

RAPPORT

THE MAGAZINE FOR NLP PROFESSIONALS

Reframing AI



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Highlights from our Social Media Outlets
over the Last Few Months (page 18)



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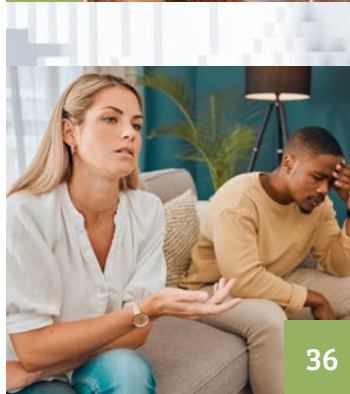
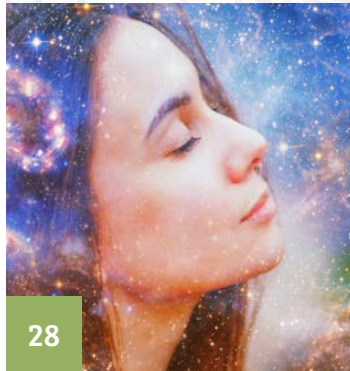
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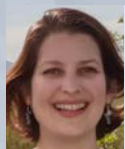
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Reframing AI



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By recognising our meta programmes and cultivating the ones that don't come so naturally, we can become more flexible and more discerning.

When I was chair of BACP (the British Association for Counselling and Psychotherapy) Coaching, I used to attend occasional meetings where several coaching bodies got together to talk about the future of coaching, working together and collaborating where possible.

I remember feeling fascinated by the people who were very interested in AI (artificial intelligence). It all sounded so sci fi! And yet, years later, we use more than we even often realise.

With the recent launch of ChatGPT4 just this past week, even though I'm not especially tech savvy I've been sent AI-generated 'jokes', 'poems', 'research' results and even 'art'.

My quotation marks may appear sneery, but I can be wary and impressed at the same time. Both And v Either Or.

We know we humans need to delete, distort and generalise purely to stay sane in the face of so much information coming at us every moment of our lives. But the idea of algorithms doing this for me doesn't feel pleasant.

The January 6th insurrection hearings revealed that the violent mob who descended on the American Capitol had been, in many cases, radicalised by Facebook. Since then, we've heard countless stories of ordinary-sounding people who, by clicking to 'like' one thing, were encouraged to explore (and,

horrifyingly, often went down) QAnon rabbit holes filled with hate.

Over the 20-plus years I've been online (I was not an early adopter!), the idea that my search results have been increasingly tailored for me based on what *they* think I want makes me grateful for how much they get wrong; I'm not as sucked in as I might be if they really were reading my mind.

I'm intrigued from a distance. Even if money was no object, I've seen enough US crime dramas where 'smart homes' and cars have been hijacked remotely – turning the safe sanctuary of home into a crime scene – to want nothing to do with Alexa or Siri.

But even typing those sentences... Who ARE the 'they' doing the programming? I am imagining faceless white men in Silicon Valley who like the idea of having women serve them. What concerns me most about AI is the lack of diversity in the people doing the programming.

But while AI, the internet and social media affect far more people than the pre-online world, we've *always* been conditioned by the systems we're born into and raised in – from families and religious organisations to educational systems, capitalist culture etc.

I've decided to make another Eve my role model here. Not the one from the Bible, but Eve Crood from *The Croods*. This animated fictional character sneaks to the top of the cave to glimpse the light.

By moving beyond her well-meaning but overprotective caveman father's endless rules about 'nothing new' because everything new means death, her curiosity (combined with caution from her conditioning) helps her save her whole family.

Our NLP can help us navigate this new leap too. By recognising our meta programmes and cultivating the ones that don't come so naturally, we can become more flexible *and* more discerning.

For example, if you're typically an Away From person who has to be dragged kicking and screaming into new tech, you might want to experiment with being a little more Towards. Open in a way that feels comfortable and safe *enough* for you.

If you're drawn towards Same, deliberately explore Difference. If you run from Same TO Difference, notice if you're throwing any babies away with the bathwater.

Ancient philosophers declared the invention of the written word (handwriting) to be the end of civilisation, just as many are wringing their hands now.

But if we use AI well, are careful to ensure that programming reflects the diversity and interests of everyone and all beings on the planet and remind ourselves to question what's coming into our homes, all will be fine.

