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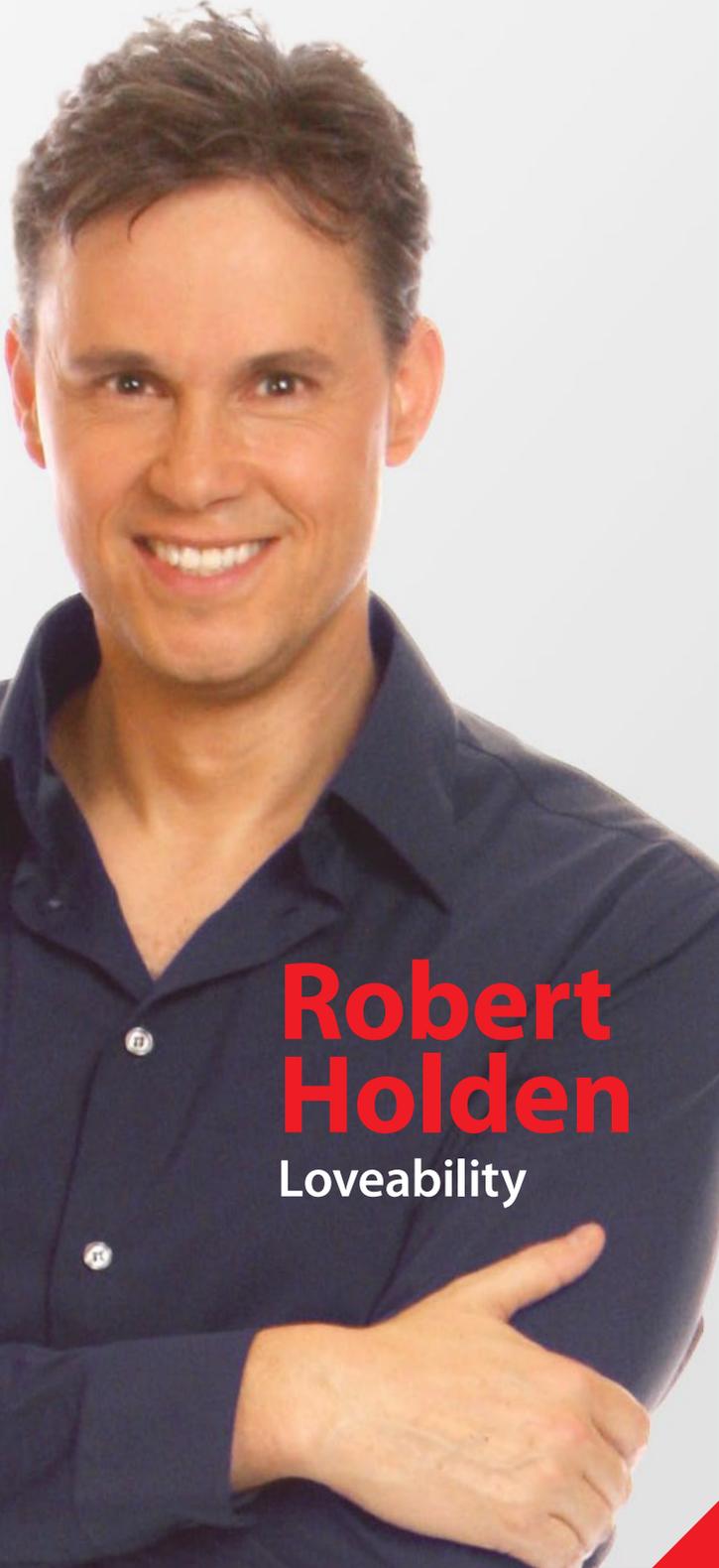
## RAPPORT

The Magazine for  
NLP Professionals

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A portrait of Robert Holden, a man with short brown hair, smiling warmly. He is wearing a dark blue button-down shirt and has his arms crossed. The background is a plain, light color.

**Robert  
Holden**

Loveability



# R

## RAPPORT

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NLP Professionals

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# Procrastinating?

## Feel Your Way Out

By Mindy Gibbins-Klein



Mindy Gibbins-Klein

It's a bit ironic that this article is being written at the eleventh hour, about as close to the deadline as humanly possible. I knew I wanted to get it done. I had the time to get it done. I even knew what it was going to be about and had it all planned out. But something was stopping me. Sound familiar?

