

Monkeys, drivers and communication.

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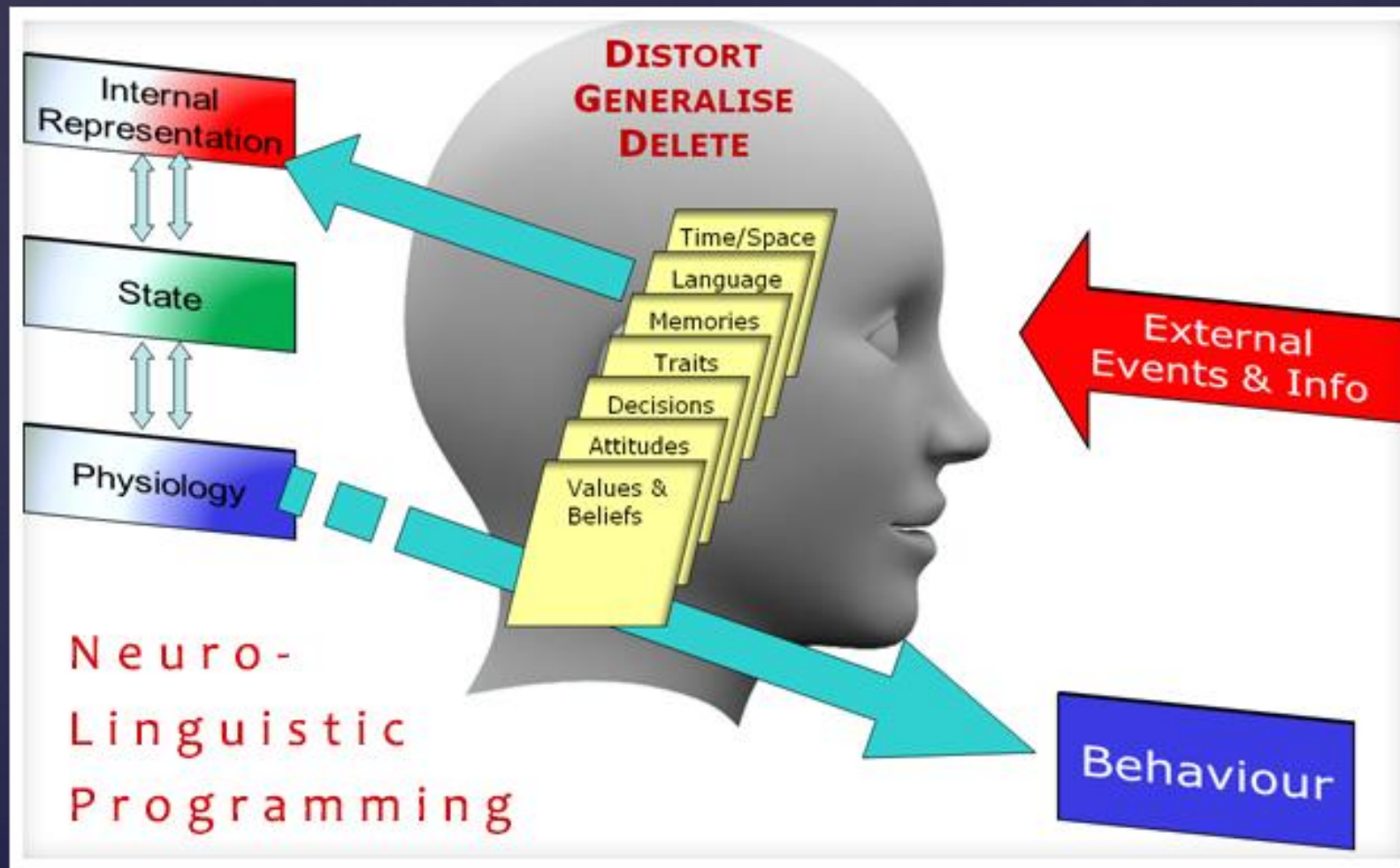
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Outline

- You Tube clip
- Communication models
- Information processing
- Cause and Effect
- Rapport
- Goals and Success

You Tube clip!

NLP communication model



Information processing

How many bits of information/second do our 5 senses process?

2 million bits!

How many bits are processed/second after our filters have deleted, distorted and generalised?

7 +/- 2 bits

These 7-9 bits make up our **INTERNAL REPRESENTATION**

The bits of information can be positive or negative

They can affect our **STATE**

Feeling negative or positive affects our **PHYSIOLOGY**

OUR STATE and **PHYSIOLOGY** affects our **BEHAVIOUR** and therefore the **RESULTS** in every situation

Cause and Effect

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Get results

Gives reasons, excuses
and justifications.

