



Chamber University

NLP



WORKBOOK

K E Y P O I N T

HOW WE CAN BE A BETTER COMMUNICATOR

Neuro–Nervous system

Processes our experience via our senses

Linguistic

Communication systems through which
our experiences are given meaning

Pictures-sounds-feelings-tastes-smells-self-talk

Programming

How we communicate with ourselves
and each other to achieve goals

POWERFUL TOOL IN UNDERSTANDING YOURSELF & OTHERS

Pause the video—list a few of YOUR filters in each
of the following categories

VALUES

BELIEFS

MEMORIES



IDENTIFYING YOUR FILTERS

Consider the following filters. Do you use one or more of them in your conversations? If you do, there is no way you can be truly and sincerely "present" with the other person.

advising: "I think you should..." "How come you didn't?"

one-upping: "That's nothing; let me tell you what I did..." (also "hijacking")

educating: "This could work out very well for you if you..."

consoling: "Don't blame yourself; you did the best you could..."

story-telling: "That reminds me of the time..." (also hijacking)

shutting down: "Don't worry about it; cheer up!"

sympathizing: "Oh, poor you..."

interrogating: "Well, why did you..."

explaining: "What I would have done is..." (also "hijacking")

correcting: "That's not what happened..."

SOME QUESTIONS FOR SELF-REFLECTION

Would your closest friends say you're a good listener?

Can you think of a recent conversation where your filters were engaged? What was that like?

Do you know anyone who listens to you without filters? What is that like?

Can you remember some of your earliest filters growing up?

Did your parents or primary caregivers listen to you with filters? Which ones?



Understanding your filters and your own personal learning style can help you get the results you desire.

RESULTS

Selling-

Leading someone to an action

Focuses on receiver

Focuses on how the other person thinks

NO RESULTS

Telling

Conveying information

Focuses on the sender

Focuses on what you want and not the other person

LEARNING STYLES



Visual Learners

65% of the population

Learn and remember best through visual cues and communication

This means that using a whiteboard, projecting maps and images, or showing photos of your ideas work best.

Often have good map reading and strong sense of direction

Visual learners tend to have good dress sense, so one way to possibly spot them, look at their color-coordination.

They may also be the doodler in the meeting

Visual learners are often especially creative and get involved in design, photography, architecture, or professions that demand a good sense of orientation and planning.

How do you communicate best with a visual learner?

- By using visual aids.
- Don't hand them a 10,000-word whitepaper or lengthy instruction manual.
- Don't speak at the speed of light and expect them to follow your idea.
- Instead, use maps, images, pictures, diagrams
- and mind maps using colors and pictures in place of text, where possible.
- A visual learner isn't trying to disobey your orders or blow off your ideas. They may just be having a hard time getting the message to sink in if they fail to respond to words alone.

LEARNING STYLES



Auditory Learners

About 30% of the population

Learn best through hearing

Soak up information they hear

They will remember every last detail of your conversation in an argument

They will be the one in the meeting asking a lot of questions.

Like to discuss what they hear right away.

Keep presentations fairly short, they are distracted by outside noise

Often verbally express their interest and enthusiasm

They can follow out directives without being reminded

How do you communicate best with an auditory learner?

- Discussion, group chat and lecture halls
- Oral presentations
- They must repeat what they see (visual cues don't work well for them)
- Varying tones and pitch to keep speech fluid and interesting

LEARNING STYLES



Kinesthetic Learners

5% of the population

They will be the one's shuffling and fidgeting during presentations

"Antsy" in lengthy meetings

Memorize by doing

Hands on experience; they need to get up and get involved

Often high energy; love to experiment

How do you communicate best with an kinesthetic learner?

- Don't make them sit through a lengthy presentation
- Even with visual aids, it can be difficult to keep their attention
- Give them a challenge, tasks, work with teammates to accomplish a goal
- Role playing and group work

LEARNING STYLES



Auditory Digital Learners

50% of people in the corporate world

Police force, engineering firms, solicitors, politicians, architects and all industry that rely on material fact to survive

The other 3 styles use external senses, this is a more internalized learning style

Deal with concepts, systems and models

Is devoid of the senses

Have a need to make sense of the world, to figure things out, to understand

Talk to themselves and carry on conversations with you in their mind.

They may say they remember discussing something with you, when you actually didn't have the conversation...but they did in their mind.

Learn by working things out in their mind

Memorize by step, procedures and sequences

How do you communicate best with an auditory-digital learner?

- Make sure to provide facts, common sense, logic and reason
- An auditory person may say, "I can't hear what you are saying" or "This doesn't sound right. An auditory digital person may say, "There is no logic in what you are saying" or "This does not make sense".
- They not only enjoy, but need printed details and flow charts
- When you are presenting information to them, they will often take notes and hone in on the details.
- They may appear dispassionate and calculating, but talk things out with them
- Use them as a sounding board for their ideas

LEARNING BY APPLICATION



ENRICHMENT ACTIVITIES

1. Create an ad for each communication style. Write it in a way that style will respond.
2. Make a list of customers and/or co-workers you struggle to communicate with. Identify their communication style develop a new approach they will respond to.

Recommended Reading:

Take an assessment online to read more about YOU