

A-Z of NLP

A

Accessing Cues

The external signals that provide us with information of our thinking patterns and representational systems, e.g. breathing, voice qualities and facial expressions.

Analogue

Analogue distinctions have continuous variation, e.g. size, volume and pressure. This is as opposed to Digital.

Analogue Marking

Using a verbal or non-verbal cue to mark out certain words or phrase in a sentence. Deliberately used when delivering an Embedded Command.

Anchoring

The process of stimulus response, that occurs in any representation, internal or external. The stimulus gets connected and linked to and triggers a subsequent string of representations and responses, or State. Anchors can be set up naturally or deliberately.

As-If Frame

This is "acting as if" something was true, such as pretending that you have achieved your outcome or goal to provide the sensory based description of its successful completion.

Associated

The connected relationship you have with the memory of an experience. When the event is seen 'as if' through your own eyes, as opposed to Dissociated.

Auditory (A)

The Representational System dealing with hearing. It can be internal or external. Also known as Auditory Tonal (At).

Auditory Digital (Ad)

The Representational System dealing with logic and the way we talk to ourselves.

B

Backtrack

To repeat or go back and summarise; review or contemplate what was previously covered, e.g. in a meeting.

Behaviour

An external, verifiable activity we produce or engage in.

Beliefs

Generalisations we make about the world and our opinions about it. They form the rules and our permissions about what we can and/or cannot do.

Break State

Using a movement or distraction to change an emotional state.

C

Calibration

The ability to notice and measure changes with respect to a standard. Usually involves the comparison between two different sets of external, non-verbal cues. By comparing, we can notice the difference between persons, places, things, states and behaviours. Successful calibrating relies on refined Sensory Acuity.

Chaining Anchors

Sequencing a series of different states to achieve an outcome or install a new Strategy, e.g. chaining procrastination to a motivating state.

Chunking

The process of changing a perception by moving a "chunk", groups of information, to Deductive or Inductive conclusion through the use of skilful wording or questions.

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Circle of Excellence

Using an imaginary circle on the floor as a spatial anchor to install new or additional resources relative to a situation where different behaviour or thinking is wished.

Complex Equivalence

This occurs when (1) you attach meaning to something specific and (2) when two statements, one behavioural and one capability, are considered to mean the same. A language pattern utilised in the Meta Model and Milton Model.

Congruence

When behaviour (words, tonality, physiology, etc.) matches the words a person says.

Conscious

That of which we are currently aware, limited to between 5 and 9 chunks of information depending on our state of mind.

Conscious-Unconscious Integration

When thoughts and behaviours are integrated at both conscious and unconscious levels.

Content Reframe

Giving another meaning to a statement, by recovering more content which changes the focus. Also called a Meaning Reframe. E.g. No failure only feedback.

Context Reframing

Giving another meaning to a statement by changing the context. E.g. All meaning is context dependent.

Contrastive Analysis

This is a process of analysing two sets of Submodalities to discover the Critical Submodalities. Discovering what makes the two sets different.

Criteria

An NLP word for values. Values are what is important to you and determine how you spend your time, money and energy.

Critical Submodality

In Submodalities, Critical Submodalities are the difference that makes the difference. Discovered through the process of Contrastive Analysis, Critical Submodalities account for the difference between two different internal representations. When Submodalities are compared through contrastive analysis, the Critical Submodalities are the Submodalities that are different.

Crossover Mirroring

Mirroring one aspect of a person's external behaviour or physiology with a different physiological movement.

D

Deductive

Reasoning from the general to the specific. To chunk down.

Deep Structure

The unconscious basis for the surface structure of a statement. Much of the deep structure is out of awareness. The deeper underlying root cause or meaning of a spoken word.

Deletion

One of the three major processes (including Distortion and Generalisation) on which the Meta Model is based. Deletion occurs when we leave out a portion of our experience as we make our Internal Representations.

Derivation

Obtaining information from the Deep Structure to create the spoken word.

Digital

Digital distinctions have distinct variations of meaning as in a digital watch, or an on/off switch. This is as opposed to Analogue.

Dissociated

The relationship you have with the memory of an experience that is at least once removed

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from its origins. Such as, when seeing your whole body in the representation.

Distortion

One of the three major processes (including Deletion and Generalisation) on which the Meta Model is based. Distortion occurs when something is mistaken for that which it is not, when things are incorrectly included in our Internal Representations.