Takes responsibility

Acts as the victim

Driving seat → Directing life,
options and choices

Passenger seat →
Limited control of their life,
No choices, few options

Cause and Effect

Cause

- I can do this
- I can work this out
- I can start to
determine my future

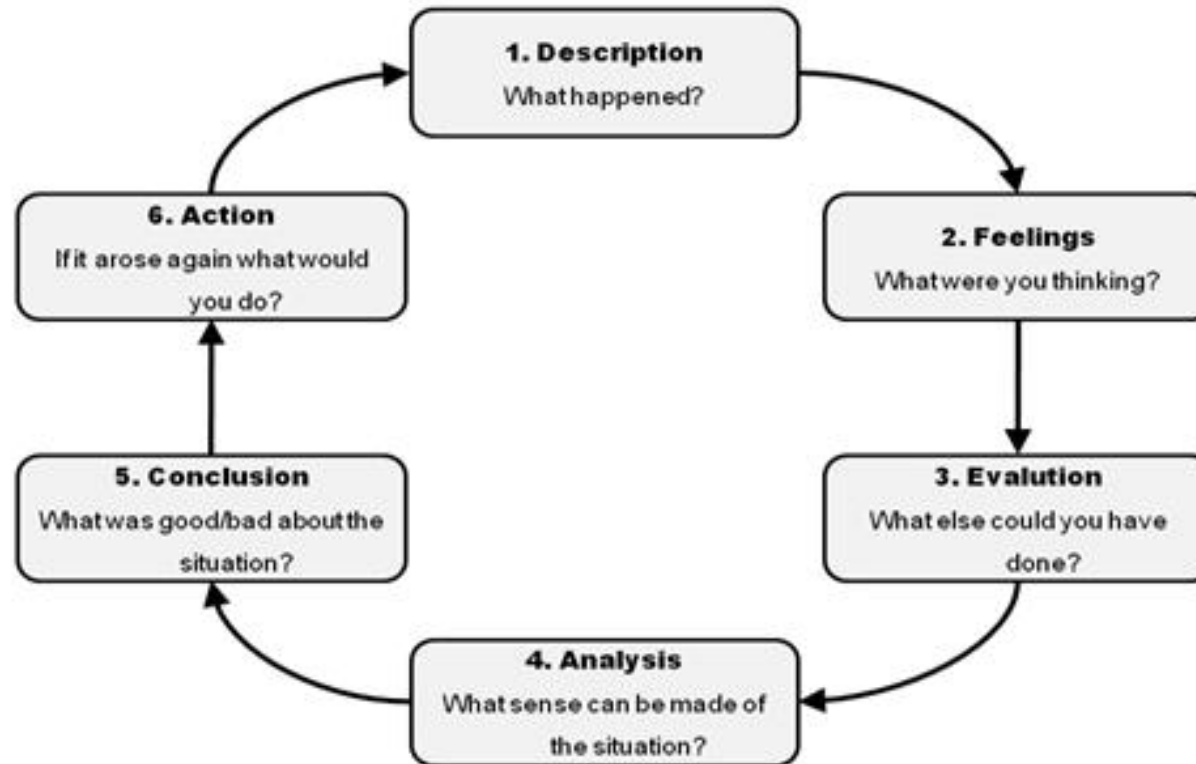
Effect

- If only ..x..wasn't
here
- It would be ok if I
had more support
- I can't do anything
until ..x..stops
interfering

