

RAPPORT

The Magazine for NLP Professionals

SUMMER 2012 / Issue 28

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**Bringing
out the
best**
in tomorrow's
Premiership
players

**Art
Giser**
The Art of
Energetic NLP

**No such
thing as
failure?**
Only feedback

Exploring
the neuroscience and magic
behind setting your intent

**Decision
making**
Isn't it all in
the feelings?

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INTRODUCING NLP

Outcomes 16: Submodalities

What's going on and would you like to change it?

By Caitlin Collins



In the previous article of this series we discussed the five senses, or, in NLP-speak, the five representational systems through which we 're-present' our world to ourselves: Visual, Auditory, Kinaesthetic, Olfactory, and Gustatory. Having surveyed the surface of the deep, deep sea of VAKOG, let us don our wetsuits and snorkels for some underwater exploration.

Noticing the detailed components of a rep system allows us to make choices. The detailed components of our perceptions can be described in terms of various qualities or characteristics, in NLP called submodalities. Let us look at an auditory example. Most people think verbally: we talk to ourselves, with varying degrees of awareness of the content and manner of our inner conversations. Think of something you have done that you are slightly annoyed about. Now notice how you talk to yourself about it. If I imagine I have lost my car keys, a voice pipes up; although it is an inner voice, it seems to come from behind my right shoulder; it is not loud, but it is high-pitched and furious; it complains about my shortcomings, itemising my carelessness, forgetfulness, and stupidity, right through to my utter uselessness as a human being. It is great at character assassination, but pants at helping me to find my keys! Now that I am aware of this, how might I respond to it? Depending on how I feel at the time, I might simply allow it to go through its routine, without being demoralised by it. Or I might play with the submodalities: move it in front and further away; lower its tone; make it sound friendlier; even change the words it uses. I might even be able to get it to come up with some useful advice to help me find those keys! It is *my* rep system and *my* submodalities – I can be as creative as I like!

“ Think of something you've done that you're slightly annoyed about. Now notice how you talk to yourself about it ”



Try the following experiment, and see how creative you can be.

How do you know you are scared?

- 1 Imagine a slightly scary scenario vividly enough that you start to feel slightly scared. Describe the imaginary scenario to yourself in some detail. What is going on?
- 2 How are you feeling in this scenario? On a scale of 0 (zero) – 10 (aagh!) how scared are you?
- 3 Now, how do you know you are feeling scared? What is happening inside your body-mind that you are interpreting as meaning that you are scared? What is going on in your body? What kind of physical sensations? Where do you feel them? What about visual images? What and where are they? Sounds or voices, whether inner or outer? What and where are they?

- 4 Experiment with changing submodalities: the physical sensations, visual images, and sounds or voices. Notice your posture – straighten up if necessary. Breathe deeply, down into the belly.

Example: 'I have a fizzy feeling in the upper tummy area. It's dark red, like lots of little red bubbles rising and fizzing. The neck and shoulders feel hard and tight; they're also dark red. I'm breathing high up, quite shallow. And I can see flickering visual images of catastrophes. There's no sound, just a sort of grim silence.'

Change the red bubbles to blue, let them sink into peaceful blue water, like a tropical sea, and let the blue water spread throughout your body, up to your neck and shoulders, and down through your tummy, hips, legs and feet. Would you like the water to be cool, or warm? Now, what would you like those flickering images to change into? Waves? Ripples? Fish? And what about bringing in some positive sounds – maybe a song or a piece of music? Any other changes you would like to make?

- 5 How are you feeling now? On that scale of zero – 10, where would you be now?
- 6 Personal debriefing: What did you learn? What advantages would being able to change your feeling like this bring you? What about possible disadvantages or cautions? How might this enable you to expand the possibilities of what you can do? For example...?

Next time we will use the rep systems and submodalities to help us to identify the steps in a habitual process with a predictable outcome – in order to interrupt or change the steps to go somewhere different! ■

Bringing out the best in tomorrow's Premiership Players

Mark Allen is Head of the Academy at Manchester City football club and responsible for developing tomorrow's football talent technically, tactically, physically and mentally. NLP is an indispensable tool in that process as Mark explained to Andy Cote when they spoke on the day following City's victory over Manchester United which left them on target to become 2012 Premier League Champions.

