



Quantum MC[®]

Performance & Mindset Coaching and Training

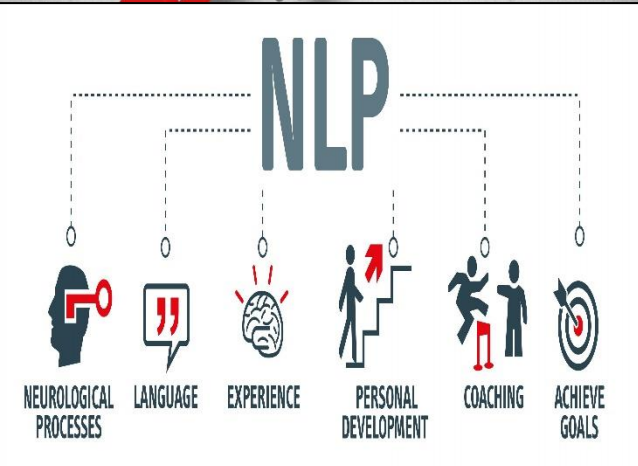
Coaching for Better Leaders

prepared for

AM Council – Sydney Chapter

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About Me

- Performance & Mindset Coach and Trainer
- I work with people and organisations to help them “be the best they can be”!
- Certified Neuro Linguistic Programming (NLP) Master Practitioner and Trainer & Consultant
- Quantum MC (2007) – management consulting - Strategy, Risk & Governance with a passion for renewables and sustainability (ESG)
- Lectured (part-time) on MBA Programs in Strategic Management & Leadership
- GAICD, MBA & Master of Finance (2003/04)
- Civil Engineer MICE CENG - Water & Wastewater – Scotland, Isle of Man & Perth, WA (SKM)
- Fun facts: I play hockey ...and have 5-year old twin boys!

NLP Coaching for Better Leaders

1. NLP, Unconscious mind and presuppositions
2. Understand and lead self
3. Understand and lead others
4. Communicate more effectively with everyone
5. Group demonstration
6. Questions

What is NLP? ...and the Unconscious Mind?

Definition:

NLP is how the language of the mind creates the programs we run in our life. Once we understand this, we can enhance what is working, change what is not and create new beneficial programs of emotion, behaviour and thought. Dr. Heidi Heron, NLP Master Trainer

NLP works with the **unconscious mind** – the big super computer that is your brain!

1. **Stores and organises all memories.**
2. **Runs the body:** replaces stomach lining every 5 days; skin 30 days; liver every 6 weeks; 95% of atoms in your body every year; new gases are in every breath.
3. **Domain of Emotions. Represses memories with unresolved negative emotions** for protection, when the resources to handle them are not available.
4. **A servant to follow orders**, constantly eaves-dropping and responding to what you think, say and do.
5. Maintains instincts and generates habits.
6. Functions best as a whole integrated unit.
7. **Symbolic**, uses and responds to symbols
8. **Is unable to process negatives.**

The way you leave your unconscious mind is the way it will stay!