Double Binds

Questions that create an illusion of "free choice" among two or more comparable alternatives. They are based on the notion of multilevel communication. Used frequently in sales.

Downtime

Having all sensory inputs focussed inward. There will therefore be no attention available for outward attention.

Drivers

The Submodality that makes the most difference in our meaning of an experience. It is so important that it changes all the other differences, the Critical Submodalities, with it.

E

Ecology

The study of the consequences/results or impact of any change that occurs on the wider system.

Elicitation

Inducing a state in a client, or gathering information by asking questions or observing the client's behaviour. See *Accessing Cues*.

Embedded Command

A command that is inside a longer sentence marked out by voice tone or gesture.

Eye Accessing Cues

Movements of the eyes in certain directions that indicate visual, auditory or kinaesthetic thinking.

F

Feedback

The results of your actions to influence your next step.

First Position

This is one of the Perceptual Positions. First Position is when you are associated, looking through your own eyes, and in touch with only your own inner Model of the World.

Fractionation

Repeating the induction of trance which deepens trance.

Frame

The context or particular point of view around a specific experience.

Future Pace

Mentally rehearsing a future result so that the desired outcome automatically occurs.

G

Generalisation

One of the three major processes (including Distortion and Deletion) on which the Meta Model is based. Generalisation occurs when one specific experience represents a whole class of experiences. Generalisation also occurs when one experience is generalised to the whole.

Gestalt

A collection of memories around a certain topic.

Gustatory (G)

The Representational System dealing with taste.

H

Hallucination

Sensory experience of something that does not exist.

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Hypnotism

A relaxed state induced in a person so change work can be done at the subconscious or unconscious level.

I

Incongruence

When the external, verifiable behaviour of a person does not match the words the person says.

Inductive

Drawing a general conclusion (abstract) from specific facts. Chunking up.

Intent

The outcome or aim of a specific behaviour.

Internal Representations

The content of our thinking or the confirmation of information which includes Pictures, Sounds, Feelings, Tastes, Smells, and Self Talk.

In Time

One of the Meta Programme filters of the relationship to Time. An In Time person will prefer to code their memories from front to back, up to down, in a 'V' or any arrangement where part of the past, present or future is behind or inside them.

K

Kinaesthetic (K)

The Representational System dealing with feelings and sensations. It can be internal or external.

L

Law of Requisite Variety

In a given physical system, that part of the system with the greatest flexibility of behaviour will control the system.

Leading

Changing or matching your own behaviour to gain enough rapport so another person will follow your lead.

Lead System

The Representational System used to access stored information and lead it from the Unconscious Mind to the Conscious Mind. Watching Eye Accessing Cues discovers the Lead System. We look where the eyes go when someone accesses information.

Limiting Belief

Beliefs or decisions we make about ourselves and/or our model of the world that limit the way we live our life.

Limiting Decision

The decision that preceded the adoption of a Limiting Belief.

Logical Level

The level of specificity or abstraction. Think of logical levels as going up or down from Abstract at the top to Specific at the bottom.

M

Mapping Across

Following a Contrastive Analysis, Mapping Across is the Submodality process of actually changing the set of Submodalities of a certain Internal Representation to change its meaning.

Matching

Doing the same, copying or adopting the behaviour of the client or replicating exactly some aspect of a person's physiology to gain rapport.

Meaning Reframe

Giving another meaning to a statement by recovering more content which changes the focus. (Sometimes called a Content Reframe.)

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Meta

Something is meta to another if it is at a higher level, from the Greek "going beyond".

Meta Model

A model of language, derived from Virginia Satir that gives us an "over" view of language. It allows us to recognise deletions, generalisations and distortions in our language, and gives us questions to clarify imprecise language and gain specificity.

Metaphor

A story, parable or analogy that is symbolic and allows us to bypass the conscious resistance of the client and to have the client make connections at a deeper level.

Meta Position

A location outside a situation enabling you to view the situation in a more objective way. A dissociated position not involved with the content of the event or the person. Very similar to Third Position.

Meta Programmes

These are unconscious, content-free programs we run which filter our experiences.

Milton Model

The Milton Model is designed to produce trance or agreement. It is a series of abstract language patterns, which are ambiguous so as to match the client's experience and assist in accessing unconscious resources. The Milton Model has the opposite intent of the Meta Model.