Mark Allen exudes passion for what he does and for his club, Manchester City, who have enjoyed their most successful season for many years. I am reminded of the quote, attributed to Confucius, 'Choose a job you love, and you will never have to work a day in your life'.

Allen arrived at City around two years ago having worked, as Managing Director, in the film and TV industry with MTV Networks and Deluxe Digital. I remarked on the apparent change in direction he had made to run the Academy and asked what had prompted the change. 'Well it probably dates back to my old career. I went to America at 19 and got a scholarship to study and play football in San Diego. My aspiration always was, at some point in my life, to get into football and the opportunity arose here with the Academy. It has been my burning ambition to try and develop young players for the demands of today's game – both on and off the pitch.'

The development of talent starts early. From the age of six, boys come and train with the Academy once a week. 'They actually join us formally for the first time at the under-nine level and last night was a particularly proud night for some of those lads because they were actually paraded out onto the pitch before the game and walked around the centre circle to be introduced to the crowd. They join us at nine and progress through the academy and with the new regulations that will run right through to the age of 21.' By which time some will be established players? 'It's a very difficult game but that's the hope and the target.'

Allen first encountered NLP whilst at Deluxe Digital. 'It's something that plays a big part in my overall management strategy. I'm a strong, strong, believer that every success is based around people. Product is important, marketing, manufacturing all of those things are



really important ingredients. But the key ingredient is people and the motivation of people is the key to success.'

Whilst Allen got into NLP, working with Robert Smith of Treacle Training, when he was at Deluxe, his interest in what makes people tick had always been there. 'I was fascinated by how you turn good to great. What turns a good person to a great person or a good athlete to a great athlete or a good executive to a great executive? I look at the 100 metre runner that lines up in the Olympic final and you look along the line and you know in that line they are all capable of running 9 or 10 seconds. Yet what gets that athlete over the line? I think it's that mental strength at the end of the day. If they're all capable technically it has got to be the mental side that gets them over the game line.'

NLP has helped Allen to distil this 'difference that makes the difference' and work with it. 'It's really understanding their beliefs and values and honing everything towards those beliefs and values. NLP has taught me a lot in terms of how you catch that and work with it. As I say, I have always

“ Choose a job you love, and you will never have to work a day in your life ”

believed the key to any success is around the people and if you can tap into that then you are certainly on a very strong path forward. I think NLP helps significantly, in identifying and working with and tapping those hidden strengths that everybody's got in order to be able to bring out the best in that individual.'

Turning that understanding into everyday functioning is, in Allen's view, crucial. 'The real, real, strength is when you're unconsciously competent and you're doing things naturally without thinking. A lot of things that we do and do well, we do without thinking.'

In a video interview, I'd heard Allen talk about establishing a proper learning process and wondered if NLP played any part in that. 'We've worked very hard here at the Academy in terms of



“I was fascinated by how you turn good to great”

establishing learning techniques and preferred learning styles and obviously have to cater for those. As coaches we need to understand that people learn in different ways and we need to be sure we are touching all of the styles – visual, kinaesthetic, and auditory – to make sure that we are giving our boys the opportunity to learn by helping them and teaching them in their preferred learning style. That’s a very big part of what we do.’

NLP is used within the Academy at every level and with every person, Allen tells me. ‘The key to opening any door is building rapport with individuals in terms of motivation, in terms of target and goal setting, in terms of drive. If rapport is built, then you’ll be able to talk the right language and get on the level with that individual, whether he be a player, a coach or a member of staff, allowing you to ultimately ascertain how to get the best of them and to help them achieve the best that they possibly can.’

Parents are also critical in this process and can make the difference in the way their child develops within the Academy. This involves giving them honest and constructive feedback. ‘The boys get a report every six weeks and we meet the parents quarterly. However, the doors are always open to parents who want to seek information or guidance in their son’s progress. Again, I think it’s very much about identifying with the parents what’s important for them as well as in terms of their son’s development. NLP helps significantly in identifying that and once again in building rapport, because if you build rapport with the parents, you can build confidence that they want to entrust their son to you to develop. We are also looking at what each boy needs in his individual learning plan. Is it a tactical development, a physical development, technical development or is it a psychological or mental development? By using NLP and all the strategies around it

you can ascertain that and work towards it.’

I remarked that football could be a tremendously emotional game, as we had seen the previous night, so presumably helping boys to be able to handle that side of the game is important too. ‘Absolutely critical. To make it to the top level they need mental toughness, because it’s not a straight forward environment. There are many rewards, as everyone knows, but at the same time there can be many let downs, disappointments and setbacks along the way and we have to be able to coach and mentor boys to be able to cope with all of those demands.’

