

NLP – the language of the mind Ross Gardiner



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What we will cover today

- What does NLP stand for and a Definition
- Uses of NLP
- Sample NLP topics
- Two models
 - Cause and Effect
 - The Communication Model
- Discussion and Q&A

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What does NLP stand for?

- Neuro
- Linguistic
- Programming



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Definition

A series of 'techniques', communication tools, approaches and attitudes to help people change their patterns of behaviour and communication, so they can have more of what they want and less of what they don't want, and hence achieve their goals

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Uses of NLP

- Improve Communication with others + self
- Change behaviours and beliefs
- Modelling excellence

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Sample NLP Topics

- Rapport, Sensory acuity
- Goal Setting
- Hierarchy of ideas
- State Management
- Perceptual Positions
- Values
- Representational systems
- Linguistics
- And many more

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Cause and Effect

Cause

Effect

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Cause and Effect

Cause

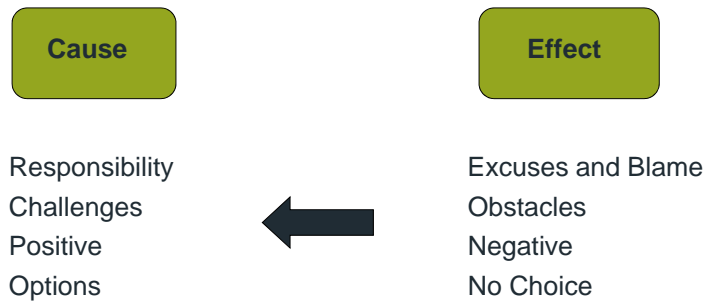
Effect

Excuses and Blame
Obstacles
Negative
No Choice

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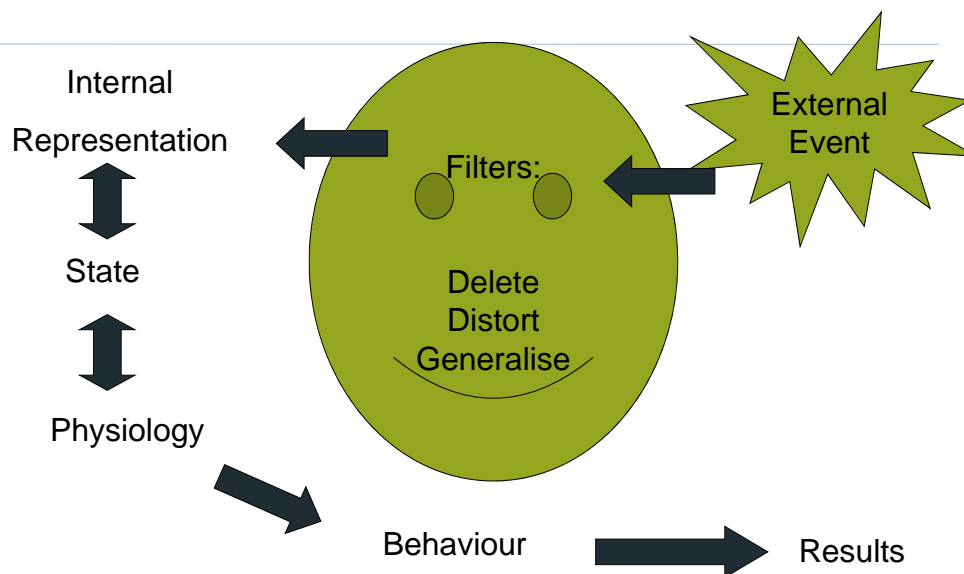
Cause and Effect



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The Communication Model



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Questions or comments?

Expressions of individual views by members of The Actuarial Profession and its staff are encouraged.

The views expressed in this presentation are those of the presenter.