Mirroring

Reflecting the behaviour or physiology of the client as if looking into a mirror, to gain a deep level of rapport.

Mismatching

Using different patterns or contradictory responses regarding behaviour or words to interrupt communication.

Modalities

Refers to our internal representations, which relate to the five senses (Visual, Auditory, Kinaesthetic, Olfactory, Gustatory) plus our internal dialogue.

Modal Operators

Modal Operator of Necessity form the rules in our lives (should, must, have to, etc.).

Modal Operator of Possibility denote that which is considered possible (can, want, etc.).

Model

In NLP, a Model is a description of a concept or behaviour, which can be adopted easily.

Modelling

Modelling is the process by which all of NLP was created. Eliciting the Strategies, Filter Patterns (Beliefs and Values) and the Physiology that allows someone to produce certain behaviour. Coding these in a series of steps designed to reproduce the behaviour.

Model of the World

A person's values, beliefs and attitudes as well as their internal representations, states and physiology, that all relates to and creates their belief system of how the world operates.

N

Neuro Linguistic Programming

NLP is the study of excellence, which describes how the language of our mind produces our behaviour, and allows us to model excellence and to reproduce that excellent behaviour.

Nominalisation

A noun describing a state of being which exists in name only. Not a tangible item. Can be a verb or another process word that has been formed into an abstract noun.

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O

Olfactory (O)

The representational system dealing with smell.

Outcome Orientation

Having a specific, sensory-based, desired result for the client. Having an end and an aim in mind.

Overlapping Representational System

Moving from the Preferred Representational System to another Representational System. Sometimes known as Synaesthesia.

P

Pacing

Gaining and maintaining rapport with another person over a period of time by joining them in their model of the world by Matching or Mirroring their external behaviour.

Parts

Parts are a portion of the unconscious mind, often having conflicting beliefs and values that are different from the whole of the system.

Parts Integration

A technique, which allows us to integrate parts at the unconscious level by assisting each one to traverse logical levels by chunking up and to go beyond the boundaries of each to find a higher level of intention and wholeness.

Pattern Interrupt

Changing a person's state. Can be abrupt. See Break State.

Perceptual Position

Describes our point of view in a specific situation:

First Position is our own point of view.

Second Position is usually someone else's point of view.

Third position is the point of view of a dissociated observer-much like an overview or meta-position.

Personal Edit

Accessing your personal resources and making a change. See Self Edit.

Phobia

A severe, associated, unwanted response of fear regarding some person or event in the past.

Phonological Ambiguity

This occurs when there are two words which sound the same but have different meanings e.g. Our & Are

Physiology of Excellence

Modelling excellence in others and utilising it in yourself and others.

Post-Hypnotic Suggestion

A hypnotic suggestion that activates and operates at a time after the induction of trance.

Precision Model

Derived by John Grinder from the Meta Model as a series of five pointers to greater understanding.

Predicates

Words and phrases (primarily verbs, adverbs and adjectives) that often presuppose one of the Representational Systems.

Preferred Rep System

This is the representational system that someone most often uses to think, and to organise his or her experiences. This is the representational system that we commonly and most easily employ.

Presuppositions

The assumptions that a client makes to support their model of the world. Presuppositions are what are necessarily true for the client's

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belief systems to make sense and have meaning to the client.

Presuppositions of NLP

Assumptions or convenient beliefs, which are not necessarily "true," but which if accepted and believed will change our thinking and improve our results.

Primary Rep System

This is how we represent our internal processing externally. Most people tend to favour one Representational System over another and process most communication in that manner.

Projection

To attribute one's ideas or feelings to other people or to another model of the world.

Punctuation Ambiguity

An ambiguity, which is created by changing the punctuation of a sentence by pausing in the wrong place, or by running on two sentences.

Q

Quotes

This is a Linguistic Pattern in which your message is expressed as if by someone else.

R

Rapport

The process of responsiveness, at the unconscious level. The ability to relate to others in a way that creates a climate of trust and understanding.

Reference System

The base against what we calibrate. How we organise information so that we know what we know.

Referential Index Shift

Finding someone else who has a way of thinking or a resource you wish to model (their Reference System), entering their model of the world and noting from their perspective

and in all modalities the process and results of their thinking and/or action. Also making a change in the referential index (subject) of a sentence to create overload at the conscious level.

Reframing

The process of making a shift in the nature of a problem or changing the structure or context of a statement to give it another meaning.