Preparation for those demands involves both internal and external resources. Allen uses the Circle of Excellence to use their own resources well. ‘We ask them to recall when they were feeling great, what was going through their minds and emotions and capturing those moments and making sure that they are aware of them to be able to call on later.’

Being part of a major premier league club also offers opportunities to model themselves on players that they admire. ‘That’s very much a part of the Academy development. Patrick Vieira spends a heck of a lot of time here at the Academy with us.’ (At the end of 2011, Vieira became Football Development Officer at City in a move described by the *Telegraph* as ‘from playmaker to power broker for legendary French midfielder.’)

‘There can be no better mentor because Patrick’s come through the academy system, he continues to work very hard and he’s an unbelievable ambassador for this football club. He’s superb with the boys and he really cares about them and he really cares about their development and that’s seen with the effort that he puts in when he trains with the boys.’

Mentoring is also built into the Academy itself. ‘For those nine year olds, their role models are also the scholars, more senior members of the Academy.

It’s very important that the scholars understand their responsibilities as mentors themselves even when they are aspiring first team players.’

That mentoring is not just inside the Academy, either. In the interests of developing rounded people, the club also engages with the community and the Academy members are actively involved. ‘They could be doing some coaching drills, they could be presenting on life skills in terms of the importance of eating healthily. Activities that give them an understanding and awareness that others are less fortunate than themselves. Perhaps more importantly, it is to develop those social skills that are going to be needed if they move forward – to be able to articulate and speak in front of audiences, people, media etc so it’s very much multi-faceted in that respect.’

The skills they learn here will make sure that they are well fitted to move on wherever their career will take them. ‘Our philosophy at the football club is based on football and on people. Through the football ethos, we want our lads to be technically strong and game ready, game intelligent and easy to coach. Just as important is our people ethos. We develop strong individual thinkers capable of coping with the wider demands of this sport. Being good on the field is not good enough, so we need to be sure they are also good away from the field.’

Not every Academy member will make it to professional football. ‘We’ve got three boys this year that have not been offered professional contracts but have secured places in American universities for scholarships so that’s a big part of their continued development and learning.’

Mark Allen certainly exudes passion. What is also true is that he also cares for the boys in his charge. He wants the best for them and for them to be their best.

NLP continues to play a pivotal role in that. ■

NLP Legend

The Art of Energetic NLP

A regular visitor to the UK, California-based Art Giser is a familiar figure on the NLP scene. His Energetic NLP is a blending of what he calls pure NLP and energy work to produce a potent mixture that is very much unique in the field. Art tells Andy Coote about discovering how the two disciplines worked together and his development of it, not just in personal development but also with big businesses.

I suppose that my first impression of a field called Energetic NLP was that I would be made to leap up and down in Lycra (not a tempting thought). I could not have been further from the truth. What I saw was calm and meditative. I asked Art Giser if others had a similar response. 'When I came up with the name it never occurred to me. Every now and then, people would tell me that they thought we were going to do exercises and be really energetic. On one level it is really calm and the more people work with it, they learn to work with tremendous amounts of energy and it gets very, very strong. People are physically quiet, though it is something you can do when you are active and moving. It is easier for most people when they are quiet so there is that kind of paradox. It is energetic NLP in that your body is very quiet.'

Energetic NLP

In defining energetic NLP, we began with what it is not. There is, for example, no need to accept a spiritual system, such as Buddhism, in order to be able to work with it. In fact, accepting belief is low on the priority list. 'When I start an Energetic NLP programme I make people take a pledge. They solemnly swear that they won't believe anything that I tell them, that they will learn and explore and find their own truth. One of the things that make Energetic NLP different is that it is about people feeling they are connecting to their own inner wisdom, their own spirit and finding their own truth.'

Art sees this as being in keeping with the NLP ethos. 'Richard (Bandler) and John (Grinder) were very clear that they weren't telling people what the truth was, they taught just models and they wanted people to take the models and evolve them, not believe them. One of the limitations of a lot of healing systems and energetic and spiritual systems is they think they know all the answers and they want you to believe what they tell you, not find your own truths.'