I have lost count of the number of clients who have complained to me about their procrastination. It seems to be quite common, even amongst the more accomplished and goal-oriented amongst us. Coaches who coach clients on goals, time management and success strategies can fall into the trap of procrastination as easily as anyone else. It simply means that you push something aside in favour of another more urgent, important or a seemingly more interesting project or task.

Having spoken to a couple of clients who were really struggling with their books, I began the coaching sessions by looking at the obvious areas. Were they setting up the right conditions for success? Minimising interruptions, not trying to write when tired, etc. What were they aiming to achieve and where was the gap? What other activities ended up usurping the writing? It was only when we came up with a pretty empty hand that it occurred to me there was something else going on.

Putting something off till later may seem like you are not dealing with the issue or task, but in fact you are dealing with it in a very precise way. You have to actively decide not to work on that project, and we make decisions in an emotional state. If you can catch yourself in the moment, you can identify the emotion. Then, you can ask yourself (or work through with your coach) questions to get to the bottom of it. And it is my belief that most of these emotions centre on fear.

In my book *24 Carat Bold*, I made several sweeping statements about the different faces of fear. What is it you are afraid of? The unknown? Failure? Rejection? Success? I think it is only fair that I acknowledge my own fears and come clean now. Despite having authored and co-authored six books and hundreds of articles, I still get a small flutter in my stomach when planning, writing and submitting new articles or books. While that book or article is not in the public domain, it is not available to be scrutinised or criticised by others. This same fear stops many people

“It's a bit ironic that this article is being written at the eleventh hour, about as close to the deadline as humanly possible”

from writing and speaking.

It may seem safer to keep your words unwritten and unspoken. It may seem like the easy option to do something else instead. However, as I have been writing about for many years, in this magazine and elsewhere, one of the best ways to get more business is to raise your profile. And the only ways to do that are by writing and speaking. So, unravelling this idea – if you are not writing and speaking, it will be harder to raise your profile which could make it harder for you to get business, or more business. Every time I remind myself of the greater good and all of the benefits to myself and others, I stop procrastinating and start achieving more.

Next time you find yourself procrastinating about something that you really want and need to do, recognise what is going on and find the fear. The real fear. Then you can use all of your clever techniques, and other people, to strategise a way forward despite the fear. Remember what is important about your big goal. Keep your eye on the prize and know that by getting past the fear, or through it, you are doing something exceptional. Because most people will be putting that task off until tomorrow, or maybe the next day. ■



# Sweet Inspiration

By Dr Dimple Devadas

**S**weet Inspiration is part of Team Up and was organised by the London Deanery, which is responsible for training the capital's doctors and dentists. The project has been granted the Inspire mark by the London 2012 Inspire Programme. The London 2012 Inspire Programme recognises innovative and exceptional projects that are directly inspired by the 2012 Olympic and Paralympic Games. Team Up is supporting projects that promote health, wellbeing and fitness in London. Seb Coe, Chair of the London Organising Committee of the Olympic Games and Paralympic Games said: 'The Inspire Programme is ensuring the legacy of the 2012 Games starts now as projects like Team Up are enabling people in London to make positive life changes.'

## It started with five *extra-ordinary* people

The movement started with five *extra-ordinary* people from East London, who embraced the opportunity for change in their lives. After attending the NLP Coaching sessions, all patients reported increased levels of motivation towards improving their diabetic control and overall health (see Box 1).

Their NLP coaching experience, goals and inspirations were given expression through Art. The images featured in this article are the product of their creative energy.

“Their NLP coaching experience, goals and inspirations were given expression through art”

## Re-connecting people, back to their health

Health is not just a 'state of being, free from illness or injury', as defined in the Oxford dictionary. In my view, it is a journey and an evolving relationship (arguably in my opinion, *the* most important) with oneself over time. Health professionals have the opportunity to be able to facilitate and strengthen this.

