



MVI BOOT CAMP

Module 4: Language Training, Part 2

Introducing Access Cues and Presuppositions of NLP

One of the basic premises of NLP, and one that we will bring up often, is that the words we use reflect an inner, unconscious perception of our beliefs. Simply put, our actual word choice or phrases we use are insights into what we actually think at a SUBCONSCIOUS level. If the perceptions we have are inaccurate and the words we use are inaccurate and we continue to use them, we create underlying behavioral or emotional problems. This is an important notion because it shows that people we interact with can be telling us one thing, even with great fervor, and they could still be conflicted with what they are saying. That conflict can be used to your conversational advantage.

NLP is a modality that uses verbal and non-verbal language patterns to gain insight into the internal states of an individual.

Neuro-linguistic Programming is “how” to use the language of the mind to consistently achieve specific and desired outcomes. It is the study of personal excellence and **subjective human experience**. The power of NLP for us as communicators is in that last item. Understanding the subjective human experience and how each individual stores their VERSION of information is key to unlocking their mind and building trust... and successfully affecting change with them. NLP is a modality often used in professional settings to acquire effective communication skills.

This brings us to the NLP Prime Directives to give insight into the inner workings of the subconscious mind.



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The NLP Prime Directives of the Subconscious Mind

All behavior is stored at the subconscious level. Change takes place in an instant with our neurology. The more relevant items to our studies are in **BOLD**.

- 1. The subconscious mind stores and organizes all memories.**
- 2. It is the domain of the emotions.**
- 3. Subconscious mind works on the principle of least effort and chooses a path of least resistance.**
4. Represses memories with unresolved negative emotion.
5. Presents repressed memories for resolution.
6. May keep these repressed emotions repressed for self-protection.
7. It runs the body.
8. Preserves and maintains the integrity of the body.
- 9. Enjoys serving, but needs clear orders to follow.**
10. Controls and maintains all perceptions.
11. Generates, stores, and transmits all energies.
- 12. Maintains instincts, generates habits, and uses repetition until installed.**
- 13. Is programmed to continually seek more and more.**
14. Functions best as a whole, integrated unit.
- 15. Uses and responds to symbols.**
16. Takes EVERYTHING personally. "Perception is Projection".
- 17. Does NOT process negatives.**



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The Presuppositions of NLP

These are convenient assumptions we make of the world when we are mindful of our NLP training. It is helpful to us to read through these to remind ourselves of *the communications principles which will lead to successfully controlling any conversation* or ensuring that we communicate effectively. The more relevant ones to our studies are in **BOLD**.

1. **Have respect for the other person's model of the world.**
2. **The map is not the territory. The words we use ARE NOT the event they represent. They are representations or projections of our belief system.**
3. Behavior and change are to be evaluated in terms of context and ecology.
4. **Resistance in a client or audience is a sign of LACK OF RAPPORT. There are no resistant audiences, only inflexible communicators.**
5. **People ARE NOT their behaviors. Accept the person – change the behavior.**
6. Everyone is doing the best they can with the resources they have available. **Every behavior is motivated by a positive intention.**
7. **The MOST IMPORTANT information is a person's behavior.**
8. You are in charge of your mind and therefore your results. I am in charge of my mind and therefore my results.
9. **People have all of the resources they need to succeed and achieve desired outcomes. There are no un-resourceful people, only un-resourceful states.**
10. All procedures should increase wholeness.
11. **There is no failure, only feedback. All results and behaviors are achievements.**
12. ***The meaning of communication is the response you get.***
13. **The Law of Requisite Variety: The system or person with the most flexibility of behavior will CONTROL the system.**
14. **All procedures should be designed to increase choice. NLP is about creating choices!**



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The Law of Requisite Variety