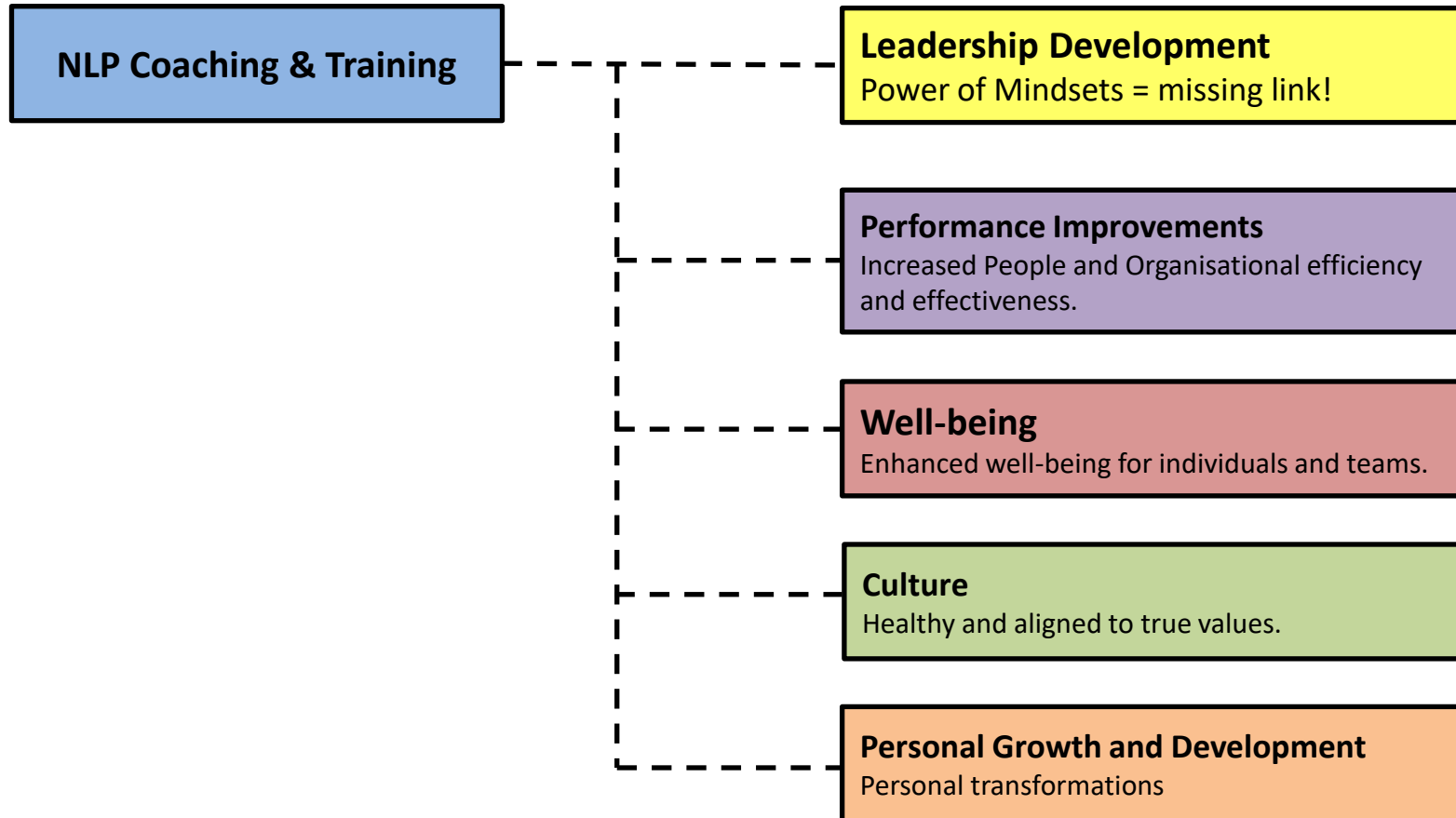
NLP Presuppositions

Presuppositions are the assumptions that NLP is based on. They can be used as filters in life or NLP.