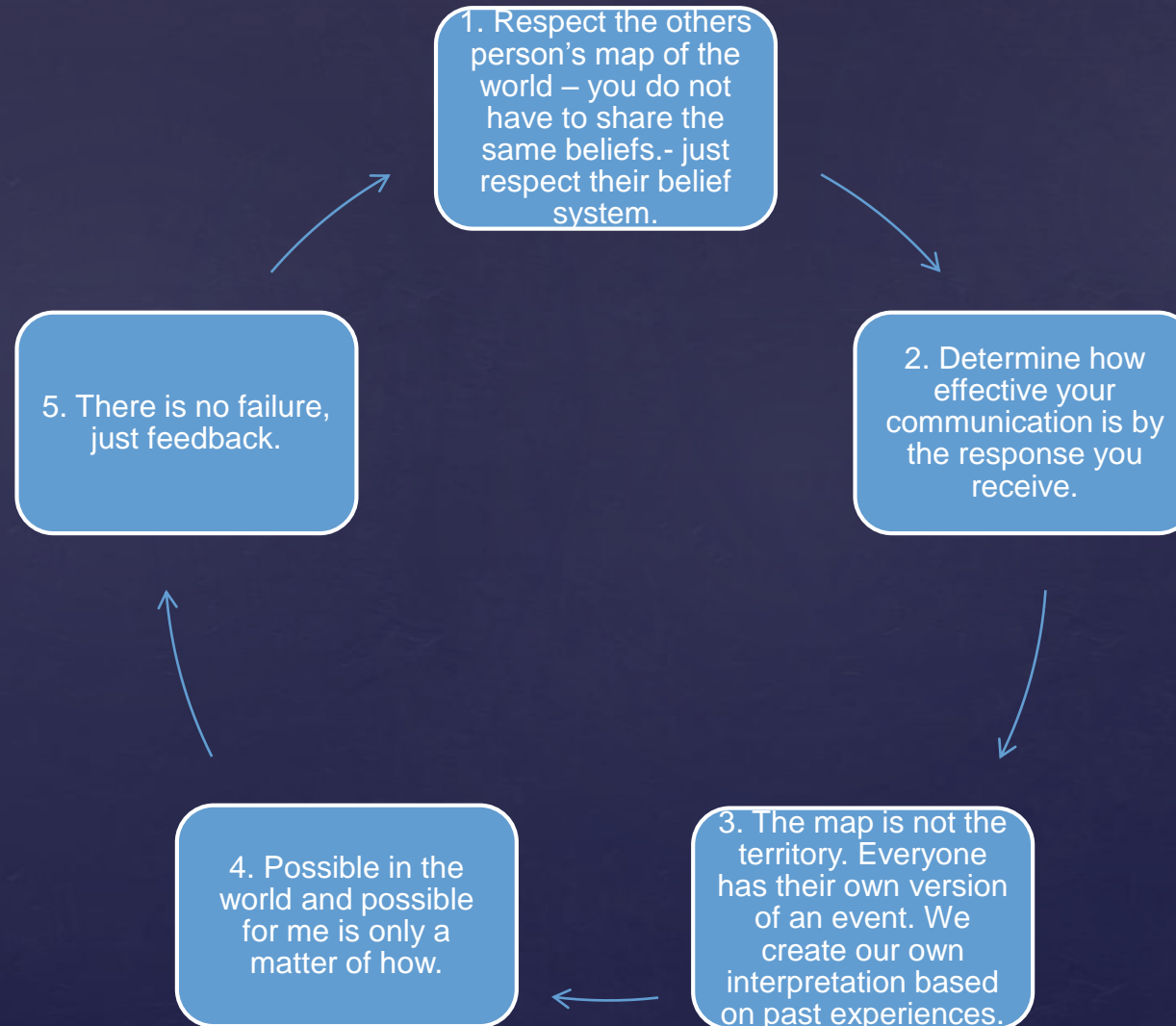
Choices

- In all situations we have choices
- You decide how you feel about something and what you are going to do next
- You can choose to do nothing
 - Diversely impacts goals
 - Positive blame on others
 - EFFECT
- You can choose to be involved
 - Do your best to influence
 - Take responsibility for your results
 - Support your goals
 - CAUSE

How will 'moving to cause' help me at work?



How can we assist effective change in others?



Goals and success

What went well?

What didn't go so well?

What will I do differently next time?

Set achievable goals

Rapport leads to success!

- The ability to relate to others
- Creates trust and understanding
- Establishes comfort and commonality
- Seeing and appreciating other points of view
- People like people like themselves

Theory of communication

Communication is ?

Words - ?

7%

Tonality - ?

38%

Physiology - ?

55%

93% of what we say is conveyed as non-verbal communication!

Effective Communication



Pull

and
Communication

Push

Open questions
Ask for examples
Be open to response
Challenge assumptions
Active Listening
Maintain eye contact

Stating Views
Making suggestions
Use assertive body language
Give two or more choices
Suggest rather than insist
Share personal experience

What happens if push and pull communication is unbalanced?

Too much push:

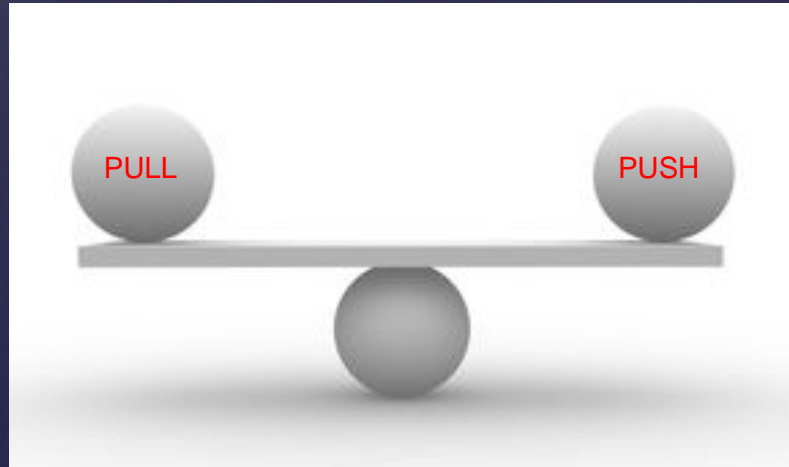
- Possibility to appear aggressive
- Restriction of others views
- Devaluing
- Discouraging contribution from others
- Ignoring other peoples suggestions

Too much pull:

- Avoiding issues
- Putting yourself down
- Failure to represent your views
- Accepting inappropriate suggestions
- Lack of creativity

Balance in conversations

- Problem solving
- Decision making
- Maintaining a relationship



If what you are currently doing is not working as well as you would like it to – Do something else.



The only thing you have total control over in life is YOU!



Thank you