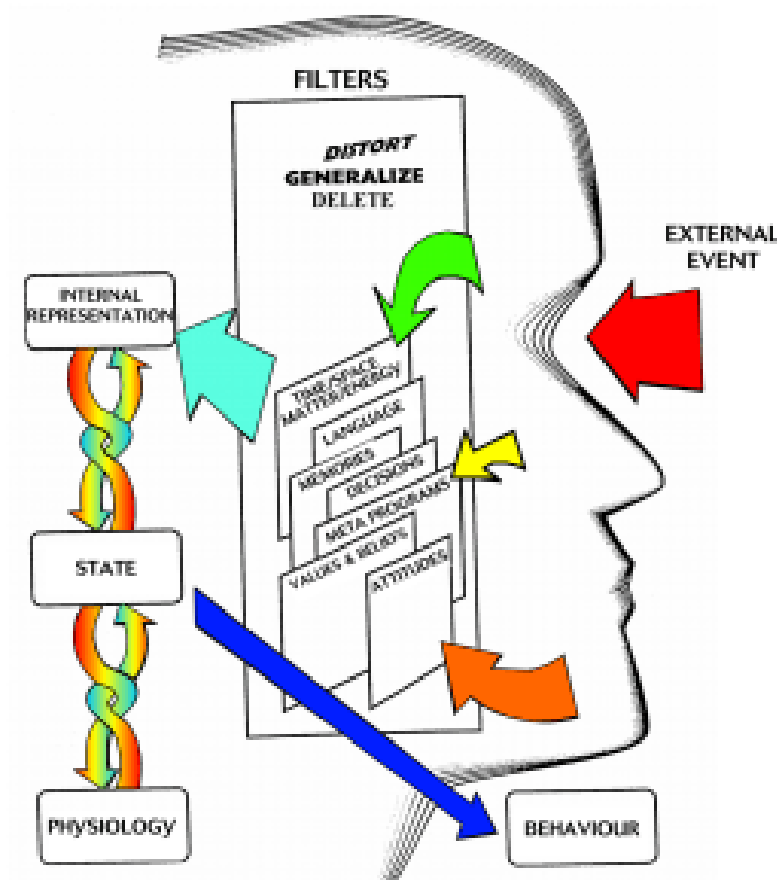
The system or person with the most flexibility of behavior will control the system.
The person who creates the most choice in any given situation has the best chance of succeeding or of ***controlling that interaction.***



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The NLP Communication Model

“Perception is Projection”



We take in millions of pieces of information per second, but we can only process 7 (+/- 2) pieces at a time.

We use our senses to perceive the outside world and then recreate what we see, hear, or feel inwardly. Our behavior is a mixture of internal and external sensory experiences.



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As we look at the NLP model, the process begins with an external event that we experience through our senses. Our cognition of the event occurs as we experience the information that comes in through our sensory input channels which are:

Visual including what we see or the way someone looks at us;

Auditory which includes sounds, the words we hear and the way that people say those words to us;

Kinesthetic or external feelings, which include the touch of someone or something, the pressure and the texture;

Olfactory which is smell; and

Gustatory which is taste.

After the external event comes in through our sensory input channels, and before we make an **Internal Representation (IR)** of the event, ***we filter the event***. We run that event through our internal processing filters. Our internal processing filters are how we delete, distort and generalize the information that comes in through our five senses.

DELETION

Deletion occurs when we selectively pay attention to certain aspects of your experience and not others. Deletion means we overlook or omit certain sensory information. Without deletion, we would be faced with much too much information to handle in our conscious minds.

DISTORTION

Distortion occurs when we make shifts in our experience of sensory data by making misrepresentations of reality. There is a well-known story used in Vedantic philosophy to illustrate distortion of perception. It is called Rajjusarpa Nyaya, The Rope and the Snake.

A man walks at night along a path. He sees a poisonous snake barring his way and turns and runs in the opposite direction. As he returns along the same path in the morning, he finds a coiled rope on the ground. He realizes that in the darkness, he mistook the coiled rope as a snake and it dawned on him, in the dark it is hard to see reality as it truly is. In the light of day, we see more clearly.

Distortion also helps us in the process of motivating ourselves. Motivation occurs when we actually distort the material that has come to us and that has already been changed by one of our filtering systems. Distortion is also helpful in planning. We distort to plan when we construct imaginary futures.

GENERALIZATION

The third process is generalization, where we draw global conclusions based on one, two or more experiences. At its best, generalization is one of the ways that we learn, whereby we take the information



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we have and draw broad conclusions about the world based on one or more experiences. at its worst, generalization is how we take a single event and make it into a lifetime of experience.

Normally the conscious mind can only handle seven, plus or minus two, items of information at any given time. Of course, many people cannot even handle this number. Try this: Can you name more than seven products in a given product category: for example, cigarettes? Most people will be able to name two, maybe three products in a category of low interest, and usually no more than nine in a category of high interest. There is a reason for this. If we did not actively delete information all the time, we would end up with excessive amounts of information coming in. In fact, you may have even heard psychologists say that if we were simultaneously aware of all of the sensory information that was coming in, we would go crazy. That is why we filter the information.

So the question is, "When two people have the same stimulus, why don't they have the same response?" the answer is: because we delete, distort, and generalize the information from the outside in different ways.

We delete, distort and generalize the information that comes in from our senses by using certain internal processing filters. The filters are: Meta Programs, Values, Beliefs, Attitudes, Decisions and Memories.