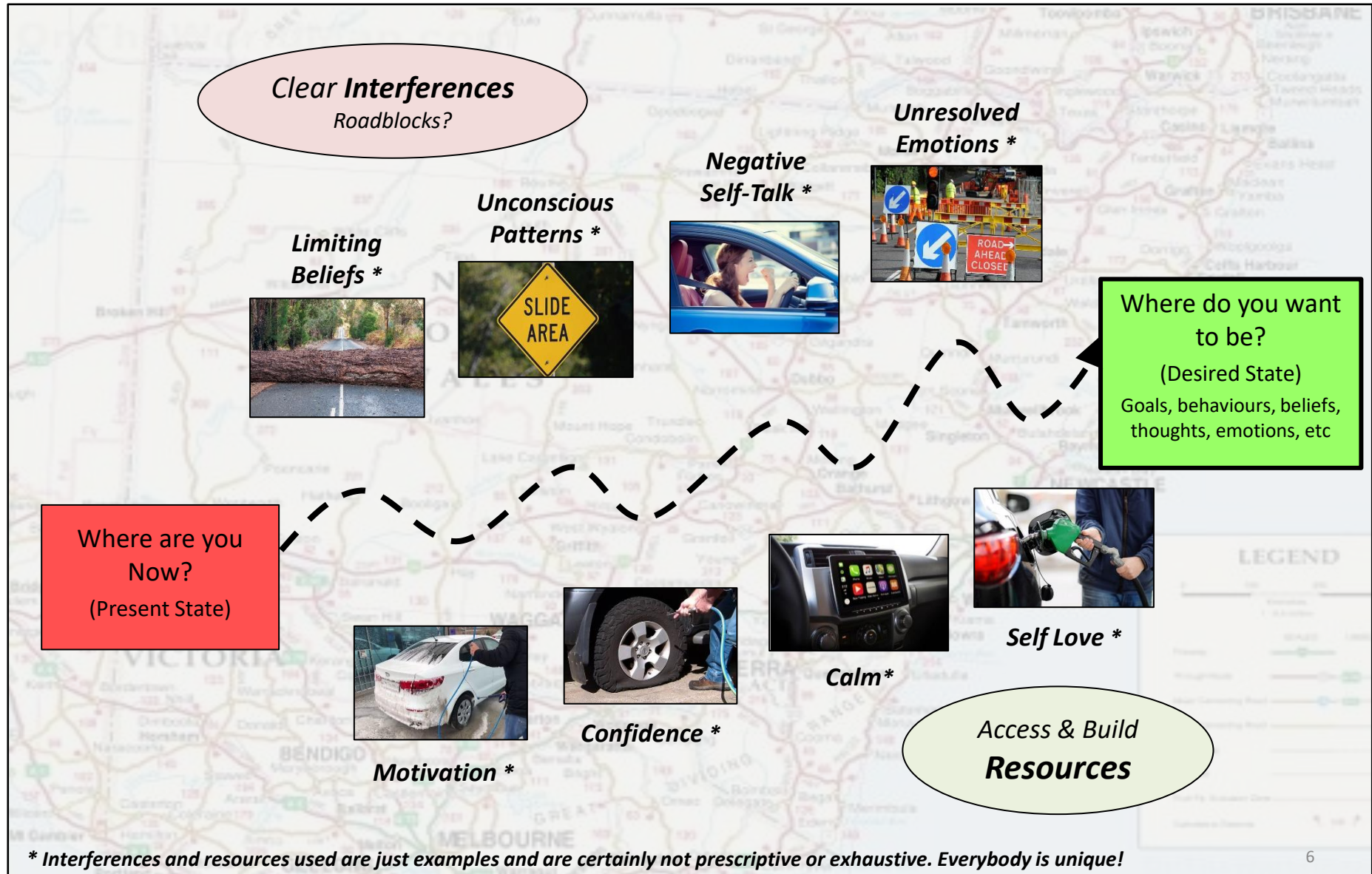
- 1. You are in charge of your mind, and therefore your results.**
- 2. The meaning of communication is the response you get.**
- 3. There is no failure, only feedback.**
- 4. Respect for the other person's model of the world.**
- 5. People are not their behaviours.**
- 6. People are doing the best they can with the resources they have available.**
- 7. The system/person with the most flexibility of behaviour will control the system.**
- 8. Resistance in communication is a sign of a lack of rapport.**
- 9. The mind and body are connected and therefore affect each other.**
10. The map is not the territory.
11. People have all the resources they need to succeed and to achieve their desired outcomes.
12. Every behaviour has a positive intention.
13. The most important information about a person is that person's behaviour.
14. All procedures should increase choice and wholeness.
15. Everyone has the potential for genius.
16. When you know better you can do better

Potential impact of NLP Coaching and Training

Board, Senior Leadership Team, Management, Staff, Emerging Leaders ...everyone!



Understanding & leading self *journey* - NLP Coaching



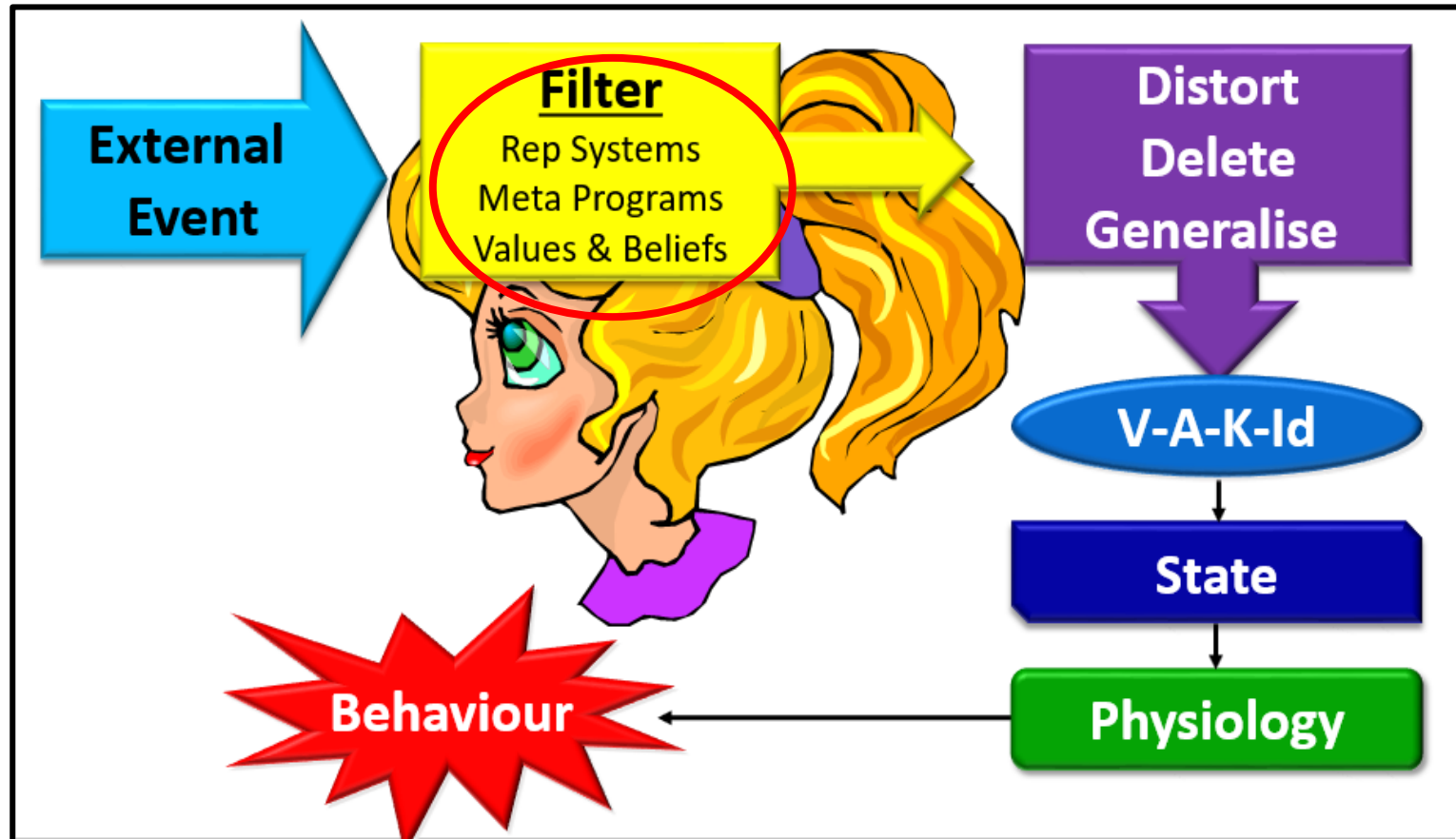
* Interferences and resources used are just examples and are certainly not prescriptive or exhaustive. Everybody is unique!