As a GP, much of the time during each consultation is spent tackling the myriad of urgent clinical issues. There is little, if any, time left over to discuss 'changing one's lifestyle' even though it is one of the most powerful levers for generating sustainable health. The phrase, commonplace in daily medical parlance, is in inverted commas for a reason. To actually 'change one's lifestyle' can often be a daunting, complex (composed of many sub-component behaviours) and mammoth endeavour that requires more attention and focus than an average consultation allows, and perhaps a different model to the conventional problem-based approach.

Doctors and health professionals are trained to be problem



### THREE GENERATIONS

During the first NLP coaching session, patient N identified that if she improved her diabetes and her health she would have more energy to enjoy gardening and spending time with her family.

When asked to bring something to the photography session that inspired her to achieve her goals, patient N brought a branch from her favourite plant, as well as her daughter and granddaughter!

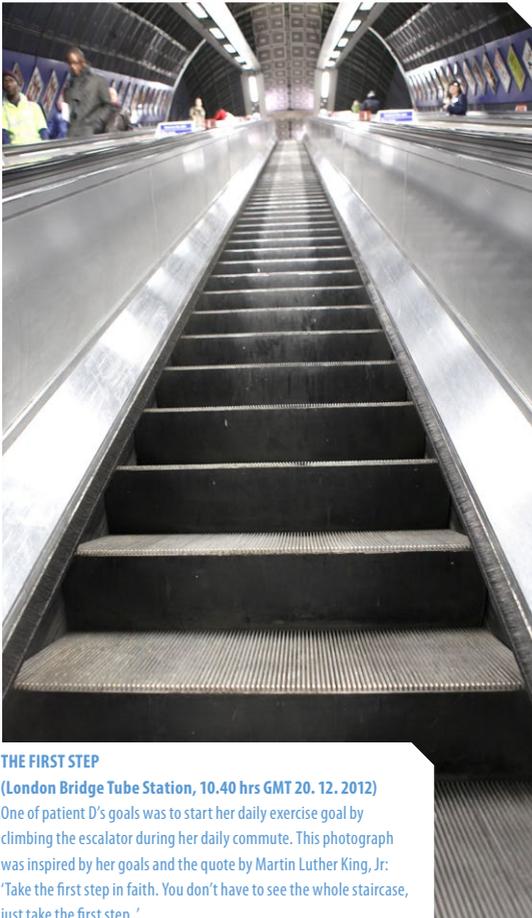
Here the three generations of her family are holding a branch of her favourite plant.

focused. This approach aids formulating a diagnosis. However, once patients have been diagnosed, how can health professionals continue to motivate and empower patients to improve their health? A problem-based approach works for some patients, for others another solution is clearly required to re-engage them. For instance, I noticed that many patients with diabetes appeared to be 'stuck' in their predicament despite regular medical reviews. In spite of drug treatment and information, their objective measures remained sub-optimal. Through self-admission, they also lacked both inspiration and motivation and the tools to affect changes. In fact, many patients had indeed, forgotten why they even wanted to improve their diabetes.

The following extract is from an NLP session with one of my patients: 'Doctor, before this session, I just kept on wanting to just control my diabetes [looking down, slumped body posture] but didn't know why. . .but now I realise why. . .[pause]. . .more diabetes control, means more life and more life means more happiness.' [Looking up, smiling and both hands up in the air.]

I was truly privileged to witness and be part of this epiphanic moment of reconnection.

Box 2 shows the story of another patient's NLP journey. →



#### THE FIRST STEP

(London Bridge Tube Station, 10.40 hrs GMT 20. 12. 2012)

One of patient D's goals was to start her daily exercise goal by climbing the escalator during her daily commute. This photograph was inspired by her goals and the quote by Martin Luther King, Jr: 'Take the first step in faith. You don't have to see the whole staircase, just take the first step.'

### BOX 1: THE PILOT STUDY

#### Aims

- To increase motivation levels to improve diabetic control and overall health via NLP coaching sessions.
- To provide information on the support services available for diabetic patients both within E12 Health GP Surgery and the local community.
- Provide patients with the opportunity to represent their NLP coaching experience and goals through art.

#### Methods

**Step 1** – patient selection. Five patients with Type 2 diabetes were selected from E12 GP Surgery, by the patient liaison lead and the diabetes co-ordinator, and invited to attend the Saturday NLP coaching sessions. Note: both male and female patients included and the age range was between 29–68 years.