METAPROGRAMS

Meta Programs are the deepest level, content-free programs that filter our perception. Meta Programs serve the purpose of deletion and distortion, and they maintain or break our generalizations. There are four basic filters to perception that are our most basic Meta Programs. They are similar to Jung's personality types as outlined in the book [Psychological Types](#).

The four simple filters then combine to produce roughly twenty or so complex filters. You may not have thought of it yet, but the question of whether "the glass is half empty or half full" is the result of one of these filters in operation. Meta Program filters do their work in a way that is independent of and devoid of any content. That is, they filter perception in the way that they do without regard to content.

Meta Programs are the most unconscious of the internal processing filters, and they are content-free filters. That is to say that Meta Programs in and of themselves have no content, but they do filter the content of our experience. Meta Programs are deletion and distortion filters that either add to or subtract from our generalizations. Meta Programs are just one of the ways we maintain our identities by either preserving or breaking down the generalizations that we make over time. Since knowing someone's Meta Programs can actually help you closely predict their states, they can be used to predict behavior -- their actions. In addition, we can change the way a person filters information for a certain purpose. The purpose of Meta Programs is NOT to put people into boxes (which we resist), or for the purpose of determining right or wrong. Meta Programs are not good or bad. They are simply one way a person processes information.



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VALUES AND BELIEFS

How people encode their most cherished values, beliefs and attitudes also has a profound effect on the personality. With background information on how values, beliefs and attitudes are formed, how they are encoded in the brain, and how people judge good and evil or right and wrong, we can also ***predict their internal states in reaction to certain situations, and therefore predict their behavior***. Knowing this, we can also change their values. Values are primarily responsible for our motivation, and will determine how we spend our time. Values create the primary feelings that determine our motivation and therefore our actions. Values are how people choose and evaluate their actions.

Finally, inside the individual there are parts (minor personalities, or systems of values, if you will) that maintain the internal workings of the personality and tie all the elements together. We believe that internal conflicts among the internal parts are responsible for many personality problems, including simple incongruities, as well as more severe health problems and personality disorders.

These are the elements that make up the personality in a normal, healthy human being (and even in those who are not). We include these elements in the Basis of Personality along with the means to make permanent and lasting changes in the individual.

VALUES

The next most unconscious filter is our values. Values are the first level where the filters have content in and of themselves and are essentially an evaluation filter. They are how we decide whether our actions are good or bad or right or wrong. Values are how we decide about how we feel about our actions, and they provide the primary motivating force behind our actions. Values are arranged in a hierarchy, with the most important one typically being at the top and the lesser ones below that. Each of us has varying models of the world (an internal representation of how the world is), and our values are interrelated with our models of the world. When we communicate with ourselves or someone else, if our model of the world conflicts with our values or their values, there is likely to be a conflict. Richard Bandler says, "Values are those things we don't live up to." Values are those ideas in which we are willing to invest time, energy and resources to either achieve or avoid.

Values are what people typically move toward or away from (see Meta Programs). They are our attractions or repulsions in life. They are generalizations about deep belief systems, which can be either unconscious or conscious, about what is important and what we evaluate as good or bad. Values can change with context. that is, you probably have certain values about what you want in a relationship and what you want in business, and they are probably not the same. Your values about what you want in one or in the other may be quite different. (Actually, if they're not, it's possible that you may have trouble with both.) Since values are context related they can also be state related, although values are definitely less related to state than are beliefs.



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BELIEFS

The next level of filters is beliefs. Beliefs are convictions or acceptances that certain things are true or real. They are also generalizations about the state of the world. One of the more important elements in Modeling (which is an NLP process for recreating excellence) is to find a person's beliefs about the particular behavior we are trying to model. Richard Bandler says, "Beliefs are those things we can't get around." Beliefs are the presuppositions that we have about certain things that either create or deny personal power for us. At this level ***beliefs are essentially the on/off switches for our ability to do anything in the world, because if you don't believe you can do something, you probably won't have the opportunity to find out.*** In the process of working with someone's beliefs it is important to elicit or find out what beliefs he has that causes him to be able to do what he does. We also want to find out the disabling beliefs, the ones that do not allow them to do what they want to do.

ATTITUDES

Attitudes are collections of values and belief systems around a certain subject. We are usually quite conscious of our attitudes, and often tell people, "Well, that's just the way I feel about that." Change made on the level of attitude is often substantially harder than the level of values. (Have you ever tried to change someone's attitude?) It is far easier to change values than attitudes because of the level of abstraction.

