

# NLP for coaching Millennials



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*Thank you to these amazing people*

*Viv for your incredible patience and your sparkle. Your willingness to help me with getting the structure of this book is much appreciated.*

*Tamsin for your beautiful colors, your direct communication, your Namibian lifestyle that you so generously share with us in your drawings.*

**Mentioned in this book:**

Books: *Metaphors in Mind* by James Lawley and Penny Tompkins, *Whispering in the Wind* by John Grinder Change your beliefs by Robert Dilts

Netflix: *Requiem for the American Dream* (2015) Noam Chomsky

Ted Talks: *The Neurons that shaped civilization* by Vilayanur Ramachandran (2009)

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# NLP for Coaching Millennials

## PART ONE

### *The purpose of this book*

This book came about when Yosara was facilitating an on-line NLP Practitioner training, assisted by Viv Bowra. And while they were talking about how NLP and Clean Language, revealed the impactful patterns in subconscious thinking of the delegates, it was decided to share this with you. You, being coaches, leaders, and educators.

By sharing this with you, Yosara wants you to grasp the language patterns that make NLP so easy to apply and, at the same time, she'd like you to add what suits you to your style of coaching. However, Yosara also invites you to contemplate that, when something feels uncomfortable, to consider it as an emerging learning opportunity that you may have been skirting around for some time. Therefore, what does not suit you at first, you may play with until it feels comfortable. Yosara encourages you to step into the opportunity.

NLP for coaching Millennials is also a good read for anybody that wants to learn about ways of thinking, doing and being that support a happy life. Millennials, our focus group in this book, are often seen as spoiled economically and career wise. They are talked about in this way by, for example, Mister Sinek. Just Google "Sinek and Millennials" and you'll see the YouTube videos. What is left out of the talks you might find on YouTube, is the fact that they are a generation that shaped a new way of working and being in the world that resulted in freedom and autonomy but also in experiencing stress. Gen-Z, another age group, that influence the future of

the planet, seem to act quite consciously or mindful, and of course they'd also flourish by training NLP or talk with an NLP trained coach. Hence the title of this book might unintentionally set boundaries.

To support your own learning, you will find all the NLP patterns that are described in this book are accompanied by exercises which you will find in Part 2 of this book.

Since the 6-day training was being run online, Yosara was keen on meticulously looking at each delegate via her computer screen. And looking at them through the little squares was like looking through windows into their lives to her. Sometimes it was as if she would open such a window, step through it so she could be with the person then and there. She witnessed what they saw, said, heard and felt and more importantly she witnessed the way in which they saw, spoke, heard, and felt.

And you probably know that coaching is about the way that people are rather than about what they are. This book is designed to help explore the way people are, and about helping them to become more of the way they want to be.

## WHAT IS NLP

NLP is a communication model that explains how patterns in language influence the way we experience the world around us and how we do what we do.

NLP is a study of how, rather than of what things happen when we communicate. In other words, NLP concentrates more on form than on the content of communication or situations. Patterns in language derive from patterns in thinking. We can change the way we speak, in order to change the way we think. Or is it the other way around? Who knows?

We only know that things work differently for every human being. NLP enables us to explore how we and other people work best in their unique ways.

You may improve your personal and professional communication skills by applying NLP techniques and, when you do, you communicate with yourself and others in a clear, direct, and respectful way.

When you integrate the NLP thinking with your thinking, you stay the same authentic person, you are not changing or becoming hooked to some kind of NLP idealism. There is, however, an NLP attitude that you may adopt. And if you do so, you become aware of influential patterns in language of yourself and others and you gain insight into subconscious structures in thinking. Learning NLP enables you to reflect on the way you communicate in general.

By adopting the attitudes of NLP, you'll continue to develop personally, and you'll learn how to do this throughout the book.

## GOOD COACHING

What is good coaching?

Coaching happens more often than we are aware of. As a parent, teacher or as a friend, we often coach the other person. In the role of a people manager or other leadership roles, when we lead others, we coach them to get the best out of themselves.

*Good coaching supports the other person to access their potential and working with them so that they feel that they match with themselves and the world around them*

A professional coach supports their client to find their state of mind whereby they feel, and subsequently do things, or communicate in a certain way. A desired state, so to speak.