**Step 2** – the NLP coaching session. The NLP coaching sessions were of one-hour duration and each patient was offered two sessions each. The first and second sessions were carried out one to two weeks apart. All patients were able to attend both sessions except one patient who was unable to attend the second session; she was therefore offered a catch up second session via telephone.

NLP sessions included discussion, reflection and setting of goals (diabetic, health and life), refinement of goals eliciting values, beliefs and motivations underpinning these and specifying milestones for attaining them, citing potential obstacles to reaching goals and resources available to overcome these.

NLP tools utilised include: Representational systems, Stepping up and Stepping down, Well-formed outcomes, Somatic SCORE model, Timelines.

Self-report questionnaires were used to assess pre and post-NLP coaching session motivational levels and awareness of support services available locally. Motivation levels were measured using a simple numerical scale 0 (no motivation) to 10 (very motivated).

A leaflet listing the available local support services was provided to each patient.

**Step 3** – artistic expression. Patients were given the opportunity to represent their NLP coaching experience, goals and inspiration via art. See images and Box 2.

#### Results

- 100 per cent of patients reported increased levels of motivation to improve their Diabetic control and overall health after the NLP sessions.
- 100 per cent of patients reported increased levels of awareness of local resources available.
- The images are the product of the artistic expression of their NLP coaching experience, goals and inspiration.

## “To actually ‘change one’s lifestyle’ can often be a daunting, complex and mammoth endeavour”

### → This is just the beginning

The essence of this movement is to re-connect people to their health. Using NLP tools and providing the space, time and energy, we were able to re-engage people to their vision of health. After the NLP coaching sessions, they felt empowered to make changes to their lives. This has the promise for personal and powerful widespread impact, for when one person is empowered to change, it has the potential to impact their families and the communities in which they live and work.

The results of our pilot are exciting and promising. We are currently planning the next phases of the project, looking at innovative ideas and ways of incorporating NLP within healthcare.

In the words of Herman, ‘There is NO stopping us now!’ ■

### BOX 2: ONE PATIENT’S NLP JOURNEY

#### Herman’s story

My name is Herman, I am a retired computer engineer and I have had diabetes for 13 years. To my surprise I received a letter from the E12 GP Surgery inviting me to take part in a project where NLP would be used to help diabetic patients. I decided that anything that would improve my life was welcome, and agreed to take part.

After the sessions, I now feel that I have an immense amount of ENERGY to go out and improve my life by taking part in activities that would help me to exercise. These sessions also made me focus on the food that I eat to help me control my diabetes. I was also given a lot of useful information so that I can access important web sites and get information relating to controlling diabetes.

In conclusion with all this new energy, my mantra is ‘There’s NO stopping me now!’

I am leaving my old life behind for a new life filled with energy and new challenges for the future. I wholly recommend this project to be offered to many more people who feel held back in their life due to the effects of diabetes.

Thank you Dr Dimple Devadas and the E12 GP Surgery for taking this bold action, to help people with diabetes, improve their life.

(Reproduced with permission)



**THE HERMAN POWER WALK**  
There’s NO stopping me now!

Photography by Aga Cebula [www.agacebula.com](http://www.agacebula.com). Copy edited by Shirley Chiu NLP Coach.

Special thanks to E12 Health ([www.e12health.co.uk](http://www.e12health.co.uk)) and all the patients and their families who participated in this project.

**Dimple Devadas** is a doctor, writer, NLP coach and trainer. She lives and works in London, UK. After spending a fabulous summer volunteering as a Crowd doctor for the London 2012 Olympic and Paralympic Games, she took the opportunity to lead an Olympic inspired legacy project. This innovative project (‘Sweet Inspiration’) involved coaching patients with Diabetes, using NLP tools and techniques, to increase motivation to improve their health. In this article she reveals the exciting health movement she is generating in London, to help empower patients with diabetes. If you would like to find out more about her work or get in touch, email Dr Dimple Devadas at [dimpledevadas@gmail.com](mailto:dimpledevadas@gmail.com)

# The Impact of Language: Part 4

(How do we handle Negation...or not?)