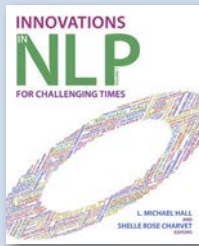
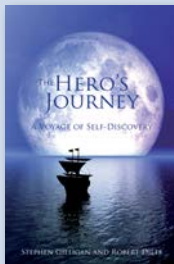
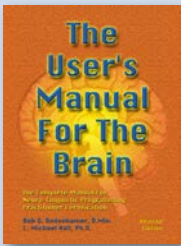
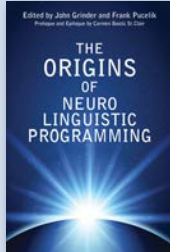
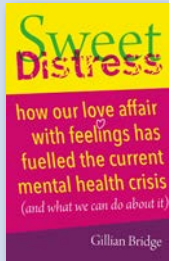
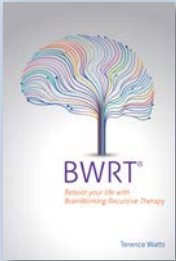
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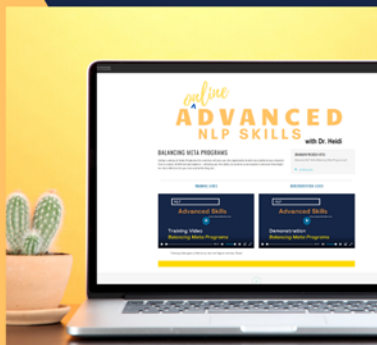
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ANLP International CIC Goes Even More International!



Kash Falconer

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www.nlpawards.com

In May 2023, we launched additional facilities for our members and all website visitors so they can experience the whole site in a choice of languages.

As you know, ANLP is the global flagbearer for professional NLP. Part of this entails us giving our members an ethical framework and best practices for delivering NLP, whether they are providing training, corporate, community or personal development services. Having this framework gives our members credibility and gives the general public confidence in the credibility of the member and NLP itself.

You can directly promote your additional languages to potential clients, wherever they may be located.

The restrictions on travel and international movement during the pandemic led many coaches and trainers to expand their businesses using virtual platforms. We recognised that the international reach of NLP is probably even greater than it was



Our ambassadors frequently collaborate to give their growing markets the best possible support.

before the pandemic because necessity and technology allowed better connectivity to wider (potentially global) audiences.

We know NLP is taught and delivered in many languages and we have thought very carefully about how we can improve support for our members and potential members as they raise the ANLP flag around the world and introduce new people to NLP.

There are several ways we have done this.

Language support

The ANLP website is rich in content and supports website visitors, our members and the NLP community in general. Since Karen rebooted ANLP in 2005 and launched it as a Community Interest Company in 2008, the website has only been available in English. When Google Translate became available on the Chrome browser

(and optional on other browsers) in 2010, it was a very passable translation facility that was readily available to many.

However, browser translators are limited and can only translate content, rather than hard-coded titles, search options etc. ... and they certainly cannot translate *Rapport* articles, which is something that has been on our wishlist for years!

The ANLP website is now available in the following languages:

- Czech
- French
- German
- Greek
- Japanese
- Portuguese
- Spanish



INTERNATIONAL

C

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▶ As there is a significant cost to the translation of the website for each language, we have picked the languages above as a starting point. They either cover those areas where we have the most members represented or cover more than one particular country (such as French, German, Portuguese and Spanish). As we get feedback on how these languages are being used on the website, we will consider introducing additional languages as soon as it is feasible.

All website visitors can choose from one of the languages listed above by selecting the appropriate country flag at the top of the website. Members in those countries will also get the opportunity to write their profiles and access various other dashboard-related services in their chosen language, which then displays correctly on the website.

All members, regardless of where they are located, can now add all the languages they speak and/or deliver NLP services in so clients can search them out by the language spoken. This is an important new benefit for members because it means you can directly promote your additional languages to potential clients, wherever they may be located. So, options have been increased for our members and their potential clients.

Moving forward, *Rapport* articles will be available in these languages too and if someone requests one of the *Rapport* archive articles in these languages, we will be able to accommodate that request. The only caveat is that whilst the original articles are beautifully laid out and designed, the translated articles will be text only because once translated, the character count changes and can no longer be easily accommodated in the existing layout.

So, that part of our research and deployment dealt with the initial choice of languages, but we felt there was more we could deliver in particular countries...

The ANLP Ambassador reboot

The ANLP International Ambassadors have represented us

incredibly well since their introduction and have done their utmost to spread the word about NLP and ANLP. Their feedback has also reinforced the need for the additional language support we now offer, and this also empowers them to raise more awareness about the positive benefits and applications of NLP. And there's more...

Our International Ambassadors will be writing content for the website that gives an overview of NLP in their country or region: how it can be accessed, any regulations or legal requirements, local business benefits and other information relating to training and NLP services. This content will build over the coming months and years and, where possible, will be translated into the language that is appropriate for their region/country.

The International Ambassadors represent ANLP in a specific country or region and they will continue to develop and build awareness of NLP through collaboration with other ANLP members in that country or region. This network of ANLP members supports a strong collaboration model – 'intentional fellowship', as Robert Dilts and Ian McDermott call it – to build a collection of specialist services that give expert solutions and options for clients in that region. The more we open up the market, the more potential work becomes available – and, as Bev James said in one of our oft-used quotes: "Generalists seek clients. Clients seek specialists..."

Our ambassadors frequently collaborate to increase business opportunities and share information to give their growing markets the best possible support in their specialism or by referring them to another member who can give them the specialist support they seek.

