

NLP Discovery Bulletin

February 2007

Welcome to the NLP Discovery Bulletin – a regular bulletin of tips, ideas, information and anecdotes from the NLP Discovery team.

1 Appraisal...it's the little things that make a difference

I had an appointment with my manager for an annual appraisal – you've probably been to plenty of these and know what they are like. Some are very useful and developmental... well, this one turned out to be very different.

The meeting room was one of those narrow ones, with a long boardroom table occupying the vast majority of the room. As I entered the room, my manager was sitting at one end of the long side of the table.

It was then that I unwittingly made my mistake – I sat down in the 'wrong' chair.

For me, the chair you sit in is not an issue regardless of whether you sit at the end of the table or at the side, it's purely a matter of convenience ... but that's just my point of view.

As I casually sat at the end of the table, I heard a sharp intake of breath from my manager, as he said curtly, "So, you think you're the most important person round here, taking the seat at the head of the table." Too late, I noticed that the chair opposite him had been pulled out, inviting me to sit there, whereas all the other chairs remained pushed in.

Having started on a frosty note, the interview continued in the same tone. Looking back on it now, I can remember it as an amusing incident and one that reminds me that it is sometimes the little things that make a big difference.

2 Models of the world

NLP recognises that people think about the world in different ways – these can be referred to as own unique 'models of the world'. People attribute different meanings to different events, for example, where

you sit in a room, or your inability to notice the chair carefully placed inviting you to sit there.

We can sometimes assume other people are wrong just because their thinking differs from ours. It's interesting to notice how people's 'models of the world' differ from our own and to be prepared to acknowledge the difference and adapt our behaviour when appropriate.

The fact that I think about the world in one way, and someone else thinks about the world in another is, of course, one of the most fascinating things about human beings. This is one of fundamental concepts of NLP, and well worth exploring further.

3 Tip of the month

Whenever you are about to enter into an important meeting with someone else, take a few moments to consider the meeting from their perspective.

Imagine what it would be like to be them. Think like them for a minute and consider how they might be likely to act in the meeting and what they would like to get from the meeting.

As you practise this, you may be surprised at the insights you gain and the quality of the meeting that results.

4 Quotations to think about and laugh about

"The man who views the world at 50 the same as he did at 20 has wasted 30 years of his life." (Muhammad Ali)

"Success is the ability to go from one failure to another with no loss of enthusiasm." (Winston Churchill)

"Nature gave men two ends - one to sit on and one to think with. Ever since then man's success or failure has been dependent on the one he used most." (George R. Kirkpatrick)