I suggested that NLP tends to be a relatively swift operation whilst the spirituality tends to be much longer term and wondered how they 'play' with each other. 'Energetic work can be extremely fast, every bit as fast as NLP. For many people it happens very quickly, at least in their experience – it could have been

“My first impression of a field called Energetic NLP was that I would be made to leap up and down in Lycra (not a tempting thought)”

building up for a long time. The great strength of NLP is going for rapid change and not necessarily having to go deeply, just looking at where you can intervene in a system for people to have happier and more successful lives. That's a phenomenal strength and NLP has completely changed my life and I use it every day.'

Energy work broadens the experience. 'NLP treats people as if they are a closed system. Energy work treats people as an open system – that on an energy level and a spiritual level we are affecting one another. Often if you work with people on an energetic level what you discover is they have an enormous amount of energy from somebody else in their space and energy can carry emotions, information and programming. In Energetic work you would remove those energies from the person's space and identify the programming or belief that causes them to hold on to it.'

The initial engagement with an Energetic NLP Practitioner is much the same as any NLP engagement. 'You want to find out their outcomes, how they will know they are making progress towards them and how they will know they have achieved them. Then a practitioner of Energetic NLP will start reading the person's energy field in relation to what they want and what they consider to be problems, looking for blockages in the energy field, and for other people's energy in their space, for programming, beliefs, karma. Then, typically, it is a dance between the energetic work and the NLP work. Having an understanding from NLP about beliefs and programming, I may see where their energy is blocked or where they have programming and also if they have beliefs that are holding that in place. If I try to work on it energetically alone it either will be ineffective or temporarily effective but they will rebuild it.'







Learning how to perform the dance takes time but practitioners can be effective remarkably quickly. 'The basic Energetic NLP Level 1 programme is four days long. At the end of the four days virtually everyone is capable of doing some very profound and significant work with people. They are not masters of it yet and they do need to practice and develop it. There are three levels at present and a level four course is in development. If you want to be a master of it then you have to put the work in. I encourage them to take a full NLP practitioner course because we are only covering small portions of NLP.'

Art addresses what he refers to as the 'mythology' that only people with special gifts can be intuitive and healers and work with energy. 'That is 180 degrees wrong. Every human being on the planet was born with these abilities. Some people for whatever reason open them up and some people are shut down but everybody can do it, it isn't relying on some spiritual DNA or something. There is an enormous amount of programming in people's space not to open up their intuition. It comes from culture, it comes from society, it comes from our parents.'



Bringing NLP and Energy together

Art started studying NLP in 1983 and started studying Energy work intensely in 1984. 'I had always been interested in energy. When I was a little boy I was curious about dreams, psychology and ESP. I was fascinated by the potential for human consciousness and fascinated by the scientific aspects but also more on the edge, on the frontiers. As a researcher at the University of California Medical School in San Francisco for 11 years I had a good job, was proud of what I was doing and felt like I was contributing to the world. Yet I knew I didn't belong there but I was really stuck and had no direction "towards" anything. Then after a lecture on intuition, I read the words "Neuro Linguistic Programming" on a bulletin board and I felt like a bolt of lightning went down my mid line. It was so strong I couldn't deny it and yet the scientist in me was very sceptical, so I bought the book *Frogs into Princes*, started reading it and a couple of pages into it was enthralled with the ideas. It was the first thing on psychology I had ever read that made total sense to me.'

Art started studying NLP with Leslie Cameron-Bandler and became part of her research group. In parallel, some of the people that he was studying with – 'really wonderful healers and psychics and intuitives' – invited him to go to see a man named Lyn Martin. 'I had such a profound experience with his work that two days later I was taking a workshop with him. I kept the NLP and the intuitive and energy healing work separate. Then it just started dawning on me that when I put them together what I was capable of doing for people was so much more profound, fun and effective. It sounds funny but I sort of felt like I was cheating at times. I'd be working with somebody in a pure NLP mode and all of a sudden I would just know things about them and the causes of their issues. I started intertwining them and that was the birth of Energetic NLP. NLP was already a bit on the edge for a lot of people at the time so adding in the energetic and intuitive part I was afraid everybody would think I was this flake from San Francisco and it would ruin my career.'

Art was working in corporations and his corporate clients were all top players in their fields, companies like GlaxoSmithKline, Hewlett Packard and Intel amongst

them. 'I was afraid somebody was going to Google me and see all this other stuff and not let me work in the corporate environment. I had a lot of fear back then about it. Happily it has turned out to be all unnecessary and never been a problem.'