As our ambassadors build more content, you will see the growth of NLP and how they are raising the profile of NLP professionals in the countries and regions they represent. The more members we have, the stronger the voice and awareness of ANLP around the world – and the credibility of NLP becomes even better too. ■

The more members we have, the stronger the voice and awareness of ANLP around the world.



"We feel that this is an important and fantastic community project conceived and being run by the NLP for Health team and fully supported by ANLP"



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2023 NLP Conference Review: A Return To In-Person

The NLP Conference team go on their own Hero's Journey each year in putting on the conference!



Kash Falconer

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NLP
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13-14 & 20-21 May 2023
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**VIRTUAL
LIVE**



We embraced the 'hybrid' model and live-streamed the in-person parts of this year's NLP Conference to respect the maps of those delegates who were unable to travel for the myriad challenges that many are facing right now. The aftermath of the pandemic, the tough economic climate and the war in Ukraine are all having consequences that we face in our everyday lives.

We had a highly successful hybrid weekend with the in-person attendees creating a real buzz at the event and on social media. They seemed to enjoy the rarity of the physical presence of the conference for the first time in four years. There was a real feeling of camaraderie, positive emotion and joy – and lots of hugs too! The live streaming worked pretty well and we learned a great deal about what worked and what needs further improvement – and what to do about it next time!

You can view the photos here: www.nlpconference.com/2023nlpconferencegallery

The in-person presenters had a fun time 'in the room' (as you can see from the photos!) and the virtual live-streaming sessions were well attended too.

The following weekend was virtual only and we had a wonderful array of presenters delivering to the Zoom audience, as in 2021 and 2022. The recordings for all sessions were edited and made available in record time (with massive thanks to Karen and Shannen!).

So, what have we learned?

The virtual weekend had fewer delegates attending each session than in either of the previous years and, surprisingly for us, less than the numbers for the in-person virtual

This year's Masterclass with Dr Phil Parker was a fantastic session that blended theory, demo evidence and practical learning in equal measure.

audience too. Feedback has suggested that this may be down to several factors:

- The virtual weekend immediately following the in-person weekend is a big commitment for delegates and may clash with other commitments
- The knowledge that the recordings will be available for 6 months after the conference closes leads to a 'catch-up/on-demand' mentality where delegates have a choice of viewing live or viewing the recording at a later date
- Timing of the sessions (scheduled to accommodate the international presenters) may have created too long a break between morning and afternoon sessions

After much consideration and consultation, we are changing the format for the virtual presentations for 2024.

In 2024, the in-person weekend will take place on Saturday 11th and Sunday 12th May at the Sheraton Skyline Hotel, London Heathrow. This will be live-streamed and recorded too.

The virtual sessions format is changing because feedback (and


No matter how good we get at Zoom technology, we have yet to discover a suitable virtual replacement for the hug!

our lived experience!) suggests that two consecutive weekends is a big commitment, both for attendees and organisers! In 2024, we are planning a virtual weekend on 10th and 11th February. There may also be a series of virtual sessions at different times of day over a six-month period, so delegates have more opportunity to attend sessions live. These sessions will be recorded and accessible to all delegates.

Back to 2023 and a reflection on the in-person event

Top marks go to the in-person hugs, which were given out and received in abundance over the weekend. No matter how good we get at Zoom technology, we have yet to discover a suitable virtual replacement for the hug!

The Masterclass continues to be a winner, because it offers the opportunity to deep-dive into a topic and come away with some new learnings, techniques that can be applied in your own work and/or transformational change. This year's Masterclass with Dr Phil Parker was a fantastic session that blended theory, demo evidence and practical learning in equal measure. Phil was able to guide people through his session and ensure that the learning was given the space and time to sink into the unconscious.

The Sunday sessions brought different energy levels in each 



After much consideration and consultation, we are changing the format – and the venue – for 2024.

session and room. Some were gentle, very deep and cerebral and others had the joy of movement, dance and primal energy. Throughout the weekend there were learnings and curveballs on so many levels – especially with the technology, which we hope we handled gracefully in the moment.

As some of you know (and some of you experienced), we had some major challenges with the hotel this year and, as a direct result, we have changed the venue for 2024. We feel it's a new, more exciting, convivial and community space at the Sheraton Skyline Hotel, London Heathrow. We are thrilled to be at this new venue for all the opportunities it offers our presenters, delegates and exhibitors and we hope to welcome even more people back in-person to share the energy we enjoy so much from being together in person. Having said that, feedback from some of the virtual delegates suggests they enjoyed the atmosphere and energy too.

It's a real team effort...

Of course, whilst the core conference team is small, an event of this magnitude is held together by the constant weaving and dancing between the presenters, exhibitors, delegates and volunteers – every single person involved plays a part in ensuring the conference has the energy and intentions that every person brings with them... So thank you.

A special mention to the steward volunteers, who work tirelessly behind the scenes for months leading up to the conference. For this conference, we ran 16 steward team WhatsApp groups and shared over 10,000 messages within those groups. We tend to run out of words of gratitude for our stewards; they are our conference family and we have come to rely on them to help deliver the conference and turn our plans into reality. Two of our stewards flew from overseas to be part of the team! ALL our stewards learned new practices for 2023, took on new technical roles and challenges and were willing to learn new things! We are so grateful for their commitment, innovation, support and leadership on so many levels. Thank you.