Leading self with NLP

Imagine you could remove any interferences or negative patterns ...and access and build the resources you need to be the best you, you can beand take your leadership to the next level

What difference would it make to you?

TYPE IN THE CHAT?



All elements of NLP can be tracked back the NLP Communication Model.

...altering our communication style to fit another person, changing a belief, a habit, our mood, shifting submodalities and even asking questions to challenge what has been distorted, deleted and generalised.

Understanding Representation Systems

The representational systems are how we code events, experiences and information in one or more of the five sensory systems: sight (visual), sound (auditory), feel (kinaesthetic), smell (olfactory) and taste (gustatory).

Which was your **Preferred or Primary** Rep System?



Visual- sight



Auditory - sound



Kinaesthetic – feelings and touch



Internal Dialogue – self talk

All communication starts with a thought, then we use our words, tone and physiology (body language) to communicate with others.

- | | | | |
|-----------|------------|------------|---|
| • Admire | • Announce | • Bounce | • Categorise |
| • Appear | • Answer | • Brush | • Consider |
| • Clear | • Argue | • Feel | • Decide |
| • Dark | • Call | • Firm | • Know |
| • Flash | • Complain | • Fits | • Learn |
| • Focus | • Explain | • Force | • Motivate |
| • Foresee | • Hear | • Grab | • Process |
| • Imagine | • Listen | • Grasp | • Think |
| • Look | • Loud | • Hold | • Understand |
| • Picture | • Mention | • Pressure | • Generally |
| • See | • Question | • Smooth | • A – B – C |
| • Show | • Quiet | • Twist | • 1 st 2 nd 3 rd |
| • Watch | • Shout | • Weigh | • Sum up |

Miscommunication often occurs at unconscious level from people having different Rep Systems. Examples

Leading with Representation Systems

We can identify the Primary Representational System by **watching someone's physiology** and **listening to the predicates they use**.

Activity: Think of 2 important people in your life ... at work? ...or at home?
...write them down ...and we will consider their Primary Rep Systems using their physiology.

Leading with Representation Systems

Q: Think of 2 important people in your life?



Visual – 40% of Population

- People who are visual often stand or sit with their heads and/or bodies erect, with their chin up.
- They tend to breathe from the top of their lungs.
- They often sit forward in their chair and tend to be organized, neat, well groomed and orderly.
- They memorise by seeing picture and are less distracted by noise.
- They often have trouble remembering verbal instructions because their minds tend to wander.
- A visual person will be interested in how things look. Appearances are important to them.