The clincher came when Art went to Brazil to meditate at a spiritual centre run by John of God (João de Deus billed as 'The Miracle Man of Brazil'). 'I was in the middle of this internal debate about whether I should just go for it with Energetic NLP when I went in front of him and he looked at me and said, through the translator, "Go home and do your work". I certainly don't do things because somebody tells me no matter how much I respect them and at the same time this was just one more of many messages that I got that it was time to do my work and let go of the fear. I am just so thrilled that I did.'

Synthesiser

Energetic NLP has links with many key players in NLP and in the energy community, too. Achieving this is

“One of the limitations of a lot of healing systems and energetic and spiritual systems is they think they know all the answers”

mostly down to Art's abilities to bring people and ideas together. 'I am a real synthesiser. I take things from various areas and put them together. In fact, Leslie Cameron-Bandler back in the 1980s told me what she really liked about my work is I just looked for different things to bring in, combine and try to enhance. I have been fortunate to have studied with John Grinder and Richard Bandler and learned tremendous things from both of them. Robert Dilts has been a big influence on a personal level. I took his programme back in 1983 and it completely changed the way I approached using NLP with health and then later energy work and health. David Gordon, Michael Leboeuf were big influences. I have learnt wonderful things from Tim and Kris Hallbom and Charles Faulkner and I am leaving out lots of people...'

There is a relationship between NLP and the Martial Arts. Steve Gilligan, for example is a long term student of Aikido. 'All the martial arts – certainly Aikido, Kung Fu, Karate, Tai Chi, Chi Gong – are working with the human energy system and are quite specific about that and always have been. All the masters talk about working with energy flows, along with the physical movements and coordination. I encourage people to do some kind of physical energy work along with the Energetic NLP as they are looking at a different part of the puzzle.'

Emotional states are also part of the Energetic NLP process. 'I train people to start noticing emotional states and how much of the energy isn't theirs. People are stunned, particularly for the emotional states they have problems with. If people knew how to clear their energy there wouldn't be, for example, any road rage.'

Energetic NLP and corporations

Art worked in 2011 with Nick Williams on a workshop aimed at entrepreneurs. Right from the very beginning

Art has worked with corporates and business people. 'I actually used to be rather resistant to it. Back in 1985 I was asked to do some work with Intel Corporation. They loved it and I didn't follow up on it because I didn't see myself working in corporations. I was actually quite anti corporate and felt they were dehumanising. People kept asking me to do work with corporations but I just wasn't sure I wanted to do it. Then I realised that there are so many amazing people in corporations who wanted to change them, who wanted to contribute to the world. They wanted to make their companies places where people really got to bring out their best. I began to feel a little bit like a Robin Hood in that they were paying me to work with them to change them.'

Work in a business context can be immensely rewarding. 'I was working with a company on leadership development. This one man told me that he went home and his young son was having a lot of trouble doing maths and he was trying to help: "I was thinking about what we talked about and I looked at my son and I saw him cringing while I talked to him. I realised I was being like my dad." He completely changed how he was with his son and by the time they were done, the son was enjoying maths and doing better. It was all because he started applying what I had taught him with his family. That kind of story really hooks me. I realised that I probably was doing more good in the world and causing more positive change by working in the corporate environment than just the personal development.'

Most corporates hire Art for reasons other than Energetic NLP. 'They are hiring me to become better leaders, to learn how to bring out the best in themselves and other people and how to collaborate and work together. I use Energetic NLP in my programmes and never want to force it on people. You can, non-verbally, ask them for the permission and they will respond energetically. So I use energy with the groups and the individuals to the extent that they give me permission. People that are energetically aware know what is going on. People that aren't aware often say "Gee that was kind of magical" or "That was such a great day". They don't know quite what to make of it but they just know that things happen.'

Art's stance on good leadership is direct and clear. 'Calibrate with your team, pay attention to their wants and needs and create an environment where people feel free to ask for that and to give you feedback on your leadership. The great thing about leadership is there isn't any one style that you have to take. You can be introverted, extroverted, charismatic or even dull and still be a phenomenal leader. Having the skills to work with the people effectively is where the NLP and the energy work comes in.'