MEMORIES

The fifth filter is our collection of memories. Memories deeply affect a person's perceptions and personality. They are who we are. In fact, some psychologists believe that as we get older our reactions in the present are reactions to gestalts (collections of memories that are organized in a certain way around a certain subject) of past memories and that the present plays very little part in our behavior.

DECISIONS

The sixth filter, which is also related to memories, are decisions that were made in the past. Decisions about who we are, especially limiting decisions, can affect our entire life. Decisions may create beliefs, values, attitudes and even life themes, or they may just affect our perceptions through time. The problem with many decisions is that they were made either unconsciously or at a very early age and forgotten. Also, we may decide at one point in time and then not re-evaluate our decisions as we grow and our values change. Those decisions that are not re-evaluated (especially the limiting ones) often affect our life in ways that we had not originally intended.

Decisions and memories vary throughout the range of conscious and unconscious. Individual decisions and memories may be found to be more or less conscious than certain values, beliefs and attitudes.



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These six filters, then determine what information is retained as we make an IR of any event. It is our IR that causes us to be in a certain "state" and creates a certain physiology. "State" refers to the internal emotional state of the individual -- i.e., a happy state, a sad state, a motivated state, and so on. Our IR includes our internal pictures, sounds and dialogue, and our feelings (for example, whether we feel motivated, challenged, pleased, excited, and son on). The state in which we find ourselves determines our behavior. So the IR of the event combines with a physiology and creates a state. A given state is the result of the combination of an internal representation and a physiology. And all behavior is state-related.

So these filters, in a way, determine our actions, since what is retained or deleted will have a major effect on the internal representation (IR). Why is it that two people can attend the same event, and one will love it, while the other hates it? **The reason is because the IR is so dependent on these filters.**

Remember that in this model the map (or the IR) is not the territory. Our every experience is something that we literally "make up" inside our heads. We experience reality indirectly, since we are always deleting, distorting and generalizing. Essentially, we experience our representation of the experience of the territory and not the territory itself.

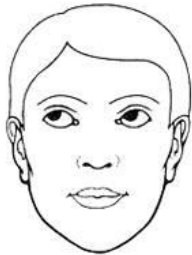
Visual Access Cues

When interviewing, interrogating, or simply speaking with someone you can learn how and from where they are accessing the information they are communicating... and also learn if they are being deceitful or lying to you.

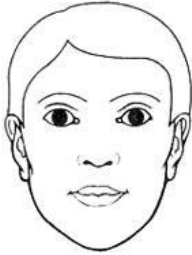
Do this by paying attention to their eye movements and to what positions their eyes "dart" right before they speak or as you are asking a question. The eye positions as "access cues" can be decoded with the following chart.



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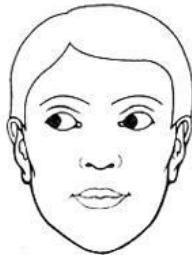
Visual Constructed



Visual Defocussed



Visual Remembered



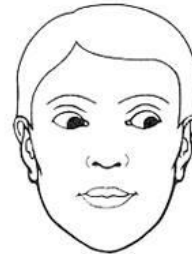
Auditory Constructed



Auditory Remembered



Kinaesthetic



Auditory Digital

“Visual Constructed” or “Auditory Constructed” generally mean “made up” or lies!



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Primary Representational System

The Primary Representational System in NLP is the representational system that someone most often uses to display their experiences and show them to the world. It can be via pictures, feelings, sounds, self-talk, tastes, smells or auditory.

This is the representational system that we commonly and most easily employ. It is revealed and detected by predicates and body language. For example, a person who is auditory stores and shared their experiences via sound. Most people use a mixture of representational systems, but there is always one primary system that is the most preferred by your mind.



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Exercise 1

How to determine YOUR Primary Representational System

To find out your Primary Representational System, take the test below. This will help you determine how YOU represent your internal processing to the outside world or to others. Are you more Visual, Auditory, Kinesthetic, or Auditory Digital?