Auditory – 20% of Population

- They typically breathe from the middle of their chest.
- They often talk to themselves, and are easily distracted by noises.
- Some may move their lips when they talk to themselves.
- They can repeat things back to you easily, they learn by listening and usually like music and talking on the phone.
- Their tone of voice is somewhat melodic, depending on the topic.
- They memorise by steps, procedures and sequences.
- The auditory person likes to be told how they are doing, and responds to a certain tone of voice or set of words.
- They will be interested in what you have to say.



Kinaesthetic – 40% of Population

- People who are kinaesthetic will typically be breathing from the bottom of their lungs; you may see their stomach go in and out when they breathe.
- They often move and talk very slowly.
- They respond to physical rewards and touching.
- They also stand closer to people than a visual person does.
- They memorise by doing or walking through something.
- They will be interested in how things feel, both physically and emotionally.



Internal Dialogue (learned system)

- The Internal Dialogue person will spend a fair amount of time talking to him or herself.
- They will want to know if things 'make sense'.
- The internal dialogue person can exhibit characteristics of one of the other major representational systems.

Leading with Representation Systems

We can identify the Primary Representational System by **watching someone's physiology** and **listening to the predicates they use**.

Activity: Think of 2 important people in your life ... at work? ...or at home?
...write them down ...and we will consider their Primary Rep Systems using their physiology.

Did you pick their Rep Systems from their **physiology**? V A K Id ??

I invite you to check your assessment next time you see them ...or use the test?

Leading with Representation Systems

Detect someone's Primary Rep System from **their language** ...or predicates ...their words.

- "I'm going to lay my cards on the table?"
- "I hear you loud and clear!"
- "Let me process that information and I'll get back to you."
- "You are a sight for sore eyes! Last time I saw you, you looked stressed!"

Understanding your own Rep Systems preferences and detect others, then adapt your communication to those people around you.

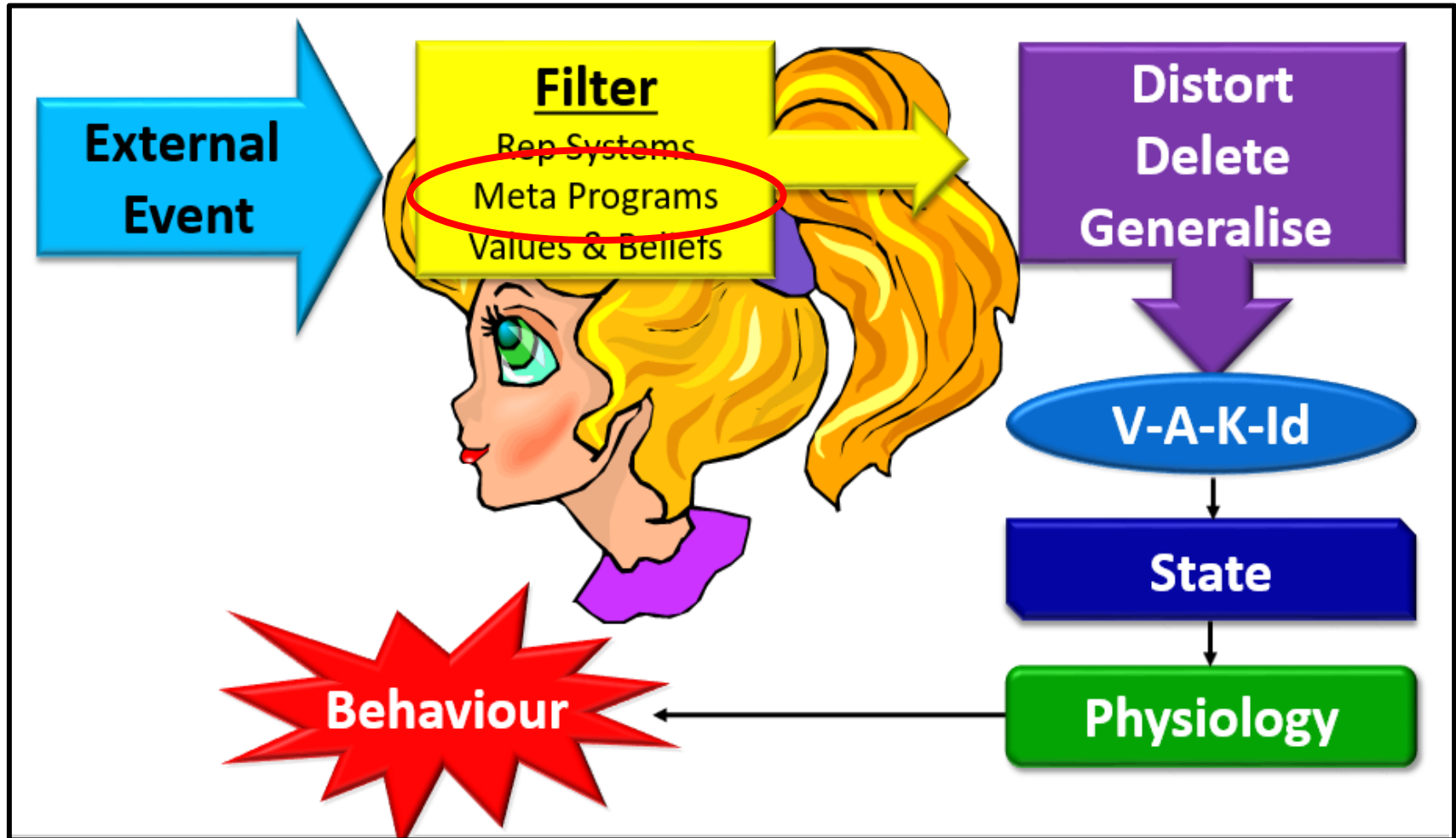
Be flexible with your language (to adapt to each Rep system):

