

USING NLP & METAPROGRAMMES TO SUPPORT CHANGE



NEURO-LINGUISTIC PROGRAMMING

As featured on [The HR Uprising Podcast](#).

People differ in many ways. Metaprogrammes and filters are examples of differences in the ways that people search for and process information. We may encounter these differences during change and want to adapt our communication style in order to maintain rapport.

TOWARDS VERSUS AWAY MOTIVATION

This is sometimes known as 'carrot' or 'stick' motivation

Towards: Paint a picture of an exciting goal or future

Away: Explain how pain can be avoided by a certain approach



BEST-CASE VERSUS WORST-CASE SCENARIO THINKING

This can be used as a coaching tool to engage others with questions.

Best case: What is our ideal outcome?

Worst case: What risks may we encounter?

SIMILARITIES VERSUS DIFFERENCES

Some people search for similarities in a situation whereas others search for differences.

Same : Explain what is remaining the same despite the change

Difference : Clarify the actual differences and keep in proportion.



LEARNED FILTERS



Deletion – Unconsciously ignoring certain information due to past experiences or beliefs

Distortion – Taking reality and twisting it to infer meaning that wasn't intended from a situation or persons behaviour

Generalisation – Applying something too broadly e.g. 'Everyone is doing it' or 'this always happens to me'.

In all cases it is best for us to be non-confrontational but specific about the reality of the situation

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