The conference team is Karen, Shannen and Kash. From concept to delivery, Karen and Shannen organise, schedule, arrange, evaluate, email, telephone, load-unload-reload-upload and edit the videos, deal with attendees, write the guides, and consult with suppliers. Kash arranges, schedules, assesses, connects people, connects devices, practices, facilitates the stewards, and consults with technical suppliers. This small team had unwavering support from Andy Coley (tech) and Sarah Andrews (programme and ANLP support) throughout the year. Thanks too to Peter (Sarah's husband) and Tom (Shannen's husband/Karen's son) who came for the weekend and threw themselves into every area of support that they could!

And now for the 2024 NLP Conference

We do what we do to empower the NLP community with the resources we have available, and our intention for 2024 is to bring the conference experience to even more people at the new venue.

The 2024 NLP Conference programme will be completed and published during September 2023.

If you want to take advantage of the Super Early Bird ticket prices (only available until 23:59 (GMT) on 31st January 2024), you can do that here: www.nlpconference.com/tickets

Thank you – and we look forward to seeing you in 2024! ■



NLP INTERNATIONAL CONFERENCE 2024

Saturday Masterclass
11th May 2024

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Less is More: A Clean Approach to Mind, Metaphor and Modelling by Penny Tompkins and James Lawley

Penny Tompkins and James Lawley's major modelling project of renowned therapist David Grove led to the creation of Symbolic Modelling, a new modelling methodology based on Grove's Clean Language, his unique approach to working with client-generated metaphors and his 'clean' relationship with clients' inner worlds (subjective experience).

This conference masterclass will include:

- Why Clean Language is even more useful than you may have thought
- How working with metaphor is fundamental to the structure of subjective experience
- A new way to model the embodied mind
- Why self-modelling is key to a 'clean' change process
- How to work with the unpredictable, emergent nature of organic change
- What goes on in a symbolic modeller's mind

In this masterclass you'll see Penny and James demonstrate their approach and describe how their modelling of the structure and process of the client's inner metaphor landscape informs their choices. You will also have the chance to acquire a new way of facilitating that is particularly suited to working with complex problems, the big issues of life and the spiritual domain of experience.

About the presenters

NLP has been a significant part of Penny and James' lives since 1991 when they met on an NLP practitioner training in London. They were even married by Todd Epstein at NLP University in Santa Cruz at the end of their trainer's training in 1992!

They helped found the Neuro-Linguistic Psychotherapy and Counselling Association (NLPtCA) and establish NLPt as a psychotherapy recognised by the United Kingdom Council for Psychotherapy (UKCP).

Their book *Metaphors in Mind: Transformation through Symbolic Modelling* was the first comprehensive model of David Grove's work up to 2000. More recently, James co-edited the academic book *Clean Language Interviewing: Principles and Applications for Researchers and Practitioners*.

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NLP in a Clinical Setting: The Difference that Makes the Difference



Eoin Maher

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Watch
Video



NLP in Practice - NLP in a
Clinical Setting by Eoin Maher



I discovered that both my colleagues had trained in NLP and were using its principles in their practices daily. Could this be the difference?

When I began working as an acupuncturist in 2014, I had all the skills necessary to help people become well again... or so I thought! I was certified and therefore legally able to practise, but I quickly learned that not all the skills required to be an effective therapist are acquired in acupuncture college or from acupuncture books. Certainly, I was not taught how to build and maintain rapport, or to notice the subtle shifts in a client's physiology that could signal a change in emotional state in response to a question or something I said or did. I didn't know that when a client came to me, it would almost always be with an 'away from' goal or that they would be operating from a mindset of 'effect'. I didn't even know what an 'away from' goal was or that almost all my own goals for my practice were based on moving away from my own undesirable outcomes. Moreover, I most certainly did not know how to reframe my many frustrating failures into the valuable feedback that I now know them to have been.

I had two close colleagues, busy and successful in their respective practices, who mentored me as best they could. I was applying their feedback, or so I thought, and yet I was still struggling to produce consistent positive results. I kept asking myself, how was it that they were both enjoying all the benefits of running thriving practices and I wasn't? What was the difference that was making the difference?

I then discovered that both my colleagues had also trained in NLP and were using its principles in their practices daily. Could this be the difference? I had known about NLP for a number of years and knew I would train in it one day, but was stealthily avoiding it for some unconscious, secondary gain type reason. In 2019, however, I finally answered the call and signed up for my NLP Practitioner training. I received my qualification that year, and that of Master Practitioner one year later.

As well as the pleasure of working with my coaching clients, NLP has become an invaluable resource in my acupuncture

practice too. Some of the principles I use in my practice daily include the following.