V: Do you **see** what I'm saying?

A: Do you **hear** my message?

K: Do you **grasp** what I mean?

Id: Do you **understand** what I'm thinking?



Understanding Meta Programs

Meta Programs are the **filters** through which we perceive the world that are beyond (meta) our conscious experience.

- Is the glass half empty or half full?
- Was the movie good or not bad?
- Do you do something because you have to or because you want to?
- Are you healthy so you can live a long life or not be sick?

Work related

- After a busy day, do you seek your own space, or do you seek outside stimulation?
- When making a big decision, does what is logical and objective occur to you first or does concern about the impacts on people occur first?
- When planning a project, do you think big picture or do you get straight into the detail?
- How do you know when you do a good job? You just know inside? Or because people tell you?
- Overall, when working on a project are you most satisfied when there is a plan to work with or when you are free to do whatever appeals to you at that moment?

Understanding Meta Programs

When you can elicit a person's Meta Programs you will not only be able to better communicate with that person but you will understand their Model of the World to a much more in-depth degree.

	Meta Programs		
BASIC	Energy Rejuvenation	Extroverting	Introverting
	Sensing or Intuiting	Sensing	Intuiting
	Emotional State	Thinking	Feeling
	Temporal Operator	Judging	Perceiving
COMPLEX	Direction Sort	Towards	Away From
	Reason Sort	Necessity	Possibilities
	Frame of Reference	Internal	External
	Chunk Size	Big Picture	Detail
	Relationship Sort	Matching	Mismatching
	Organisational Style	Options	Procedures