By Joe Cheal



Joe Cheal

Let us not begin with a negation... let's begin with a non-negation. Think of a 'giraffe'. Notice if your giraffe is a photo, a video, a cartoon...does it have a background or not? Now don't think of that very giraffe you thought of just now. What happens? Most people think of the giraffe again. Now, whatever you do, don't think of an elephant...but more about that later.

**'Negation is the mind's first freedom...'**

*Emile M. Cioran*

## Negation?

This article is about the impact of negation and so the first question needs to be: What is negation? Negation is the opposite or absence of something. It might also be a denial, contradiction or negative statement. Simple examples of linguistic negations might include 'not', 'don't', 'can't' and 'won't'. What are we to make of it when someone tells us 'not to worry' or 'don't panic!' What are children to do if told 'Don't knock over the orange juice' (aside from make a picture of knocking over the orange juice and then follow the order)? Behavioural negations (which also have a linguistic element) might include: to 'stop' doing something (e.g. to stop snoring)...actually, forget I mentioned it.

I have previously suggested that there are three interconnected types of negation, with somewhat different meanings.(\*1)

- 1 Logical opposite.** If someone says: 'I don't want the light off' we tend to assume they want it 'on'. On/off is a logical opposite where the negation of 'off' is 'on' and vice versa.
- 2 Notional opposite.** If we suggest that someone's style of leadership is not democratic, we might assume it is autocratic (unless you are thinking politically in the US where the negation of Democratic might be Republican). Democratic and autocratic are not logically opposite as in on/off, as there might be a sliding scale from one end to the other. Indeed, 'not democratic' could also mean 'laissez-faire' or 'paternalistic'.
- 3 General opposite.** If you ask someone what they want in life and they reply: 'not ice cream', this could mean so many other things...indeed, it could mean *anything other than* ice cream.



“Now don't think of that very giraffe you thought of just now”

Each type of negation has a different impact on us psychologically. The logical opposite is usually quick and easy to find, whereas the general opposite might put us into a trance as we enter a huge 'trans-derivational search' to come up with an answer!

## When the mind gets tied up in 'Nots'

How do people stop themselves feeling good? They focus on what they *don't* want. For example they might say 'I *don't* want to feel guilty if I refuse a request'. And here is the NLP 'open secret'...imagine the brain acts like an advanced internet search engine. If you type in 'not giraffe' into a search engine, what happens? It doesn't bring up the rest of the internet (i.e. every website that doesn't mention giraffes), it comes up with all the websites that reference giraffes! Of course, the brain is even smarter than that because it also comes up with things it has *associated* with giraffes, e.g. zoo, long neck, tall leafy trees, antelopes, big animals.

By saying 'I don't want to feel guilty', the brain accesses 'feel guilty' (since it fires off the neural network associated with the word and concept of 'feeling guilty'). Another way of thinking about it is

that no matter where the brain goes to search, it has only 'feeling guilty' as its reference point.

Benjamin Bergen(\*2) suggests that in order for us to make sense of language, we 'simulate' what we hear or read. This means the brain 'embodies' and/or mentally 'acts out' what it processes. He references some research where subjects would be primed with words like: 'sharp', 'not sharp' and 'blunt'. They were then shown words that were associated and not associated with sharpness. When the subjects have already seen 'sharp' and 'not sharp' they later reacted more quickly to words like 'piercing' than those that had been primed with 'blunt'. This implies that 'not sharp' was mentally processed in the same way as 'sharp' and not in the same way as its apparent synonym 'blunt'. Steve Andreas(\*3) follows a similar train of thought: 'A negation is represented differently than an unpleasant statement, e.g. "ugly" versus "not good looking."'

Negation seems to cause us to process the words we experience at face value and then we have to 'go meta' to make sense of the 'not'. However, if we experience too many 'nots', we may find it hard to keep up. Consider the 'Cartesian co-ordinates' question of 'what wouldn't happen if you didn't get confused?' Or how about these safety instructions for installing a power supply: 'NOTE: neither wire must not be connected to earth terminal or supply earthing wire.'(\*4)

### More 'Notty' negations

Both linguistically and conceptually, here are some other ways we sometimes struggle with negations.