Operating from a physiology and psychology of excellence

Checking my state: We know that when eliciting a state for anchoring, it is important to get into (or rather do) the same state that we want to elicit in another. The last thing one wants is a client who is anchored to an un-resourceful state when coming for treatment. Therefore, I habitually check my state before, during and after the time I spend treating clients. I regularly ask myself: what state am I doing right now? Is it resourceful? What do I need to do differently right now in order to evoke a more desirable state, one that is conducive to healing? Sometimes the answer is as simple as firing a resource anchor, getting into peripheral vision, or deepening my breathing. Ironically, doing just one of these actions will generally cause me to unconsciously do the other two too. It's a win-win-win!

Outcome-focused

Experience has taught me that the vast majority of clients who walk through my door will either have some degree of ill health or be experiencing physical or emotional pain, or both. They will be focused on getting rid of this pain or sickness and, therefore, focused on what they don't want. While it is important to listen to the problem so the client feels acknowledged and heard, it is then important to shift the conversation to a more outcome-focused model so the client associates any potential necessary lifestyle changes with what it will do for them, as opposed to the discomfort associated with change added to whatever pain and discomfort they are already experiencing.

Rapport, rapport, rapport!

I cannot stress enough the importance of rapport. When a client first comes for treatment, they are coming because, as previously mentioned, they have a problem they want to solve. While some are familiar with acupuncture and its effectiveness, others are coming because they have "tried everything else" and believe themselves to be out of other options. They are sceptical about whether this will work for them when so many other interventions

If I responded to his jibes with the same irreverent humour, he would laugh and relax, and hey presto... Rapport was achieved!

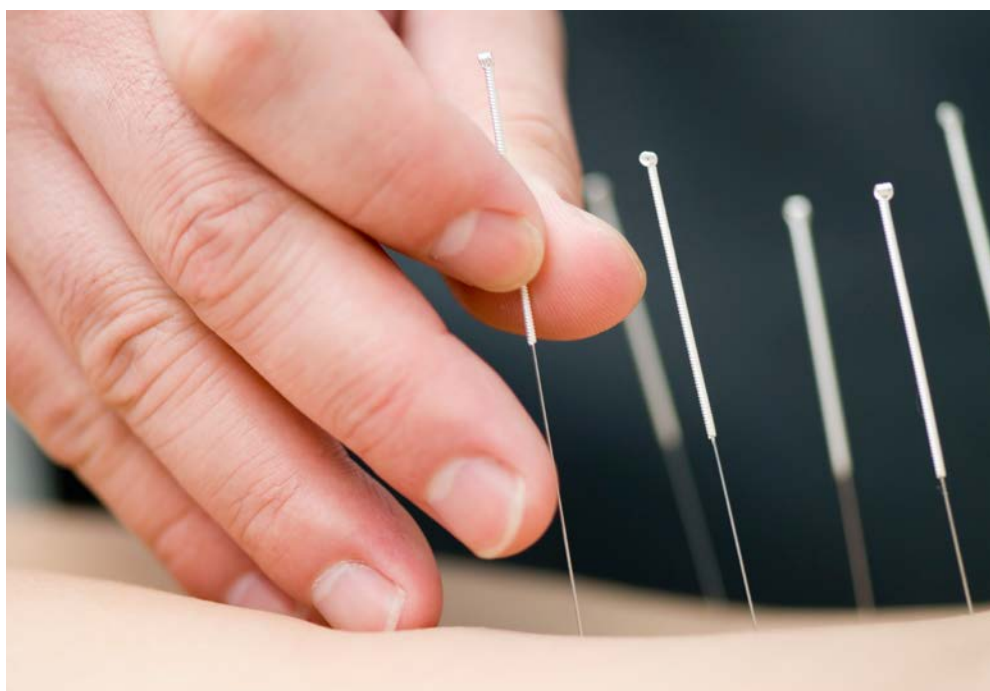
have failed. Here is where rapport is at its most essential and will often determine whether their unconscious is going to accept me, the therapist, as someone they can trust to help them with their condition.

I recently reviewed some of my more challenging cases, comparing them with those that had been relatively simple to treat, looking for some key difference that could have made the difference. There was nothing glaringly obvious at first, but as I recalled each individual case, I realised that one major difference had been rapport! Those with whom I'd had a speedy result had also been those with whom I had been successful in building and maintaining rapport. While many of those I had found challenging and slow to respond to treatment were also the ones with whom I had found it most difficult to establish and maintain rapport.

I have also learned that rapport is not built and maintained solely by matching physiology, language and tonality. Take the case of John, for instance (not his real name, of course), a business owner who regularly comes for acupuncture to relax from the daily stresses of running his business. John would regularly complain to me about a variety of issues, anything from his personal ailments to how I was treating him, and would irreverently challenge much of what I said. At first, I found this to be rather frustrating. I didn't seem to be able to develop an easy rapport between us, and I even considered discharging him as a client as none of his ailments seemed to be improving. However, remembering my NLP training, I decided instead to adopt a mindset of 'rampant curiosity' and, together with the presupposition 'The Law of Requisite Variety' (the system/person with the most flexible behaviour will control the system), I soon discovered that if I responded to his jibes with the same irreverent humour, he would laugh and relax, and hey presto... Rapport was achieved!