Myers Briggs Type Indicator

Vary more depending on the situation or environment

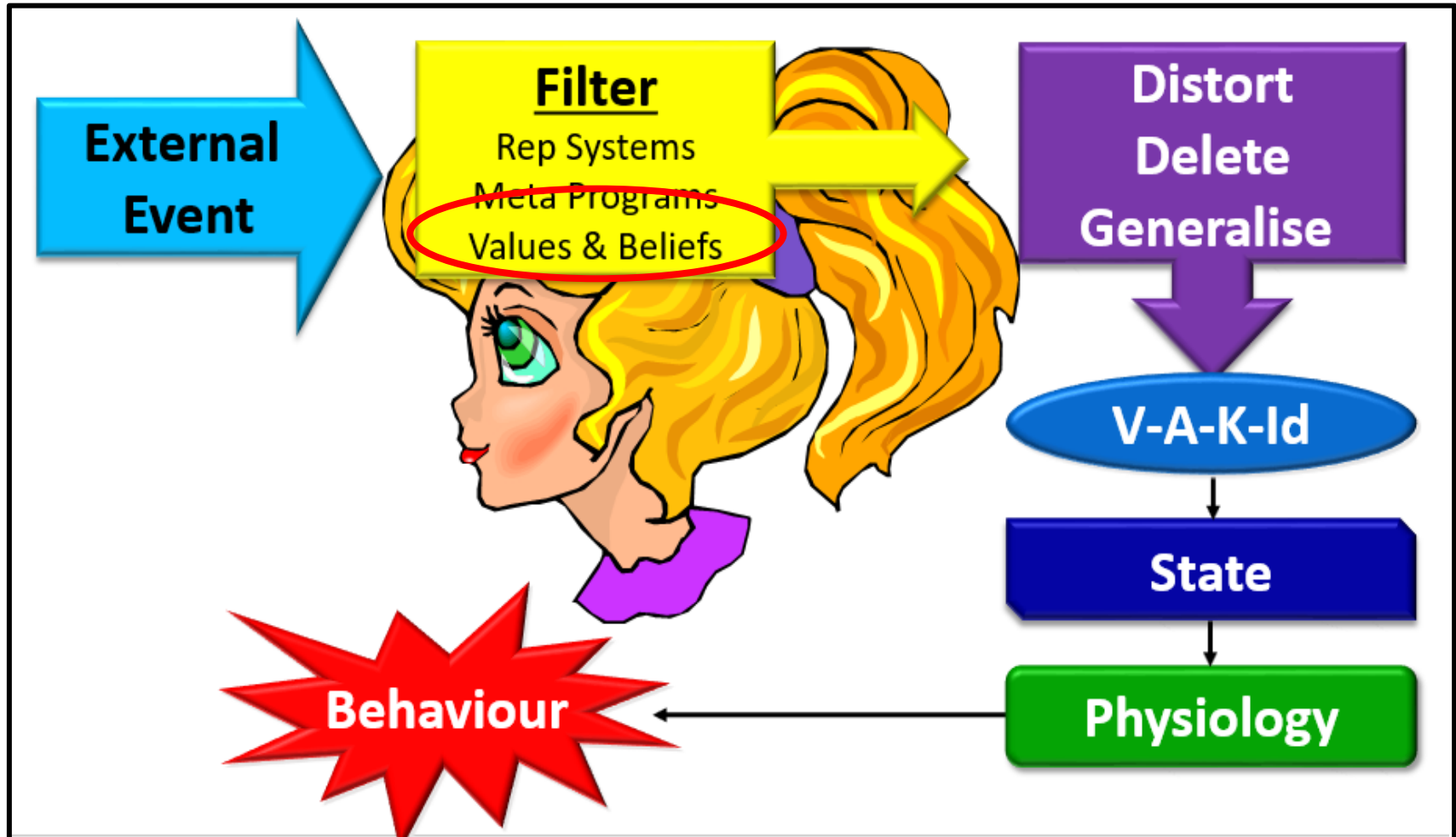
Leading with Meta Programs

Examples of meta program combinations for different professions.

Meta Programs	Parking Inspector	Creative Director	Airplane Pilot	Cleaner	Asset Manager ?
Direction Sort	Towards	Towards	Away from	Towards	<i>Towards ?</i>
Reason Sort	Necessity	Possibilities	Necessity	Necessity	<i>Necessity ?</i>
Frame of Reference	External	External	External	External	<i>External ?</i>
Affiliation Filter	Independent	Management	Team / Independent	Independent	<i>Mgt / Team ?</i>
Chunk Size	Detail	Big Picture	Detail	Detail	<i>Detail with BP ?</i>
Relationship Sort	Mismatching	Difference	Matching with exception	Difference	<i>Matching with exception ?</i>
Organisational Style	Procedures	Options	Procedures	Procedures	<i>Procedures ?</i>

If you could elicit, understand and match meta programs, how would it change your performance as leader?

- Your expectations? ...of yourself ...and others?
- Your Leadership style?
- Approach to team design, job design and talent identification, attraction and retention?
- Your communication to your team?
- Planning leadership development and training for the team?
- Remuneration and rewards?



Understanding Values and Beliefs

Values: A value is **what is important to us.**

They help to guide us toward or away from what we want and are largely unconscious and drive a person's true purpose. They are the way we judge good, bad, right and wrong.

Beliefs: Beliefs are **the truths we hold about everything.**

Compared with Values, our beliefs are more conscious and we speak in our beliefs “I can't remember things”, “I believe in Karma”, “I know everything will turn out ok”. These are statements about our internal representation and **how we believe the world is and are upheld by our values.**

Core Beliefs and Values: Often created unconsciously they have to do with our identity.

They come from our development periods especially the imprint period (0-7 years). They serve as the basis of our personality.

Activity: write down 4 or 5 things that are important to you about work?

Understanding and Leading with Rapport

Rapport is the establishment of trust, harmony, and cooperation in a relationship.

It is created from using skills such as pacing, mirroring, matching and having a state of empathy.

We gain rapport at the unconscious level by **becoming like the other person** through Matching and Mirroring. ...although don't go too far ... avoid being *weird!*

PHYSIOLOGY	TONALITY	WORDS
Posture	Voice	Predicates
Gestures	Tone – Pitch	Key Phrases
Facial expressions	Tempo – Speed	Common experiences
Blinking	Timbre – Quality	Detail or Specific
Breathing	Volume - loudness	

You usually know when you DON'T have rapport !

