



# READ MATTHEWS

TRAINING IN MANAGEMENT & COMMUNICATION SKILLS

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### NLP for Managers

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Managers know a lot about managing people, either through the sheer experience of having done it for many years, or from management courses, or both. So what can NLP (Neuro-Linguistic Programming) offer you that you don't already know?

Well, NLP is often described as an achievement-oriented discipline: it can help you get what you want, both for (and from) yourself, and from other people.

One of its Basic Action Models is:

Know what you want > Do something about it > Notice the response > Respond flexibly

This seems obvious, but it isn't always what we do. We're not always clear about our objectives, either personal or professional. Nor do we always take effective action - especially if our goals are a bit vague in the first place. We're not always very observant of the effect that our words and actions are having on other people either. Nor are we particularly flexible most of the time. If what we're doing isn't working, we often do it again... To see if it WILL work this time. (And when it doesn't, we tend to blame someone else!)

NLP can offer us some very useful strategies in all of these areas.

#### Know What You Want

How precisely you express an objective (either in your mind, on paper, or to others) determines how likely you are to achieve it. This is nothing new. Many models in business are useful for tightening up objectives, but the NLP model goes beyond these by including extra criteria that help connect your goals to other aspects of your life.

#### Do Something About it

NLP can also help when you don't know how to take action. When you're stuck. A lot of NLP strategies focus on getting unstuck. Sometimes through accessing resources you'd forgotten you have and reconnecting with them. Sometimes through exploring fears or getting rid of unhelpful, negative beliefs you have about yourself (and other people) and finding more useful ones.

#### Notice The Response

NLP teaches you to pay attention, so you can really begin to understand what another person is communicating and how they are thinking. It trains you to notice the language a person uses: to notice *how* they say things, not just *what* they say; and to notice all the non-verbal features of their communication. NLP describes all this in great detail and gives you tools to understand individuals. Only once you understand someone, can you begin to enter and appreciate their world. And once you do that - and establish real rapport - you can begin to work together effectively.

#### Respond Flexibly

Ashby's Law of Requisite Variety states that the most flexible element in a system is the one that will have control of that system. Any system. A relationship with another person is a system. A company or organisation is a system containing many other systems within it.

If you're not getting the response that you want, from either yourself or from others, then you need some more options. The more options you have, the more likely you are to be successful. If you're only good at one thing and that thing doesn't work, you're stuck. NLP has lots of strategies to help you become more flexible and increase your choices in all kinds of ways. Strategies that can make an enormous difference in your life and in the lives of the people you interact with.

If you'd like to learn more, sign up for our new one-day Open Course: **Increase your Impact and Influence with NLP** (April 23). You'll find more information and an application form at [www.readmatthews.com/opencourses/ocnlp.html](http://www.readmatthews.com/opencourses/ocnlp.html)

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