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## RAPPORT

The Magazine for  
NLP Professionals

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A close-up portrait of a woman with shoulder-length, wavy brown hair, smiling warmly at the camera. She is wearing a dark-colored top and a thin gold chain necklace. The background is a soft, out-of-focus brown.

**Kris  
Hallbom**

Coaching Tips and Secrets

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CONTRACT



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## RAPPORT

The Magazine for  
NLP Professionals

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~~WRONG~~ RIGHT

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# In with the **New**

By Eve Menezes Cunningham



**N**ew Year is just around the corner. Such a loaded time of year. Apparently, in Bali, people spend 1 January in silence as the whole population is encouraged to reflect on the previous year and contemplate the year ahead. If quiet contemplation isn't possible on New Year's Day itself, you may still want to make time around then to think about your own 2013 and the year ahead.

What have you been most grateful for in 2013? Some people have been filling giant jars with little notes recording things they're grateful for throughout the year then reading them all around New Year's Day. You might contemplate doing the same or similar for the coming year.

When you think about how you'd like 2014 and beyond to unfold, what are you most conscious of? How do you feel, physically, at the thought of another year on this lovely planet? Are you aware of sensations indicating excitement? Tension? Anxiety? Butterflies? Nausea? All of the above and more?

How can you use all of these feelings

to help you hone what you want the New Year to bring? Even the seemingly less positive sensations have important messages for you about things you may want to change. Do you notice any feelings of shame and guilt cropping up if some of the changes you want

## “How might you set yourself some Well Formed Outcomes?”

to make are things you've not yet successfully implemented in spite of earlier attempts?

If you do just one thing differently, how can you be kinder to yourself in 2014 and beyond? As you practice, you'll notice that the kinder you're able to be to yourself – rewarding yourself when you take steps towards your goals and being curious about what's stopping you when you feel like you're making no progress – the more compassion you'll have for others in your life.

It is a practice, though. Some days it will feel effortless but when things trigger default negativity such as beating yourself up, it will take more

will power to pause and re-evaluate the situation (and yourself) with compassion.

So, having infused whatever your goals are for the year ahead with kindness, how might you set yourself some Well Formed Outcomes? How do they differ from your usual resolutions when you frame them in kindness? Chances are, even with your loftiest of goals, when you add compassion, you'll be able to go much further. Imagine taking some of the pain out of a challenging new fitness regime by including massages and other treats. Does this feel more sustainable?

How will you know you're on the right track? How will you know when you need to tweak things? Who in your life can support you as you work towards making these changes? Who may find these new aspects of yourself more challenging? How can you treat *their* concerns with compassion (while staying true to yourself and your own plans)?

Happy New Year! ■

# Can you Really Lose Weight with a New Year's Resolution?

By Emily Terry

## New Year's resolutions are a national sport

Gym owners around the globe rub their hands with glee on New Year's Day as memberships soar. Nervously we get shown around our local gym, uncomfortable as our clothes are even tighter after the festivities, trying to look inconspicuous amongst the smiling, lithe, lycra-clad instructors. This ritual humiliation is payment for the calorie sins. Never mind – our goal is set and this time it will work.

For some people, the 'eat less, move more' strategy will jolt their metabolism into shedding the extra pounds, although in reality these body types will naturally fall back into balance anyway. For the rest of us, especially in the NLP world, it's time to harness the power of the mind and take control! But does it really work? Even the normally robust Well Formed Outcome struggles when it comes to weighty issues. It's complicated.

## How do you eat an elephant?

Let's take a fresh look at weight. The best way is the same way you would eat an elephant: one bite at a time (ok maybe not the best analogy under the circumstances). One of the ways I find helpful is to look at this as a chain reaction.

Something happens and we have an emotional response. Once this is triggered – the rest is inevitable. It does not even have to come from outside... just getting on the scales and comparing the result with last year's figure can set off a tidal wave of emotions. The easiest way to calm the storm is to turn to food. This gives that wonderful satisfying rush of pleasure.

Then comes the guilt. Shedloads of insidious thoughts that dull our potential and keep us caught in this mantrap. 'I did it again.' 'I'm useless.' 'I can't control myself.'

Our physical responses are governed by our past, emotions and mental responses, and in the

“Gym owners around the globe rub their hands with glee on New Year's Day”



overweight body the system of converting food into usable fuel becomes deranged. The body is starved of the nutrients and fuel that it needs, leading to sluggishness and more hunger. A system reboot is required and at this point a calorie reduction is a waste of time.