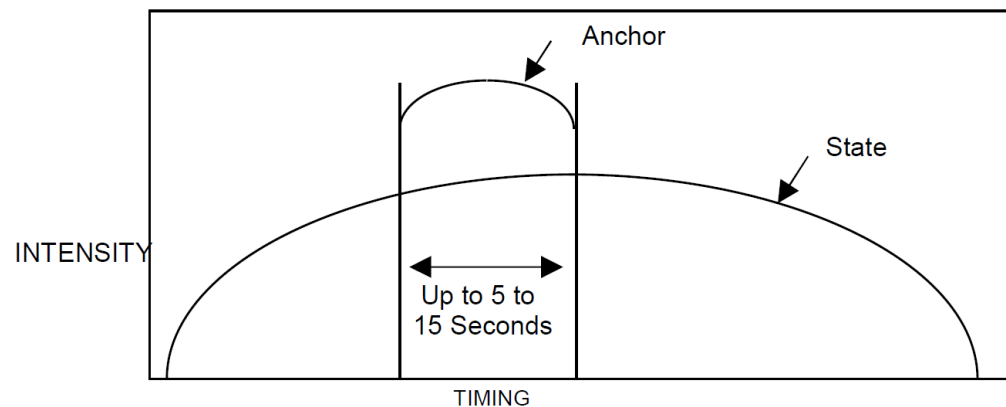
6. Resistance in communication is a sign of a lack of rapport.

Establish rapport first (<1 min) then just be yourself. Re-establish it if it's lost.

Group demonstration - Set a Resource Anchor

Set a resource anchor for ... **Confidence**.

- Access timeline – remember a time when you had absolute Confidence.
- Step into that state of Confidence – see, hear & feel.
- Build state ...double it ...
- At its Peak, so compelling, cant get better,Lock it in – ...pinch your fingers together? ...or touch your elbow?
- Hold for 5 or 6 seconds
- Test & future pace.



Conclusions

NLP Coaching for Better Leaders

1. Understand yourself more ...be the best you, you can be!
2. Understand others more ...help them be the best they can be! ...and you get better results!
3. Communicate more effectively ...communicate more effectively with everyone!
4. Personal coaching ...set the past free ...and create the future you want!!

Our Products and Services

Coaching Packages

- Personal Reboot
- Next Level Performance
- Annual Coaching Program
- Bespoke coaching packages

Training Workshops

- Introduction to NLP
- Enhanced Communication Skills
- Advanced Presentations Skills
- Improving well-being within your organisation
- High Performance Teams

Quantum Leap Leadership Growth Program 2021

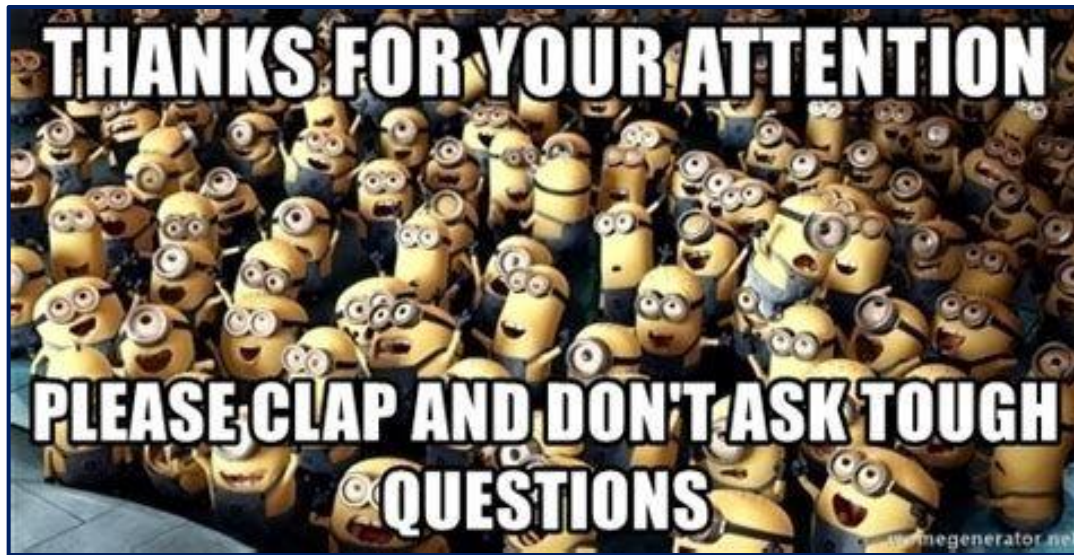
- Set 3 goals to work towards and be held accountable for achieving them.
- Fearlessly examine the mindsets that underpin your behaviour
- Remove personal interferences and access and build resources needed
- Understand your values and whether they are being met
- 1 full Coaching session and 1 accountability session each month for 10 months

Consulting

- Bespoke consulting solutions designed specifically for your needs
- Strategic management and people solutions

Contact us for more details or an obligation free 20 minute session to discuss what would be a good fit for you and/or your organisation.

Questions?



Thank You !

Michael Starling

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