- **Time:** when we talk of the past, we tend to be talking of a negation of the present. If I say I was a bee-keeper, the listener will imagine the bee-keeper before processing that as something that is not true anymore.
- **Identity:** paradoxically, we appear to define who



we are in part by identifying who we are not. In order to say: 'I am a musician', I am identifying with the category of 'musician' and negating an identity of 'non musician'. If this self-defining is values oriented: 'I am polite' would indicate a negation of e.g. 'rudeness'.

- **Loss:** the death of someone close to us, the sudden end of a relationship or the loss of something valuable tends to create a sense of negation. We think of that person (or thing) and then realise they are not there anymore. It seems as if the brain doesn't quite know what to do with the loss.
- **Unknown:** some people describe the 'scary' unknown in metaphors of an empty space, a gap, a hole or a void of nothingness. Like loss, the →

### “ What is negation? ”



Imagine the brain acts like an advanced internet search engine

brain seems to regard the unknown as a potential negation. For some people, this can manifest as a 'fear of the future'.

- **Campaigning:** in his book, George Lakoff(\*5) suggested that political campaigners were best off focusing on their own strengths rather than on the weaknesses of their opponents. According to Lakoff, 'negative campaigning' (i.e. pointing out the flaws of the other side and saying not to vote for them) only serves the purpose of raising awareness of the opposition and making oneself look negative!

### Utilising negations

As well as sending people into the 'fertile void' (as Fritz Perls called it), here are a few ideas as to how negation might be useful...

When someone says things are 'hard' or 'difficult' might they be better off saying things are 'not easy'? Better still, we suggest people use 'less than easy' as it implies a sliding scale from 'difficult' to 'easy', presupposes that there is a learning process and it creates an internal 'simulation' of easy>(\*6)

If a client has an outcome that is a negation (i.e. what James Lawley and Penny Tompkins(\*7) call the 'remedy' e.g. 'I don't want to feel stressed') in order to help make it 'well formed' we might ask: '...and when you are not feeling stressed, what will you be feeling?' This question tends to 'flip' the client into saying what they want rather than what they don't want.

Negating can sometimes be used to help establish resources (e.g. helpful states and memories). For example, if the client says: 'I keep procrastinating', we might ask: 'Just to check...when are you not procrastinating?' It is unlikely that someone is able to do a behaviour absolutely consistently...there will usually be some exceptions in other areas of their life. These exceptions could be used to find out what strategies they use when they are doing something other than the problem behaviour.

Of course, negations can be used for embedded suggestions (and 'commands'). For example, Milton Erickson might suggest: 'Don't relax too quickly... take your time...get comfortable first....re-e-e-ally comfortable!' Under certain circumstances (e.g. with a mis-matcher – who doesn't want to do what you say, or a polarity thinker/responder – who wants to do the opposite to what you say) you might suggest: 'Don't picture yourself succeeding yet!'



### Strange...

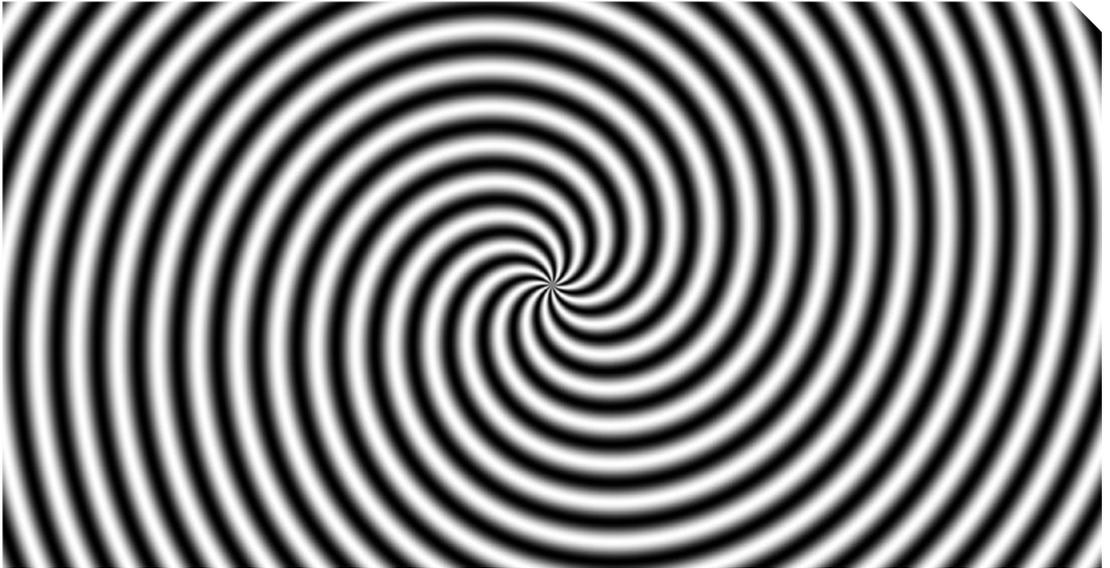
Negations are a strange element of language, are they not? They require us to step outside of the frame of the sentence in order to reprocess the meaning. They can create a sense of confusion and paradox which could be helpful or not (depending on the context). And if you don't think that negations are paradoxical... that's fine because nothing in this article is true... including that. ■