Our normal optimism is exhausted and we lose hope and stop believing that things can be different. I believe that New Year's resolutions are the last resort attempt to jump out of the trap and move forward.

## Breaking the chain

With this pattern it's no wonder our Well Formed Outcomes buckle and fail. One of the best places to start is with our emotional responses. Here is one of my NLP Techniques dedicated to all those who have ever gone to bed muttering to themselves, 'I will do it differently tomorrow'.

NLP helps us to build our own manual of how we operate, how those around us operate and how to interact with them successfully. So where to start? Life is busy, with little time for reflection and that is exactly where we need to start. Our programming is similar to pressing play to hear a CD or flicking on the



Mind + Emotions affect the body.

light. The button is pressed and the response is always the same: the CD plays or the light comes on. There is no delay between the button and the response. Someone says your name, touches you or does something in a certain way, and an internal response happens. Press the same button and you will get the same response. Now, if this brings more happiness, enjoyment or pleasure, then it definitely comes under the banner of 'if it ain't broke – don't fix it'. However, children, and partners alike, have a built-in homing system to press those buttons which produce a less than pleasant response inside. This is especially true in the area of weight loss where we have so much negative programming from TV and press imaging.

### The Response-Ability Technique

This technique gives you the ability to choose your response.

Using this technique you can interrupt the old pattern and respond in a new way. Many of our responses today come from watching those who are close to us when we were children. If they exhibited disgust or disapproval, that is what we picked up

## “It's time to harness the power of the mind and take control!”

and as adults we continue to make meanings out of what happens. We do not always have the wisdom to interpret responses and may code a negative meaning. Sometimes this understanding is mistaken, especially in the area of self-image and weight loss.

As with all things, there is a balance and if we concentrate on interpreting the world around us differently then we can tip the scales to experience the best that life can give. We can teach ourselves to use our inner wisdom, intuition and guidance when the chips are down and respond in more positive ways.

One of the important keys is that others do not see us as we do. Negative self-talk and reactions are so bound up with our body image that we are our own abusers. In fact, if our body was a dog, it would have run away years ago. So before that happens, take heart, take response-ability and begin to outwit our own judgments. By taking control of our responses, Yes, we *will* do better tomorrow. ■



1 Choose an unwanted internal response that you would like more control over.	Choose something small to practice on, rather than something that will begin an all-out family row. For example, your partner comes home with fish and chips on the first day of your new diet.
2 Begin to notice what triggers that response.	Concentrate only on the mechanics of what happens rather than any meaning you make of it. For example, your immediate response is: 'How could they? They know I'm only eating salad tonight – I told them only this morning! Nobody ever listens to me.' Notice instead the feelings you experience inside your body.
3 In your mind's eye notice the trigger.	In this step we begin to separate the trigger (either hearing some words or seeing an action/thing) from the response. In our example, it is seeing the illegal bag of food. Immediately you see it, take a deep breath and hold it for a few seconds. Keep doing this until taking a deep breath becomes easy.
4 Breathe naturally for three breaths and then begin to find 10 new ways that you could interpret the trigger.	For example: <ul style="list-style-type: none"> <li>● your partner was given the fish and chips by an elderly relative and did not want to offend by refusing the gift</li> <li>● remembering that you are on a new diet, your partner decided to bring their own dinner home so you would not have to cook</li> <li>● it is raining food parcels and one landed in their hand just as they got out the car</li> <li>● a rip in the universe has created a wormhole from the chippy to your front door.</li> </ul> Notice that these 10 new ways needn't be based in reality and the funnier they are the easier it will be to allow you to have a new response. In fact, the number of new ways is 10 to give you the best opportunity to break this pattern.
5 Now, allowing yourself the freedom to explore, ask yourself: 'How would I like to respond?' 'How would I like to feel in my body?' 'Calm? Stable? At ease with the world? Begin to notice how you would be feeling if you could choose your feelings.	What new choices of response might you have? For example, you might ask yourself if now is the best time to meet this issue head on, or perhaps you might suggest they eat out of 'smell' range and then put the papers in the outside bin. These responses may get your desired result without launching World War III between you and your partner.
6 Once you have chosen the response you would like, in your mind's eye see the trigger (in our example, the parcel of food). Take a deep breath and run your new response (your choice). Do this several times until your feelings around the trigger are easy and natural.	You could experiment with some of your other responses to find the one that most suits you.
7 Then wait patiently until the trigger appears again and notice how you respond differently.	