Future of Energetic NLP

Energetic NLP is a work in progress and that is deliberate. 'Energetic NLP espouses a lot of the frameworks of NLP. Richard and John, right at the beginning, believed that NLP would never be fully developed, and if you thought that it was, you were limiting your thinking and stuck in your models. I see both NLP and Energetic NLP as fields that need to constantly evolve to be true to their principles.'



Energetic NLP is already an amazing system and it is constantly getting better. People who repeat programmes tell me how much they have changed. I am constantly looking at my own evolution and improving my skills and also constantly looking at how to improve Energetic NLP and to me that is the real fun of it, just seeing how good it can get.'

Energetic NLP, incorporates a lot of Ancient Wisdom but is, Art believes, right for the current times. 'We are seeing the world changing economically and politically and there are massive shifts in the consciousness of humanity, in terms of ideas and principles but also energetically. People who are sensitive to energy just keep feeling these massive waves coming in. If you don't know any energy work, I think life could be quite difficult over the next few years. I think if you do know it, life could be challenging and yet spectacularly wonderful over the next few years because the energy field of humanity keeps shifting and that is really hard to adapt to if you don't have energy skills.'

Art's most important message is about finding your own way and your own truth. 'Teachers, spiritual leaders, religious leaders and political leaders tell you not to trust yourself because all of society is based on hierarchies and all the hierarchies say "Believe us, not you". NLP and Energetic NLP are saying the opposite – find your truth and not our truth. As people give themselves permission to do this then everything opens up.' ■

You can meet Art at workshops and conferences across the world. He is also active online with many videos on YouTube and frequent webinars. Check out www.energeticnlp.com for details.

Trusting and using your instincts

By Rasheed Ogunlaru



Rasheed Ogunlaru

Being a trained professional with a basket full of tools is great: it gives you confidence and is a mark of expertise and assurance for your clients. However, while using the right tools is the sign of a good practitioner, combining them with a trust in your instincts can make you a great one. Let us take a closer look.

The limits of tools and techniques

There is no question that using your training, tools and techniques will be important throughout your journey. There is a good reason why a range of NLP and associated models and tools have been developed and continue to be used to powerful effect. They are used in an ever increasing range of ways and have seeped into mainstream culture from re-framing our language and positive visualisations, to techniques to come to peace with the past and to walk more confidently in the future. They can help in all sorts of settings from boosting personal confidence and performance, to career development to business and organisational change and enhancing educational attainment. In the early years of your careers especially, these skills will help bolster your learning, skills, confidence, reputation as someone to go to and your results.

But often you will encounter a situation with a client where none of the tools and techniques alone will work. Everyone is different. One size does not fit all and so if you use the same processes with every client there will come a time when they will not work. Clients are also very attuned, once they come to you because they believe you have the skills, few people like to feel that they are just having a process 'done to them'. This is precisely where using your instincts can be so powerful. There will be many times where a question just pops into your head, or where from 'out of the blue' you have a sense that a particular exercise or conversation may be apt.

What is your client looking for?

It is worth us briefly considering what clients are actually looking for. While there will be a host of varying specific goals, desires and objectives that clients come with, perhaps at the core of all these things is that clients are looking to be more content and happy in their life, work and relationships. Being mindful of this can be very useful, and taking the time to find out from a client what it is that they seek beyond even the goals that they present to you

“While using the right tools is the sign of a good practitioner, combining them with a trust in your instincts can make you a great one”

can be invaluable, as it can again help create a space where you and your client are connected beyond even what may be presented.

Where does the 'healing' actually happen?

Over the years I have had conversations with many accomplished NLP Practitioners, coaches, healers and therapists who work across settings with all sorts of clients. When I have asked them their views on what makes our interventions work and where the 'help' or 'healing' happens, most of my colleagues say that that there is some intangible, magical, powerful and subtle place that resides somewhere between the client and the practitioner. It is this 'space' where the healing happens. Both parties are involved. Both parties are required for it to work. Turn your own attention to any service, support, healing, therapy or advice you have had. Think about the best experiences. Think about the providers that you have most warmed to and who helped you most. The chances are that the best experiences have come from where there is a powerful meeting place between you and who you engaged with. When it comes to working with a human being on their self, this place of trust, confidence, and connection is especially important.

This 'space' of healing and helping is what I and others often refer to as the invisible intangibles; trust, acceptance, belief, compassion, intention, instinct, intuition. You cannot see or feel these things (in a physical form) but they are none the less very, very powerful.

