

# Understanding Language with NLP

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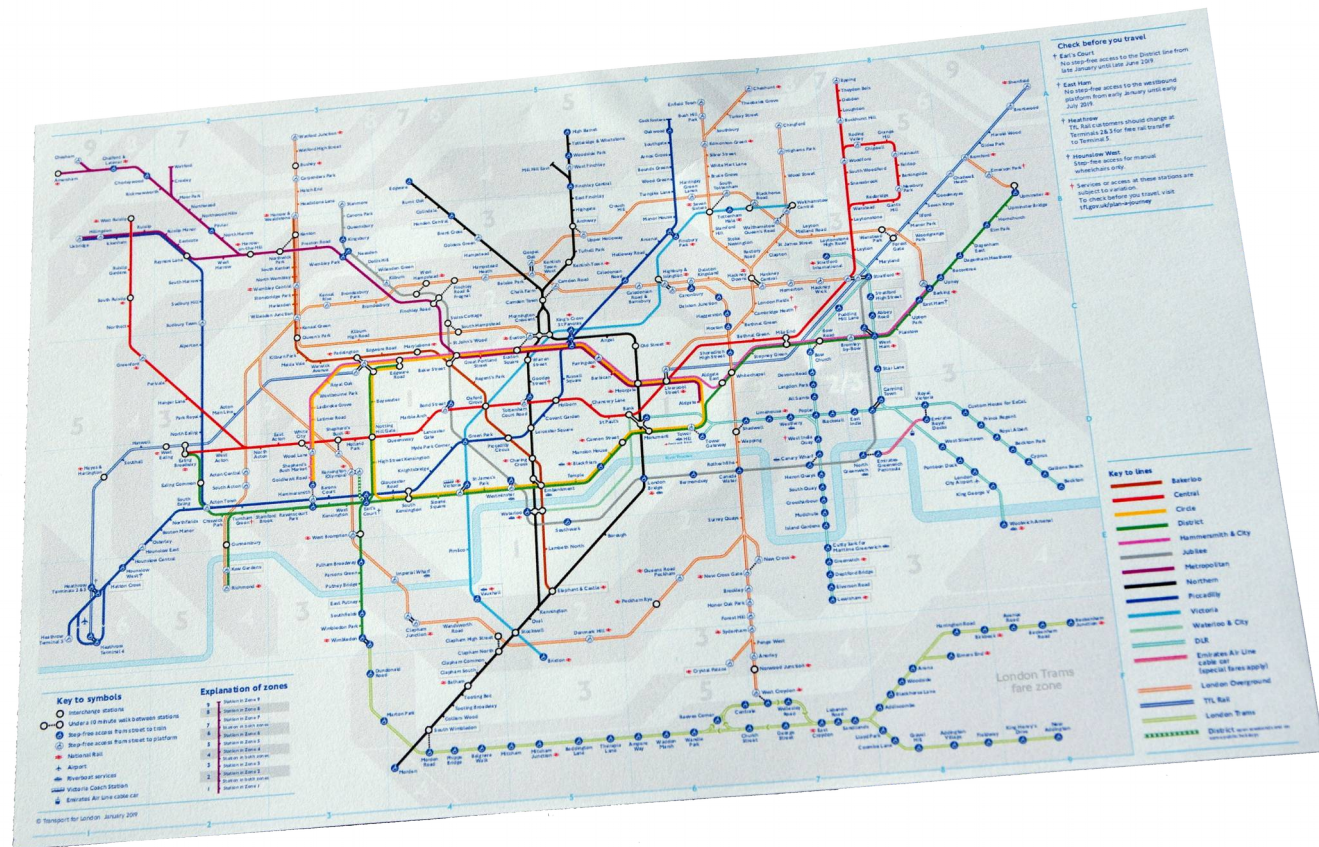
# Labelling Experiences

- How long was your last holiday?
- How long did you spend telling your friends and colleagues about that holiday?
- Clearly, you missed a lot out
- Why?

# Labelling Experiences

- Did you only tell people about the important events?
- Important to you, maybe
- And important to the way you want people to see you
- You created a trailer for the movie to convey the message you wanted
- Through your life, you have made the same edits to your experiences to tell a consistent story about yourself
- And sometimes, you might want that story to change

# The Map is Not the Territory



# Creating Maps

- From an early age, we learn to create abstract maps of the world around us
- We use these maps to navigate, even when we can't see where we're going
- These maps also contain people and relationships
- We label our maps with symbols, including spoken and written language

# The Map is Not the Territory



- Our experience of life has too much information to relate to directly
- We simplify our life experiences by deleting, distorting and generalising information

# The Map is Not the Territory



- When we relate to our experiences, we miss out a lot of detail
- We act as if our map is complete, but it isn't
- There are significant gaps

# NLP Meta Model

- With Meta Model, we can understand what someone really means, despite what they say
- The underlying message is embedded inside the structure of the words they use
- Without realising it, people give away information about their experiences and intentions – the truth always comes out



# NLP Language Model

- NLP has 2 language models, based on the deletions, distortions and generalisations that are inherent in our language
- These ‘transformations’ are consistent and tell us how a person creates their experience of reality
- We can use these transformations to both understand and influence

# NLP Meta Model

- Let's find out what information is missing so that we can understand the person's original experience of reality



# NLP Milton Model

- Let's leave out some information so that the person can fill in the gaps from their own experience of reality



# NLP Meta Model

- We are complex animals, able to hold onto multiple goals and interests at the same time
- Sometimes, those goals are in conflict
- Our communication systems are sophisticated enough that we can communicate multiple messages at the same time
- For example...

# NLP Meta Model

- We can say yes and shake our heads at the same time
- We can say yes in a quiet, hesitant voice tone
- We can say “for sure”, “100%”, “absolutely” - which sound like yes, but are not the same
- These are simple examples, things can get much more complex

# NLP Meta Model Example

- “I need to know”
  - Need is a ‘modal operator of necessity’, a rule which determines how a future action will be taken
  - A necessity is external, it’s what someone else wants
  - ‘to know’ is therefore in the future
  - When we combine external motivation with knowledge, we can see that the speaker is not talking about knowledge in the present, but about being able to use that knowledge in the future for someone else, perhaps to pass a test, or to use in a meeting or presentation

# NLP Milton Model

- Consider the following statements
  - Read these words
  - You must read these words
  - It is vital that you read these words
  - Reading these words is vital
  - How soon might you read these words?
  - People who read these words are interesting
  - If you read these words you might find them interesting

# NLP Milton Model

- How did you react to each of those statements?
- Go back and read them again
- Notice how you feel as you read each one
- What differences do you notice?
- Why do you think that is?



# Which Station?



- Which station is circled?
- You 'know' that it is Westminster
- In fact, that's not clear from the map
- You do not 'know'
- You've added information from your own experience to make sense of the gaps

# NLP Milton Model

- We deliberately miss out information so that the listener has to insert their own experience
- The listener is now responding partly to what we've said, and partly to their own experience
- This makes it easier for the listener to accept new or challenging ideas
- And only you know how good that feels, right?