### The Response-Ability Technique

**Emily Terry**, founder of New Silhouette and co-founder of Evolution Training lives with Roger, her partner of 27 years, their son Sam and dog Zodiac near Chichester in West Sussex. For more information, free eBooks and tips on balance in body and mind go to [www.newsilhouette.co.uk](http://www.newsilhouette.co.uk), call 01243 792122 or email [emily@newsilhouette.co.uk](mailto:emily@newsilhouette.co.uk).

# Managing Internal Dialogue: Part 2

## The Arena and the Quiet Mind (Shifting the submodalities of internal dialogue)

By Joe Cheal



Joe Cheal

In the previous article we began to explore our 'internal dialogue' through a model called the 'Zero Point' (i.e. being in the here and now). We will be continuing this time by developing the idea of the 'Quiet Mind' with a focus on utilising the submodalities of our inner speech.

**'Free your mind.'**  
*Morpheus (The Matrix)*

### The Arena: a personal account

As I sat quietly one afternoon, eyes closed in a light meditative trance, I chose to 'observe' the workings of my mind. Images flashed from time to time, but most prevalent was the internal dialogue. Firstly, there was the familiar 'mainstream' Narrator. To explain...this is usually in my own voice and is clear and 'near the surface' of consciousness.

This Narrator is me 'talking to myself'. It is often very practical, like a planner working out his to-do list and schedule. It can also be me thinking through an idea or model or theory. It is there when I write and I have often had the experience of articles and stories 'writing themselves'...as if they are not written by me but *through* me. From conversations with others, I believe this is quite a common experience...getting into the writing groove...in flow and on track as it were.

Sometimes, the Narrator can get carried away, sounding out imaginary conversations I might have to have with someone (or would never have!) or sometimes giving marvellous presentations. When the Narrator goes 'out of control', it acts as a worrier, particularly in the middle of the night if I wake up and can't get back to sleep.

However, when I quietened the Narrator, I found that other more random thoughts 'came to the surface' and submerged again. After a little while something dawned on me. The internal dialogue was not always a singular 'voice in the dark'. Sometimes I became aware of multiple layers and streams of thinking, coming from different directions with a range of tonalities (and submodalities). Some of it was audible and understandable; some of it was distant and mumbling... I'm not even sure that all of it was in English! As I stayed 'meta' to the noise, I felt like I

“As I sat quietly, eyes closed in a light meditative trance, I chose to 'observe' the workings of my mind”

was in the centre of an amphitheatre with thoughts coming at me from all around. As I came back into the room, the external world created a distraction and these thought streams became unconscious again. After repeating the process a few times and discussing it with others, I called this multi-directional panorama: the Arena.

I began to get fascinated with the qualities of the internal dialogue. Not just the content (which will be



## “ The unconscious mind is a curious thing ”



the topic of the next article, along with the idea of ‘parts’), but the voice and tonality of each thought stream. Sometimes it was my own voice I could make out, sometimes it was other people I knew and sometimes voices that were unfamiliar to me. Of course, the notion of ‘voices in the head’ carries a kind of stigma to it, so you will be relieved to know that I knew it was all being generated from within and not coming from without.

The unconscious mind is a curious thing and it appears to be very creative. Consider your dreams for a moment, when the theatre of your unconscious mind is at play. You will find yourself interacting with a host of characters, some known to you and others unknown. Each dream-part will have a voice of its own. I believe that internal dialogue uses the same unconscious mechanism.

### **It’s not what you think: it’s the way that you think it**

In the next article we will be eavesdropping on *what* our internal dialogue (and parts) might have to say, but this time we are tuning in to *how* our internal dialogue endeavours to be heard.

Each thought-stream of internal dialogue will have its own submodalities (qualities). Even if you are only aware of one inner voice at any given moment in time, take a moment to ‘observe’ it. Ultimately, if you want to experience a Quiet Mind, it will benefit you to familiarise yourself with what is actually going on in there! Then you can decide what you want instead and work with the submodalities.

So, if you wish to explore further, imagine you are entering the Arena of your mind. Listen to the qualities of the thought-stream(s) and use the questions below to determine (and write down) the particular characteristics.