Can you pinpoint your instincts?

By the very fact of their 'invisible and intangible' nature, instincts and the related aspects of trust, acceptance and intuition are hard to pinpoint. Just as artists, musicians and crafts-people learn to trust, work with and accept these aspects of their craft; it is the same in our field. In fact, sometimes thinking too much about it hampers rather than helps. Again, it is true in so many fields. In sport, instinct plays a huge part. For many athletes just sensing, 'feeling', watching and trusting what feels right helps them to hone their performance and is often as important as the trained techniques that they use.



How to develop your instincts

There are a few things that you can do to be in a space that will help you utilise your instincts. But it is important to remember that you have instincts to start with. Just as you were born with a heart that beats and the propensity to learn, develop and grow, instincts – it would seem – are innately part of us. If anything it would seem that it is important that we are clear, open and available to ‘hear’, trust and utilise them.

- Be present – by being alert, aware, open and in a space of observing.
- Be patient – do not be in too much of a rush to jump in, fix and resolve.
- Be at peace – allow the client to ‘be’ allow the session to flow naturally.

Differing practitioners have differing ways of entering – or returning – to this state, depending on how you look at it. For me, it is about being still, silent and not having too much content in my life, and in my mind, so that I am available, aware, alert and in tune with what can arise in the session. If you like, this means that I am literally in tune with all my senses and that my senses are therefore more tuned in and attuned. What works for you? What do you feel would help you enter this intuitive space?

When is it apt to use your instincts?

In the early days of our career especially we can worry about ‘using’ this subtle – and some might say ‘spiritual’ – side of the process of helping clients. This concern can be a good thing as it shows you have a good intention and want to do a good professional job. Quite right; and being thorough and professional must always remain the objective. If anything what we are really talking about here is allowing our instincts to ‘walk alongside’ us as we do our work, so that you have both the practical and the intuitive available and they dovetail. Again, this is just the same as it is in sport, music and art. It is about both developing our technical skills *and* being open to our inspiration, instinct, heart – call it what you like. And in fact your own language – may be a helpful way in for you. But seeing your instincts as a support for your practical skills and tools is a good way in helping you see that actually instincts are useful in most situations as they then combine with our intelligence.

The benefits of using your instincts

- Instincts often help unearth ‘deeper’ issues that may not be apparent during a standard dialogue with a client.
- Using your instincts often helps the client feel that

“ There is a good reason why a range of NLP and associated models and tools have been developed and continue to be used to powerful effect ”

you are not merely using techniques and tools but you are actually tuned into them as a human being.

- Trusting your instinct is often very powerful when you arrive at a point when you are *thinking* that you are not quite sure what to do next.

Many coaches and NLP practitioners and coaches often find that by allowing their instincts in, they develop more clarity, confidence and ownership of the skills that they already possess and that they may often develop their own additional techniques to support their skills and experience

Instinct or experience?

The more I work with clients of all types the harder I find it to draw the line between instinct and experience and the less I wish to. Some would say that instinct has much to do with accessing that deeper knowledge, knowing and experience. Some say that instinct is about the intelligence that is before, beyond and between our conscious thinking. I suspect that there is an inter-relationship and a crossover between experience and instincts. The beauty is that both can develop over time if we are open to it. Cast your mind back over your current and past careers and identify when it was that you used your experience and when it was that you trusted your instincts. What was the outcome from these times? By gently observing and being mindful of this you will get to know yourself better and have evidence as to if, how, when and to what degree using your instinct works for you. This can hugely help you to feel clear, confident and aware of when to be open to this intuitive side of working.

Flow and grow

It is certainly the case that if we just stick with the usual thought patterns of ways of working we can become stuck – and may not be able to develop the broader perspective and insights that might help our clients. What do your instincts tell you about these issues? See how this very article sits with you. Trust yourself. If these themes resonate with you the chances are that you are utilising your instincts already and/or that you may be able to utilise them even more. If it does not resonate with you, you may work in another way that may well work for you and your clients. The test is to reflect on any written, verbal and nonverbal feedback you have received from clients and colleagues. The great thing about the field that we work in is that we practitioners have differing styles and approaches that enable the right clients to find the right practitioner for them. So the more it is that you flow with what works for you, the more likely you will attract and go after the work that really ‘has your name on it’ and that you wish to do. Enjoy every moment of it. Take time to stop and see what does and does not work for you so that you and your practice continue to grow, flow and evolve. ■



Be the First ANLP Accredited Professional in the UK



The practice of NLP is currently unregulated. Which is why it has always been ANLP's aim to promote and protect the reputation of NLP by encouraging an ethos of Professionalism and self-responsibility within the NLP community. By verifying the qualifications of all ANLP Members and requiring them to sign up to the ANLP Code of ethics, we have provided reassurance to those members of the public who are seeking to engage the services of an NLP Professional or Trainer.

