in life is to become a successful business man to have a better life style.

VIMAL JOHN

I asked him to imagine and explain as if he is there in a situation he considered himself where he stayed connected and listened to someone fully. He recalled an interview he attended with the director of his present employment where he succeeded getting the job. The event happened in January 2009 in their old office, which was a small old house. The director after the interview, explained him the future plans of the company and the benefits to the employees. As he was explaining he was looking towards his left. He was looking up left (Vr) and looking straight left for the (Ar). When asked about himself he looked down towards the left (Kr). My observation of his model is detailed below.

Environment:

- He makes a complete assessment of where he is in detail.
- He is particular that the person talking to him is respectable.
- His attention is more if the person is a stranger.
- He will listen if the person is talking subject of his interest.
- His family is not giving him any disturbances to divert his attention.

Behaviour:

- He maintains a very good eye contact.
- He relaxed his body.
- He speaks softly.
- He became humble.
- He maintains a state of calmness.
- He stayed connected with the person.

- He found confident.
- His breathing slowed.

Capabilities and skills:

- His ability maintains a state of calmness.
- His state of confidence.
- His qualification and experience.
- His ability to stay connected.
- Enjoy the subject if is interesting.
- His humility
- He is humble
- His passion for learning.

Beliefs and Values:

- He believes he can handle any situation.
- He likes to help people.
- He believes he is a technical expert.
- He believes that he can gain respect by giving respect.
- He said that every person has something to teach me.

Identity:

- His identity as a qualified and experienced person for the job of a service engineer.
- He identified himself as a good son providing financial support to his father.
- He is a learner.

Purpose:

His aim is to study engineering and to be in a good position in the government service.

MY MODEL – “STAY CALM AND FOCUSED”

After reflecting my exemplars model and trying myself being them at certain occasion, I have found few changes had happened the way I behave in this context. I noticed that I am calm in a conversation and relaxed throughout. I became soft spoken. I present below the model that worked for me.

Environment

I have used this model to be able to “stay calm and focused” to my client during my coaching session with them.

Behaviour

I meditate before the coaching session that empties all ideas and presuppositions that I hold about the session and about the client. I will empty my mind with any outcome that I am holding for the client in the forthcoming session. I repeatedly affirm that I am calm and can focus completely to the client. I affirm that I have a powerful intuition. I affirm that I can stay connected. I affirm that I am focusing on how they are telling what they are telling. I also affirm that the client has all the resources to solve their problem they are facing right now.

I make the client sit in a very comfortable posture. I take my position beside him from where we both can see each other’s face and body in full. I mirror their posture and my face will express my curiosity in them by raising the eyebrows a little, with a pleasing smile and an anxious eye contact.

I brief a little about the session and ask them to be in a state where they experience their current problem. When they do so I observe the way they put forth their experience through the words. The filters they use, their meta-model, the tonality, loudness, pace, pauses, the eye movement, the facial muscle, the hands, legs and the emotions they are in now.

I look for the real problem and also the effect of it in them to get the exact experience in me what they are portraying at the moment. This will make my intuition to ask them the right question which will lead them to their desired outcome.

Capabilities and skills

I am able to stay connected with the client by matching and mirroring them.

I can match my breath by observing the clients rhythm of breathing.

I stay focused by observing the client totally on how they use their tone, body, speed of their speech and loudness.

I can focus on their meta-model by listening to their words they use during the conversation. This reveals the unspoken experience.

I am able to observe their filters they use when they speak.

I observe their type of behaviour (Visual, Auditory, and Kinaesthetic) from their words to connect better.

Beliefs and values

I love, care, respect people and am happy when they live their life extra ordinarily.

Identity

- I am a Mentor, Trainer and Life Coach.
- I am a continuous learner.
- I am a successful entrepreneur.
- I am a leader.

Purpose

I trust that god lives in every one and in me too. My purpose is to help people reach their full potential by helping them think in the right direction. I should be known for my coaching contribution. This is my service to god.