

*Breaking the
Communication Barrier:
TA + NLP = Synergism*

By Abe Wagner

Learning Points

- To establish rapid rapport and resolve conflict, imitate and get into the other person's "Map of the World."
- To create long-term rapport, communicate, "I care about you and I appreciate what you do."
- Understand that diplomatic confrontation is a form of caring.

Neuro-Linguistic Programming

Founders:

Dr. John Grinder

Richard Bandler

NLP is the process of modeling
excellence in human behavior

NLP helps you to direct natural
processes consciously to achieve
appropriate outcomes.

Pacing and Leading



How Will You Benefit?

- This teaches a rapid way to establish rapport with someone.
- It can be used effectively in day-in, day-out communication, as well as in conflict resolution, problem solving, overcoming objections in sales.

Pacing and Leading

- Pacing is establishing rapport.
 - **Imitate** one or two characteristics
 - Get into the person's “**Map of the World**”
- Check for rapport
- Leading

Pacing and Leading

Imitate one or two characteristics

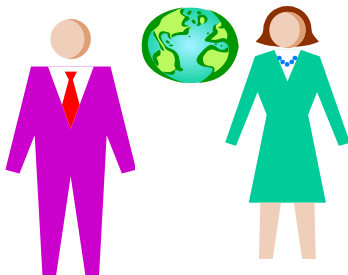
- Breathing
- Tone of voice
- Energy level
- Body posture
- VAK words
- Gestures

Nothing negative or obvious

Pacing and Leading

Map of the World Techniques

- Paraphrase – repeat what you’ve heard in your own words.
- Check and paraphrase – this is to paraphrase in a question form, e.g., “Are you saying...?”
- Brief responses
- Asks questions
- Make sounds
- Non verbal responses



Strokes



How Will You Benefit?

This information will identify:

- How to establish long term rapport with others
- Key motivators in human behavior
- Ways to reinforce positive behavior
- How to stop reinforcing negative behavior
- How to give constructive feedback in a diplomatic manner

Strokes

+ *Do (conditional)*

+ *Being you (unconditional)*

Constructive – Do (conditional)

Destructive – Do (conditional)

- Being you (unconditional)

Carefrontation Techniques

These are best used to be tactful versus blatantly honest.

Be clear about your goal before you speak.

People need **positive strokes for what they do and for being you at other times.**

Carefrontation Techniques

- The Golden Rule
- The Platinum Rule
- Presume that people have virtuous motives
- Give people a face-saving device

Carefrontation Techniques

- Ask the person for feedback on how best to approach him/her.
- Ask for what you want.
- End with a legitimate, positive stroke.
- Do's are better than don'ts.

Carefrontation Techniques

- Use a light touch.
- Say what you're apprehensive about.
- Appropriate self disclosure
- Say it straight



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Key Concepts

- To establish rapid rapport and resolve conflict, imitate and get into the other person's map of the world (pacing).
- Whenever you are about to engage in some conversation that's important to you, remember to pace first.
- "Seek first to understand, and then to be understood."
– Steven Covey
- Healthy people appreciate positive strokes.
- The key to long-term rapport is to communicate that, "I care about you and I appreciate what you do".
- Make sure that compliments are sincere and not overdone.
- Let people know when they are moving in the right direction, don't wait until they're perfect.
- Diplomatic confrontation "carefrontation" is a form of love.

Carefrontation

- Carefrontation is most effective when people have received positive strokes from you at other times.
- When carefronting, be clear about your goals.
- Carefrontation techniques are ways of setting the stage before you confront someone.

Carefrontation Techniques

- **The Golden Rule**
- The first framing technique, The Golden Rule, comes from the Bible. The Golden Rule states, “Do unto others as you would have them do unto you.” Before you confront someone about his behavior, ask yourself, “How would I want to be treated in this situation?”

Carefrontation Techniques

- **The Platinum Rule**
- The Platinum Rule says, “Do unto others as they would have it done unto them.” Treat people based upon the way you know they want to be treated. This requires, of course, that you know the person in question fairly well. Ask yourself, “How would she like to be communicated with?”

Carefrontation Techniques

- **Presume People Have Virtuous Motives**
- When framing your comment, start by telling them that you know they meant well. Communicating that message invites the person into a positive state of mind, so they will be much more likely to listen to whatever constructive feedback you are about to present.

Carefrontation Techniques

- **Ask for What You Want**
- Ask for What You Want is effective because the speaker asks directly for what he wants. Amazingly, few people actually use this technique in their working environment.

Carefrontation Techniques

- **Give People a Face-Saving Device.**
- Giving people a face-saving device essentially means that you set the stage for the person to have an excuse or rationale for their inappropriate behavior. Unfortunately, this also sets the stage for someone not to be held accountable for his behavior. For this reason, this technique generally belongs more in the workplace with clients, than in the world of personal relations.

Carefrontation Techniques

- **Ask for Their Advice About How to Approach Him**
- Ask For Their Advice is a technique credited to Harvey MacKay. This particular technique is extremely useful with people who easily get defensive or feel hurt when confronted. The speaker begins with a statement such as, “I really need some advice from you. I don’t know how to best approach you when I have an issue to discuss with you. Any help you can give me would be greatly appreciated.”

Carefrontation Techniques

- **Share Your Apprehensions**
- Share Your Apprehensions is based on the premise that each of us has had time in our lives when we have been afraid, concerned, or apprehensive about discussing something with someone. Stating your apprehensions up front invites others to listen.

Carefrontation Techniques

- **Pair an Authentic Negative With an Authentic Positive**
- Still, another framing technique involves starting with a criticism and ending with a compliment. This is referred to as **Pair An Authentic Negative With An Authentic Positive**. Both the negative and the positive must be authentic and must be true.

Carefrontation Techniques

- **The Light Touch**
- The Light Touch communicates that what you want to discuss is a “misdemeanor” and not a “felony.”