Representation

A thought in the mind which can be comprised of Visual, Auditory, Kinaesthetic, Olfactory, Gustatory, and Auditory Digital (Self Talk).

Representational System

This is the way we code sensory information and experience our world. There is a representational system for each of our senses.

Resources

Resources are the means to create change within oneself or to accomplish an outcome. Resources may include certain states, adopting specific physiology, new strategies, beliefs, values or attitudes, even specific behaviour.

Resourceful State

This refers to any state where a person has positive, helpful emotions and strategies available to him or her, and is operating from them behaviourally. Obviously the state implies a successful outcome.

S

Search Anchor

An anchor used to identify the source of a problem or issue. See Trace Anchor.

Secondary Gain

The reason/reward the client has or receives for not changing from a presenting problem or outside source.

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Second Position

Relating to a Perceptual Position: Second Position describes our point of view in a specific situation. Second Position is usually someone else's point of view.

Self Edit

Accessing your personal resources and making a change.

Self Inventory

A Sensory Based internal scan.

Sensory Acuity

The ability to notice and gain awareness of another person's conscious and unconscious responses through their physiology.

Sensory-Based Description

Is describing someone's verifiable external behaviour in a way that does not include any evaluations or assumptions, but in a way that just relates the specific physiology.

State

It is the internal, emotional condition of an individual made up of their internal representations and physiology. In NLP, our Internal Representations, plus our State, and our physiology results in our Behaviour, and so we are careful to be in states of excellence.

Strategy

A specific, repeatable and anchored sequence of internal and external representations that leads to a particular outcome.

Submodalities

These are fine distinctions (or the subsets of the Modalities V, A, K, O, G, and Ad) that are part of each representational system that encode and give meaning to our experiences.

Surface Structure

This is a linguistic term relating to the organisation of the spoken level of our communication, which generally leaves out the totality of the Deep Structure. The way we

leave out the deep structure is by Deletion, Generalisation and Distortion.

Synaesthesia

A two-step strategy, between Modalities, where the two steps are linked together with one usually out of awareness. Sometimes referred to as Overlapping.

Syntactic Ambiguity

Where it is impossible to tell from the syntax of a sentence the meaning of a certain word.

T

Third Position

Relating to a Perceptual Position. Third Position, or Meta Position, is the point of view of a dissociated observer, an over view.

Through Time

The other Meta Programme filter relating to Time. Through Time people will store their memories left to right or right to left or in any other way so that all time is in front of them. Time is a continuous and uninterrupted.

Time Code

The way we store our memories into the Past, Present and Future.

Time Line

A way in which we store our memories of the past, the present and the future making each person's time line metaphorically unique to them.

Trace Anchor

See Search Anchor.

Trance

Any altered state. In hypnosis it is usually characterised by inward, one-pointed focus.

Transderivational Search

Part of Eye Accessing Cues. Looking through several or all of the Representational Systems for the same piece of information.

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Transformation

A series of Derivations which connect the Deep Structure to the Surface Structure.

Trigger

The external event or internal stimulus that starts a behaviour or response.

Triple Description

Describes our point of view in a specific situation:

First Position is our own point of view.

Second Position is usually someone else's point of view.

Third position is the point of view of a dissociated observer-much like an overview or meta-position.

As in Perceptual Positions.

U

Unconscious

That which you are not conscious of, or which is out of conscious awareness.

Unconscious Mind

The part of your mind that you are not conscious of.

Universal

An experience that is so well known that it is assumed.

Universal Quantifiers

Words that are universal generalisations and have no referential index. Includes words such as "all", "every", and "never".

Uptime

Having all sensory inputs focussed outward, leaving no attention available for inward attention.

Utilisation

Pacing someone's reality by simply describing their ongoing sensory experience of what they must be feeling, hearing, or seeing that is undeniable.

V

Values

High-level Generalisations that describe that which is important to you. In NLP sometimes called criteria.

Visual (V)

The Representational System dealing with the sense of sight. It can be internal or external.

Visual Squash

An NLP technique which allows us to integrate parts at the unconscious level by assisting each one to traverse logical levels (by chunking up) and to go beyond the boundaries of each to find a higher level of wholeness. Sometimes called Parts Integration.

W

Well Formedness Conditions for Outcomes

The Well Formedness Conditions allow us to specify outcomes that are more achievable, because the language conforms to certain rules.