In conclusion

NLP has become an invaluable resource in my acupuncture practice. The principles of NLP have helped me build greater rapport with my clients, focus on outcomes, and operate from a physiology and psychology of excellence. By incorporating NLP into my practice, I have seen a significant improvement in results. It really is the difference that has made the difference! ■



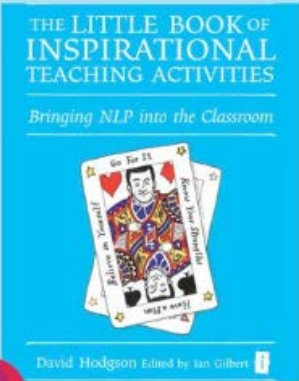
Highlights from our Social Media Outlets over the Last Few Months




ANLP International CIC
Admin · 2 d · 🌐

A fantastic description of NLP in "The Little Book of Inspirational Teaching Activities", by Ian Gilbert reproduced here by kind permission of Crown House Publishing.
<https://anlp.org/knowledge-base/a-little-inspirational-nlp>
#nlp #makingadifference #progress #growth #change #anlp

A LITTLE INSPIRATIONAL NLP



What NLP is a fascinating way of experimenting with language, with communication, with thinking and with interactions that, regardless of what the theorists may say, does make a tangible difference in the real world!



ANLP International CIC
Published by Loomly · 5 d · 🌐

Are you an NLP Professional based in New Zealand?
Find out more about NLP in New Zealand and the benefits of joining ANLP from our International Ambassador Suzanne Henwood...
<https://anlp.org/knowledge-base/category/anlp-in-new-zealand...> See more



ANLP International CIC
Admin · 8 May at 08:54 · 🌐

We'd love to hear about your experiences from attending the NLP International Conference in previous years!
And are you coming to this years event?
<https://www.nlpconference.com/...> See more

Have you attended The NLP International Conference before?



Hosted by **NLP International Conference** 

Thabiso Maitlala · Follow
15 May at 23:25 · 🌐

Thank you **ANLP International CIC** for creating an international opportunity to celebrate NLP. If the Virtual NLP International Conference this past weekend I recommend you to invest not only in yourself but in your future. #NLPConference #NLPConference2023 #NLP #NeuroLinguisticProgramming



Hosted by **NLP International Conference** 

Nikolas Fragkias
25 April · 🌐

So honored that I'm International Ambassador for **ANLP International CIC** for Greece!
An amazing journey from 2017 until now with the ANLP that gave me the opportunity to meet with so brilliant minds that their hearts and their guts were aligned!
Many opportunities for growing as a professional and an amazing community of knowledge!
Also the international recognition in the ANLP NLP Awards for our contribution in The Global Pandemic with our coaching team is an evidence that good things can happen if you love what you do 🙌
Credibility & Professionalism are the key 🙌
#anlp #nlp #international #ambassador #greece #metacommunicator

ANLP International Ambassador

Nick Fragkias
Greece




The NLP International Conference
1 d · 🌐

What an incredibly inspiring weekend!

It was amazing to finally be able to host the NLP International Conference in person again, we welcomed new people, caught up with old friends and the hugs were extra special this weekend! You just had to be there...

We look forward to seeing you all again next year! ... See more



Reb Veale · 1st
Author, mBIT Trainer & Master Coach, NLP Master Trainer, psychologist & coach...
4d · 🌐

Ready for two invigorating and replenishing learning days at the 2023 NLP International Conference!

The event that best celebrates all that is great about NLP and personal development and this year, for the first time, both in-person and live virtual, with recordings available for all attendees 🌟

Huge thanks to the ANLP International CIC team for organising such a wonderful opportunity for our community.

#NLP #mBIT #conference #mBraining #trainertraining #neuroscience #hearttheadgut



Jacqui Flavell
15 May at 20:34 · 🌐

Deleting phobias at The NLP International Conference. Best weekend ever!



You Tube

Thabiso Mailula
2 June at 06:25 · 🌐

A reflection of my presentation at the NLP International Conference 2023 🇿🇦🇸🇸🇸
#NLPConference #GlobalNLPCommunity #NLP #NLPTrainer #SouthAfrica
#NLPInternationalConference2023



coachmailanlp 2 h

Starting Preparing for it Now!

NLP International Conference
10-11 Feb & 11-12 May 2024
www.nlpconference.com

Less is More: A clean approach to mind, metaphor and modelling

Masterclass with Penny Tompkins & James Lawley

SATURDAY 11TH MAY 2024

What would this be like?

CAN'T WAIT!