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**Joe Cheal** is an NLP Master Trainer and has been working with NLP since 1993. He is a partner in the GWiz Learning Partnership ([www.gwiztraining.com](http://www.gwiztraining.com)), transforming people and businesses through the fields of personal, professional, leadership and organisational development. He holds a degree in Philosophy and Psychology and an MSc in Organisational Development & Neuro-linguistic Technologies. He is the author of *Solving Impossible Problems* and is the creator and editor of *Acuity: The ANLP Journal*. He can be contacted via: [joe@gwiznlp.com](mailto:joe@gwiznlp.com).

# Hypnosis: A Legitimate Tool in NLP



By Nicholas Hill

**N**LP can be viewed as having a three-pronged design that generally aims to equip participants with the necessary tools for personal development and business success. The seminars catered for by training providers typically include issue-centric self improvement sessions, NLP certification trainings, and business-driven seminars. These trainings have been favourably received by both participants and notable critics in the industry, and their established reputation has led a number of individuals to speculate that NLP Practitioners employ and teach hypnosis to gain full command of, and access, their subjects' consciousness and sensibilities.

Of course, not all NLP Practitioners are keen on confirming, or at the very least, dignifying the aforementioned speculation. Although, with the level of efficacy of the NLP core group's lectures and leadership sessions, there may indeed be a certain degree of truth to the claim.

## What is hypnosis?

NLP Training Practitioners are not entirely enthusiastic in divulging whether they use

## “Hypnosis is not as sinister as some people would have it”

and teach hypnosis in their sessions. This is primarily due to a certain *taboo* response toward the concept of hypnosis.

Hypnosis is, in fact, not as sinister as some people would have it. It is, in all essence, merely a state of mind that falls outside the bounds of the ordinary or mundane. Hypnosis facilitates a kind of consciousness that is directed inwardly as opposed to the type of awareness projected toward the detached or external world or objects. The process can be achieved and observed in many different ways. A person under the state of hypnosis could either experience an obvious bout of trance or simply an augmented measure of focus.

The ironic truth is that individuals do not automatically realise they are using hypnosis, or do not willingly accept the possibility of their being susceptible to the device. It is then safe to speculate that, NLP Practitioners use and teach it either knowingly or unwittingly. It can either be an overt or covert exercise, depending on the intentions and influence of a particular

training facilitator.

## Hypnosis in day-to-day situations

Hypnosis is not as otherworldly as most people consider it to be. In fact, day-to-day situations, even the most seemingly trivial, can be accounted as hypnotic breakouts. Take for instance an individual who absorbedly waits for the next train. With that said, we can then deduce that hypnosis can serve a more practical purpose in relation to personal and business development. This is likely what NLP Practitioners and NLP advocates were able to unravel and familiarise.

## Communication skills and hypnosis

The act of message exchange is in itself an exercise in hypnosis, at least the ones that prove successful. Sending a message to a specific receiver requires the latter to focus inwardly in order to competently decipher the essence and importance of the said message. As it is, NLP training courses and seminars rely heavily on communication, and whether NLP's men and women employ and perpetuate this concept is definitely not something that should cause bother to anyone. ■

# RAPPORT

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