- Where is the voice coming from – which direction/spatial location – in front, behind, left, right, up, down?
- What distance from you is the voice – close, far away?
- Whose voice is it – is it yours or someone else’s? Is it familiar or unfamiliar?
- If the voice had an age, what would it be? Adult, elderly, childlike?
- What state does the voice portray, e.g. angry, sad, authoritative, kind, worried, excited?
- What accent does the voice have?
- What language is it speaking?
- What is the intensity level – soft, gentle, harsh, light, heavy?
- What is the pitch – high, medium, low?
- What is the volume level – quiet, ‘normal’, loud?
- What is the speed or tempo – fast, slow?
- What is the musicality – melodious, grating?
- What is the duration – continuous, intermittent?
- What is the degree of clarity – clear, distorted, muffled, in ‘focus’, out of ‘focus’?
- Are there any other sounds linked to the voice – music, noises?
- Are there any significant images, feelings, smells or tastes associated with the voice (if so run through the submodalities of the other senses)? →

## “ Each thought-stream of internal dialogue will have its own submodalities ”

→ If you have written down your responses, how do you feel about that thought-stream voice now? If you would like to feel differently about the voice and want to make changes, what submodalities could you play with? For example, most people find it harder to take a critical voice seriously if it sounds like Mickey Mouse, Scooby Doo or some other cartoon character! Alternatively, if the internal dialogue is harsh and unfriendly (e.g. saying ‘what a silly fool!’), try changing the voice to soft and seductive!

You might really want to go to town here and use the ‘submodality map across’ process. Who would you prefer the voice to sound like? Go inside and run a positive outcome statement through your mind (e.g. ‘you can do it’) giving it a voice you would like to hear more of. It could be your own voice when you feel motivated and confident, or calm and relaxed. You might use the voice of someone you admire, or an actor/actress who is compelling and easy to listen to. Once you have a phrase and a voice that works for you, you can run the full map-across using the new voice as the improved ‘template’.

### The Quiet Mind: releasing internal dialogue

Some people find that their internal dialogue is intrusive, critical and negative. This could be the Narrator, which tends to be in ‘I’ form (e.g. saying ‘Why have I done that? I’m such a fool!’) or some other voice, which is usually in ‘you’ form, as if we have taken it from someone else (e.g. saying ‘Why have you done that? You fool!’)

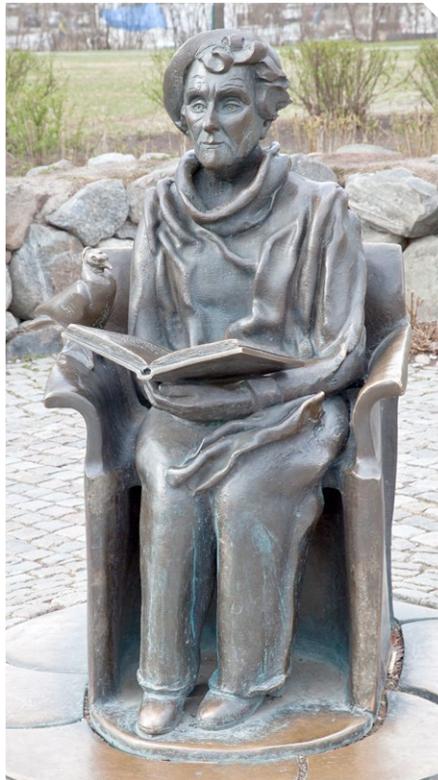
If the internal dialogue is unwanted (or you wish to be free of it for a while), whether it is the Narrator or some other critical voice, you might for example: change the submodalities (as above), investigate the intentions (which we will be covering in the next article) or quieten your mind.

The Quiet Mind is a meditative, mindfulness type approach. It is about coming back to your ‘Zero Point’, the here and now. When you are ready to quieten your mind, firstly tell the internal Narrator to ‘stop’. Then imagine stepping into the Arena. ‘Observe’ other internal dialogue (noticing the submodalities) and then use the Narrator to tell the other thought streams to ‘stop’. This may happen initially by stopping each thought stream one by one, the Narrator acting like the conductor of an orchestra.

There will be gaps of true silence and then if another thought stream enters the arena, tell it to stop. After having done this a number of times, I can now say to myself ‘Quiet Mind’ and the whole Arena tends to hush! As a side note, this is the most effective way I have found of getting back to sleep if my mind is buzzing with activity in the night.

As an alternative approach, some people find they can turn the volume down on the internal dialogue, as if turning a volume control down to silent. I find this approach useful if I want to become more aware of the external sounds (which seem to come up in volume as the internal dialogue goes down, but maybe that’s just me!)

So when you are ready: Stop... ■



### FOR FURTHER READING AND EXPLORATION

Steve Andreas, *Transforming Negative Self-Talk*.

Richard Bandler and Will MacDonal, *An Insider’s Guide to Sub-Modalities*.

Joe Cheal, *The Zero Point*.

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# Did You Know that...