Reply to coachmailanlp
@NLPCONFERENCE

Ian Clarke · 1st
Business Coach & Facilitator using MindSonar Psychological measurement and ...
Ad · Edited · 🌐

At the ANLP International CIC - looking forward to enjoying the event. Thanks to Karen Falconer and the team NLP International Conference

Jaap Hollander Gaber Marolt
MindSonar UK MindSonar Global Workforce Solutions Group

Win Win Negotiations



Eve Menezes Cunningham

eve@selfcarecoaching.net
www.selfcarecoaching.net

When the UK voted 52% to 48% in favour of Brexit back in 2016, I went back to bed to sob. By 2019, many tears later, I'd moved from Essex to the west coast of Ireland. I couldn't (and still can't) understand how lies, even when made so obvious, had no consequences. Attempting not to be a 'remoaner' but to be *open* to the possibility of a win win solution for the UK and EU and the world, I thought at least we'd all – UK and European populations – learn about negotiating better. In reality, the UK Government has broken many of its own deals, breaching international law, and it's been embarrassing as well as painful to watch. Still, I've learned more about negotiating win win solutions for myself.

Remembering we're all connected helps me with all my negotiations and communications, both personal and professional. I ground this with my morning Metta (Loving Kindness meditation – see Heart section, below) and by asking the highest selves of all involved – God/Goddess/the Universe/

“We are all leaves of one tree. We are all waves of one sea.” - Thich Nhat Hanh

Source/Divine Love/Nature etc – to help me.

Whether or not something beyond us actually exists or not, choosing to believe in something bigger and benevolent helps me get out of my own way and *feel* more resourceful, openhearted, confident and empathic. And this improves all my negotiations.

Energetic NLP helps me continually clear any murky spaces I'm in, helping me stay grounded and focused on a clear, clean and as loving outcome as possible for all involved.

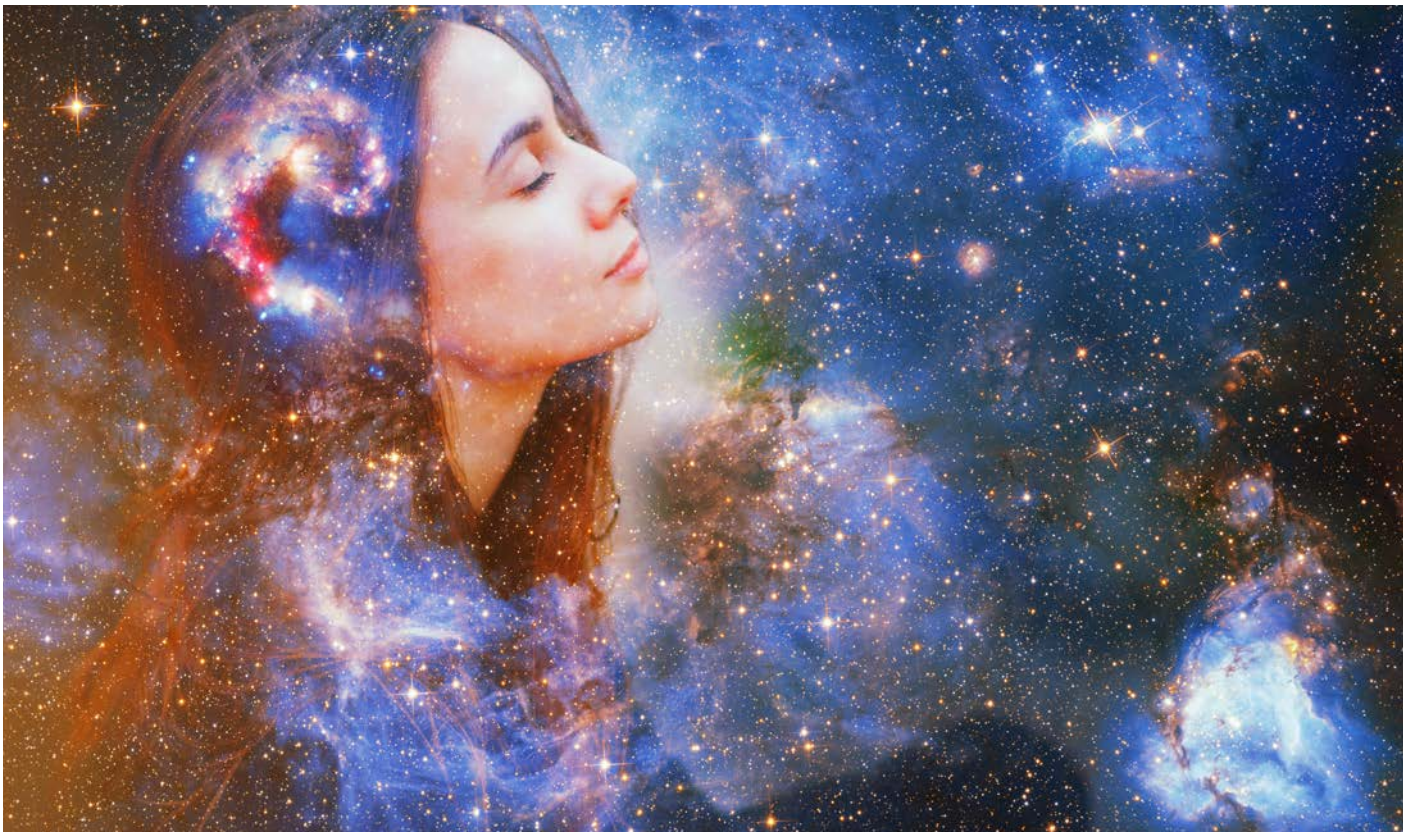
I only want what's for my and others' highest goods. Working with the nervous system to recognise and move towards what feels good while moving away from what doesn't is a deceptively simple (but not easy) way to improve all negotiations.