Increasingly, purchasers of NLP Services (especially public sector bodies) are asking for more evidence of Quality Assurance of Service Provision. Additionally there is increased competition between NLP Professionals and other more therapeutic Professions which *are* regulated. So, with a view to providing a robust self-regulatory framework for Members which enhances their reputation for promoting standards, professionalism and good practice in NLP; a new level of membership is about to be launched.

As an ANLP Member you already know that our values are EPIC (Ethical, Professional, Integrity & Credible). We know that to increase client confidence, our Professional Members want to be able to demonstrate those values too. ANLP are therefore extending their Accreditation programme to include The Accredited Professional.

Why join the NLP Accreditation Programme?

The ANLP Accreditation Programme is an independent peer reviewed scheme monitored by ANLP. The value of having ANLP accreditation is that you can:

- Be a part of leading the field of NLP towards becoming an even more respected profession and be recognised as such yourself
- Increase confidence in your potential clients and giving them additional

reasons for choosing your services

- Demonstrate your commitment to best practice by delivering externally accredited services
- Generate more public trust in your services
- Meet your clients' requirements for quality assurance by having independent external verification for you and your services

The Accredited Professional.

In order to become an ANLP Accredited Professional and achieve the Gold Seal of approval, NLP Professionals will be able to complete an application process which allows them to demonstrate their commitment to these values. Potential ANLP Accredited Professionals will be asked to provide the following information, in an electronic format:

- 1 Business Information** – who you are, your trading details, address, telephone, email, website etc.
- 2 Personnel information** – including copies of NLP Certificates and a results focussed CV. Here we also require you to demonstrate your commitment to Continuing Professional Development (CPD). We recognise CPD in many forms – reading or writing books/articles, attendance at practice groups, reflecting and acting upon feedback, peer coaching, attending training courses etc.
- 3 Evidence of Insurance and Data Protection Registration** – including Professional Indemnity Insurance or evidence that adequate cover is in place in the event of any claim. As you will be keeping personal data relating to your clients, you should be registered with the Information Commissioner to demonstrate your compliance with the Data Protection Act 1998. A copy of your current registration certificate is required as part of this application process.

- 4 Copies of Promotional materials** – for example - flyers; brochures; web site etc. If you don't have these, then copies of standard emails or any document you send to potential clients enquiring about your services will do.
- 5 Engagement Policies & Pre-screening Procedures** – for example - client engagement procedures; pre-screening questionnaires; contracts/disclaimers and relevant policies including Health & Safety guidelines; Equal Opportunities and Disability Discrimination policies.
- 6 Detailed case study** - an outline and marking criteria will be sent with your application pack. The case study allows you to demonstrate how you manage the client pathway from initial enquiry to successful outcome.
- 7 Testimonials from satisfied clients** – a minimum of 10 client testimonials, thank you cards or other forms of feedback. We will also require contact details for two people who have agreed to provide a reference. One of these could be your Professional Mentor.
- 8 Evidence of 120hrs post-qualification Professional Practice** – we ask that you provide evidence of 120hrs post-qualification Professional Practice. You may already keep suitable records which can be submitted and if not, a sample log can be provided.
- 9 Evidence of Professional Mentoring** – to maintain and develop your professional practice, provide details of your own one-to-one or group coaching, mentoring or supervision. You may have your own record for this or we can provide you with a sample record sheet.

Be one of the First NLP Accredited Professionals in the UK.

As part of ANLP's commitment to the professionalism of NLP in the UK, we want

to make the Accreditation journey as smooth as possible. In order to do this, we are opening up Accreditation initially to just 10 Professionals so we can perfect The Accredited Professional Programme.

If you would like to be a Founder ANLP Accredited Professional member, and help make a difference to the future of NLP in the UK then contact Jane Lloyd, Accreditation Manager for further details – email accreditation@anlp.org or telephone 0203 051 6740.



email: accreditation@anlp.org
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