...During 2013:

The **1,231** ANLP website pages (which includes members profiles) received over **320,000** page views between December 2012 and November 2013

The *Rapport* team reviewed, proofread and produced approximately **137,000** words, over **120** articles

ANLP sent out over **500** Introductory Members Packs to newly qualified students

We welcomed **8** new Accredited Trainers into ANLP

Karen Moxom, CEO of ANLP, replied to over **8,300** emails

We introduced a new Member Review system, so that satisfied clients and students could leave positive feedback for ANLP members

We have grown a vibrant community of nearly **1,800** Followers on Twitter and a similar number of members have joined our LinkedIn Group – why not get involved in the conversations?

We improved the Book Review Process so now members can review books for *Rapport* and submit these reviews to the website

## Plans for 2014 include...

- Undertaking a complete review of the 269 content pages of the ANLP website, after a period of consultation and survey feedback from members
- Implementing changes based upon the feedback from the November 2013 Members' Survey
- Launching a big new project to ANLP Accredited Trainers, which has been in development for 18 months
- Continuing to provide credibility, an ethical framework and Professional support to ANLP Members, the NLP Community and the public. ■

## Maggie's Blog



**Maggie Albrecht**

**O**n 11 October, I completed my last day trekking along the Great Wall of China for St Christopher's Hospice. It was an absolutely amazing experience; I met some fantastic people, saw stunning scenery and learnt a lot about myself in the process. The most fascinating aspect for me

was viewing the interaction within the group, from an NLP perspective. There were 28 of us and by day two the group had very clearly split; the fast walkers at the front, the not so fast at the back.

The assumptions started quietly. At the back of the group thoughts quickly turned to what the faster group thought of those at the back. At this point their assumptions were completely wrong, however, over time, they changed the way the two groups were interacting. There were those who were un-phased by such thoughts, and those who seemed to be consumed by them. Over time, these preoccupations began to divide the group and cause resentment. That's the problem with assumptions; they can end up becoming self-fulfilling prophecies. Herein lies the power of being 'at cause'.

As for me, I personally had an amazing time, honed my state choice and overcame a fear of sheer drops. What this has taught me is that group dynamics are a fascinating force and the art of seeing things from different perspectives, and not jumping to conclusions, is one of the differences that makes the difference. ■





# Coaching Tips and Secrets

By Kris Hallbom



Kris Hallbom

“Define the sensory-based evidence for achieving your goal”



## Four easy steps to helping your clients set clear and achievable goals

An intrinsic part of coaching has to do with helping your client set clear goals for what they want in their career and in their life. The more specific you can help your client to be in setting their goals, the better the chances are that he or she will achieve them.

In NLP there are four conditions for setting a well-formed goal.

- 1 *Describe your goal in positive terms.* Be certain to indicate what you do want, as opposed to what you don't want. Rather than setting a goal to not be nervous during a job interview, you can set a goal for being calm and confident. Keeping the goal positive will make it easier for your unconscious mind to sort for feelings of calmness and confidence. If you set a goal to not be nervous, then you will have to unconsciously sort for being nervous first.
- 2 *Is achieving this goal under your control, and can it be initiated by you?* Setting a goal for your boss to quit being a jerk is not a well-formed goal because you can't control what your boss does. The only thing you can control is your own behaviour and attitude towards your boss. So instead, you could set a goal to be more assertive around your boss, or to simply ignore his behaviour.
- 3 *Define the sensory-based evidence for achieving your goal.* You can do this by asking your client the following three questions.

- How will you know when you have achieved your goal?
- What images, feelings and sounds will you experience when you achieve your goal?
- If you were to run a movie of you achieving your goal, what would it look like?

Keep in mind that the more specific you can be with these questions, the easier it will be for your client to get clear on the specific steps they need to take in achieving their goal.

- 4 *Be ecological.* Think about your goal, and define any possible downsides to achieving it. You may want to ask your client, 'Who else might be affected when you achieve your goal?'

For example, one of my clients set a goal to become a successful Motivational Speaker who travelled the country. He knew his goal was possible to achieve because he was already a talented speaker, however, his goal ended up not being so ecological. After setting his goal, he thought about its ecology and quickly realised that achieving his goal would have a negative impact on his two small children because of all the travel involved.

He immediately decided not to do it because his children were more important to him than travelling around the country. Instead, he set a goal to start a training company in the city that he lived in, and to start writing books and creating DVDs. Within a short time his training company became wildly successful, and he was able to still go at home at night and be with his children! ■

**Kristine Hallbom** is the co-founder of the NLP & Coaching Institute, and has been actively involved in the field of NLP for over 25 years. She has been working as a professional NLP Coach since 1996, and has done thousands of hours of professional coaching with her clients and students throughout her career.

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## RAPPORT

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