Usually, a coachee seeks support of a coach when situations that require personal or professional growth became too complicated for them to figure out. They know that as their coach, you are there to explore with them and help to shed light on blind spots. They know that you are not solving their problems, you are supporting them in their discovery.

If a coach said that they provide their clients with solutions, some clients could probably ask them for a large bag of money.

To understand that a coach is not there to give any solutions may sound tricky because, as a coach, we may at times feel compelled to offer advice. We think we know what a coachee could do to get out of whatever it is that they are in, because we have been there ourselves. In other words, we want to give them the advice that worked for us. Giving advice is a very



common mistake that many coaches make because their intention is to help.

Good coaching brings to the surface, through conversation, what is already there, in the deep of a person's subconscious. As a coach, all that you do is push the person forward to explore, while they find their way to the solution. They are the one who best knows the way in their deep subconscious. The coach merely holds a torch and nudges them to explore further. Why do we search in the subconscious? Why not in the rational thinking? Wouldn't it be more logical to search in the rational mind because that is what we understand?

We show parts of ourselves to others at the surface level; that means, that our thoughts, beliefs and values that stem from what we see, hear, feel, taste and smell is what we share in the every-day communication. We only show a small part of all that. It is impossible to communicate everything that we have stored in our brain in one moment. A moment can be a minute, an hour, a day, and so on, and in those moments, we present a tiny part of what is our brains.

We make rational decisions to learn continuously, or we try to take in information in order to achieve our goals. And ultimately, we become who and how we want to be in the world. And all the books, schools, workshops, courses that we subscribe to for that purpose are found in the world outside at the surface level.

With NLP we search in the deep unconscious and not in the rational mind because it is in this deep unconscious that our characteristics, innate talents, emotions, values, desires, love, beliefs, and so on influence how we do what we do. We decide from this part of us what to learn, where to learn, and how to understand the learning that we take in from the world outside. If you think that this is a rational process, ask yourself if you are capable of learning something that you really don't care about. And if you are capable of learning something that does not

interest you, ask yourself what that learning brings you. Your true answer is brought about from your desires and character, and those are shaped unconsciously.

Both our inner and outer worlds are open to take in learning. However, our personality forms in our inner world and from that inner world we present ourselves to the world outside.

As coaches on the outside, we recognize the patterns in language, that may lead us to that part of the immense inner world that's structured in unique ways in every person.

Our subconscious structures are flexible, they grow, adapt, and change when the world around us changes. Discovering how the world at the surface affects us in our deep structure, shows us the person we want to be and inspires us to become more of who we already are. This is in an ideal world. In the real world there are many people who hold on to the way things are. It just feels better for them.



*Fig. 1: Searching in the subconscious*

## HOW NLP SUPPORTS GOOD COACHING

There are several ideas that we presuppose to be true. An NLP coaching session is based on these presuppositions which emerge everywhere.

Here are six helpful presuppositions to consider:

*The map is not the territory and the name is not what is mentioned. Alfred Korzibsky*

Alfred Korzibski, whose work contributed significantly to NLP, means that humans don't know, and cannot know, the whole of reality. They merely respond to their perception of it.

Reality is input registered by our senses. This sensory data is elaborated by our brains into a coherent and unique experience. Every single person forms a unique world of experiences in this way. If we could look at all the experiences at once, we would see the entire world of a person, as if we looked at a map of their world. So, every human being has constructed their own map. - reality is not the common place what we might assume.

The map is not reality and the name is not what is mentioned means that there are billions of maps and many words for one and the same situation or event.

*There is no failure, there is only feedback.*

In life everybody encounters obstacles that keep us from achieving what we aimed for. Rather than coming to all kinds of limiting conclusions or fearing the unknown, we may choose to learn from the difficulties we experience.

When an outcome turns out different to what we expected, there is great potential for learning. Feedback we receive from the world around us provides us with all the information about our situation and how we want that to be. It also tells us how we are perceived by others. If that is different from what we hoped

for, the feedback allows for opportunities to explore your ways.

Accepting failure is the opposite of embracing feedback.