We know from Polyvagal Theory that

we're wired to thrive when we feel safe, loved (or even cared for) and welcome. When I think back to old relationships and the start of my freelance writing and coaching career, I used to stay in situations where I felt none of these things for far longer than was good for me.

I remember how desperate I used to feel back in my temping days. Each time I walked away from an intolerable situation, I'd ride a glass elevator up and down until I felt resourceful enough to go to a temp agency and line up another job for the next day. Pre-NLP, this helped me change my state. I couldn't afford to go home to my tiny studio flat and wallow even for one day back then. And I'm aware that many people wouldn't even have had the luxury I had of walking away from such situations. Others might have been able to stay and improve the situation.

By the time I moved to Ireland (another place where I initially knew no one), I was used to letting go and surrendering, asking for things to unfold for the highest good of me and all involved.





Some things *were* tough to surrender (the sale of my flat falling through twice; only having nine days to find a temporary, Rainbow MagnifiCat-friendly rental and to pack up my entire UK life and move; not having internet, phone signal or being able to drive in my rural rental; not knowing anyone etc etc) but my practice of asking for guidance each morning helped me and, incredibly, most of the people I met and worked with were win wins.

Mind

Before you go into your next negotiation, whether that's talking to your kid about something you've butted heads over in the past or a business deal, keep the three legs of NLP in mind.

Have you given yourself the space and time to reflect on what your well-formed outcome might be?

How will you be mindful of the sensory acuity *and* be flexible enough to change your approach as needed?

Yes, this is challenging when life moves so quickly, but without being clear on what YOU want, you're unlikely to have a win, let alone win win outcome.

Body

Let your body support your mind. 80% of the signals between body and brain go up via the vagus nerve so, by regulating your body and your breath, you send signals of safety, ease, confidence and love to the brain and they then cascade down through your whole system.

You can embody a win win attitude by giving yourself a few minutes to practise.

Imagine your well-formed outcome being exceeded and all parties being delighted with the results.

I only want what's for my and others' highest goods.

How are you standing in this imaginary scenario?

How might you embody the sense of triumph and mutual goodwill now?

Notice how you move differently as you walk while imagining walking into the meeting (or towards your desk if on Zoom, or down the hallway in your home etc etc) with this outcome in mind and body.

Heart

My morning Metta practice, which I've adapted to include everyone I'm interacting with on any given day, helps me imagine the whole day going better.

Sending loving kindness, starting with yourself and moving out (see www.selfcarecoaching.net/?s=metta for several specific offerings) to include more and more people – people you love, people you feel neutral about, people you find challenging and the world at large – before returning to yourself is a game changer.

I've been doing this (sometimes in enormous detail, sometimes more briefly) every morning for over a decade. The one morning I didn't do it first thing, I struggled to even negotiate friendly space in a lane in a local swimming pool!

Soul

While Energetic NLP offers many wonderful tools and techniques, as above, you can simply use your intention to fill whatever room or space you're meeting in with energies to support all your highest,

"Opening up the right to communicate is something many miss," says Mandie Holgate. The founder of the Business Woman's Network, a coach and the author of *Taking Control of Your Mind and Fight the Fear – how to beat your negative mindset and win at life* is also a global speaker who trains people to negotiate.

"We use a combination of NLP, coaching, CAT and CBT so people can learn how to match the way the other party speaks (speed, tonality and style) to gain new business. Often in tense relationships at work, just using the exact words a member of staff has used sets off a reaction in their brain that says 'This person is listening to me.' In sales, teaching these skills often make selling a lot easier, especially for those that hate selling.

"I've got examples of bosses who have been 'up against awkward staff for ages' seeing an instant change in attitude and behaviour. I've seen small businesses sell to very large organisations because they learnt how to communicate in a negotiating style the business wanted.

"Teens and adults can use these skills too. One manager of 214 people who used the skills I taught them to help make their staff use less of their time and be more autonomous also found they worked on their 17-year-old. At the next session they said, 'Sod the fact the staff aren't emailing me every two minutes, my 17-year-old emptied the dishwasher without being asked!'"

wisest, truest, most miraculous self.

Remember the words of the late Zen Buddhist teacher, Thich Nhat Hanh: "We are all leaves of one tree. We are all waves of one sea."

Hopefully, it's not too late for us humans to redeem ourselves as worthy of the life support system we call Planet Earth.

Remembering we're all connected and that fighting against each other (or cheating or lying or stealing or otherwise doing anything to exploit others) ultimately hurts us and the whole system too can help us keep focused on win win outcomes even when the relationships are strained. ■

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