1. *Every human being has everything within them to become who they want to be.*

The starting point for NLP is that every healthy person already has got within them, all the qualities and talents to achieve their goals and live up to any situation. We find in our unconscious thinking the structures that make these qualities and talents available and accessible. That people have everything within them to become how they want to be is based on the idea that a person can only desire what they can picture or describe themselves to be like. Something completely unknown cannot be imagined nor desired.

*If they can imagine it, they can do it, if  
they can dream it, they can become it*

*-William Arthur Ward*

2. *Every behaviour is based on a positive intention, people are always trying to thrive.*

People do what they do with best intentions to achieve something and to the best of their abilities even though this behavior might be unacceptable for the environment. People always make the best choices they that are capable of making at any given moment.

*For example; Alex lies to her manager about being late. She does this because she wants to appear professional.*

*On realizing this, her manager can choose to help Alex or not. If her manager wants to support Alex, he could ask some questions about Alex's beliefs about being late and by doing*

*so give her insight. Subsequently, her manager could point out that choosing differently from lying would indeed be professional.*

When we judge someone else's behavior before understanding what that person gets out of behaving in a certain way, we imply that someone must change according to our opinion. We are not able to change other people. And our opinion is ours alone. If we impose our opinions on others, we are wasting our time. However, if we want the other person to behave differently, we make them aware of the fact that there are other ways to achieve the desired goal.

*Body, mind and spirit constantly interact.*

A person is a whole being that consists of 3 different parts. Their body, their rational mind, and their spirit. One part cannot be isolated from the whole. This implies that when we change one part, we change the whole. Even when we have not initiated the change ourselves. For example, when Alex, our girl, unconsciously changes her tone of voice (body) she gets nervous and agitated. If she knew that changing her tone or voice in which she utters her speech, influences her thoughts (mind) and emotions (spirit), she would probably mind her tone of voice.

*3. The response you get reflects the quality of your communication.*

The way you communicate verbally and non-verbally influences the people you speak with. You are therefore responsible for the way they respond to you.

When working with NLP, these presuppositions are the red thread that runs through the session or training. They are the bedrock of NLP.

## FEEDBACK

How we work with feedback makes or breaks a conversation. We receive feedback daily, sometimes we ask for it and sometimes it is given to us by another person just like that. Thank you very much!

Most people tend to discard feedback that they did not ask for. They might react defensively, or they may explain and justify themselves. Whichever way they react, they discard the feedback most of the time. Even when you are in the role of coach or in another role of leading a person or group, your feedback will be discarded if it was not specifically asked for. So, how do you feedback on something you notice? You ask. First you ask yourself if your feedback helps the other person and when you determine it does, you then ask them if they want to hear your feedback. If you ask them, do so in a neutral way. For example, "Do you want me to tell you what I noticed...?" If they respond with a "yes" you have opened the way for them to let in your feedback.

Your feedback is subjective; therefore, start your sentence with the word: "I". And because feedback is your subjective perception, use sensory words: specifically, what you heard, saw, felt, tasted, or smelt. If you leave out your sensory perception, you are sharing your opinion, which is entirely different from feedback. You could ask them if they want to hear your opinion rather than your feedback.

Feedback is always a representation of what you perceived, and that makes the feedback true. At the same time, the person who gives feedback sees and hears according to their patterns in thinking, which implies that the feedback is mostly true for them.

## Example

Alex creates a presentation with an outstanding PowerPoint deck so she has commentary to go with each slide. Robin is in the audience and pays less attention to the slides because he listens to the words Alex says. Robin gives feedback that the presentation was not really clear. He had not looked carefully at the slides because he cannot make sense of images and graphics, they are abstract to him. He says: "I could not entirely follow ..., it was too vague for me". Alex finds the feedback difficult because of the effort she had put into creating the slides. She wonders, "How could my PowerPoint possibly be vague?"

## When you spot it, you've got it!

The feedback you give, says something about you.

Feedback that you receive says something about the other person. Words are a description of an evaluation of an experience. E.g. vague, detailed, clunky. And that evaluation of the experience derives from the model of the world of the person which is different from anybody's model of the world. This implies that you recognize something that you have or do, it must be in your map of the world, otherwise how else could you recognize it?

## Example

Robin gives feedback and says the word: "vague". Now Robin should ask himself; when am I being vague? This is my experience and so, am I sometimes vague or do I do things in a vague way myself?