For each of the following statements on the next page, rank each answer according to the score below:

4 = Closest to Describing You

3 = Next Best Description

2 = Next Best

1 = Least Descriptive of You

Fill in the number in the space before each selection, for each question. For example:

A. You love the color:

 3 Blue

 2 Red

 4 Green

 1 Yellow



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1. I make important decisions based on:

- gut level feelings
- which way sounds the best
- what looks best to me
- precise review and study of the issues

2. During an argument, I am most likely to be influenced by: the other person's tone of voice

- whether or not I can see the other person's point of view
- the logic of the other person's argument
- whether or not I am in touch with the other person's true feelings

3. I most easily communicate what is going on with me by:

- the way I dress and look
- the feelings I share
- the words I choose
- my tone of voice

4. It is easier for me to:

- find the ideal volume and tuning on a stereo system
- select the most intellectually relevant point in an interesting subject
- select the most comfortable furniture
- select rich, attractive color combinations

5. I am aware that I:

- am very attuned to the sounds of my surroundings
- am very adept at making sense of new facts and data
- am very sensitive to the way articles of clothing feel on my body
- have a strong response to colors and to the way a room looks



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COPY your answers to the questions on the previous page in the spaces below:

- | | | |
|----------|----------|----------|
| 1. ___ K | 2. ___ A | 3. ___ V |
| ___ A | ___ V | ___ K |
| ___ V | ___ Ad | ___ Ad |
| ___ Ad | ___ K | ___ A |
-
- | | |
|----------|----------|
| 4. ___ A | 5. ___ A |
| ___ Ad | ___ Ad |
| ___ K | ___ K |
| ___ V | ___ V |

Now, use the chart below to add the scores. For each row (question), enter the score from above corresponding to the letter. Then, add all of the numbers in each column!

	V	A	K	Ad
Question 1				
Question 2				
Question 3				
Question 4				
Question 5				
TOTALS				

The results will tell you your PRIMARY Representational System! (Highest score)

Why is it important to know your own primary representational system? You will be more AWARE of the language you use to explain your beliefs and you will be more apt to have flexibility in the conversation. Remember, the Law of Requisite Variety tells us that the one with the most flexibility will CONTROL the conversation.

WHAT IS YOUR PRIMARY REPRESENTATIONAL SYSTEM? _____

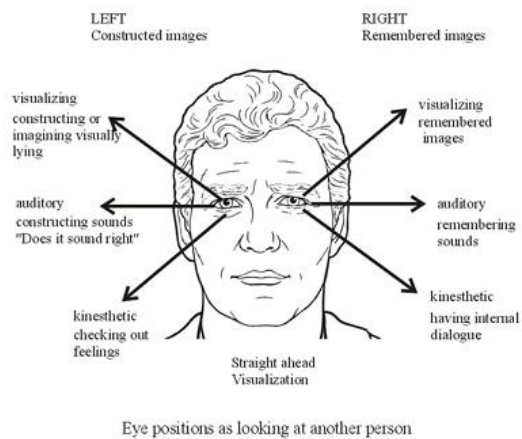


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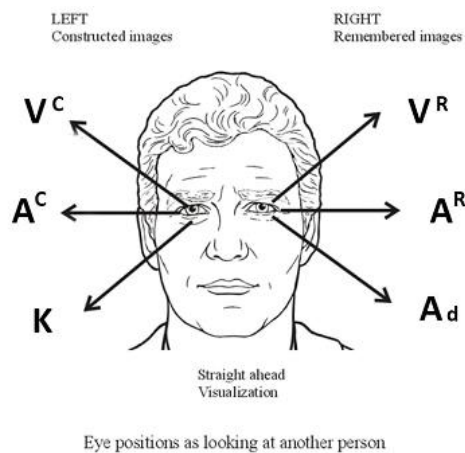
Visual Access Cues

As Hints to Primary Representational Systems

The Visual Access Cues chart from above can be condensed into this reference image.



We can similarly label the representational system for the very same access cue positions. This gives us insight into the system the speaker is using to retrieve and communicate ideas.





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EXERCISE 2

Testing a person's access cues

Question three different people with the following series of questions while closely observing their eye movements when answering. Circle the position their eyes were in WHEN ACCESSING their answers.

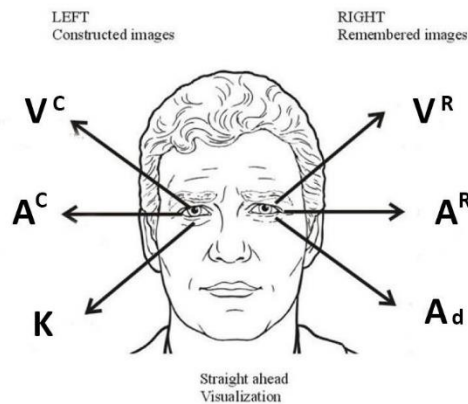
Subject's Name: _____

Subject's Age (if known): _____

Date: _____

Vr: Visual Remembered: Seeing images from memory, recalling things seen before

QUESTION: "What was the color of the house you grew up in?"
"What did your very first car look like?"



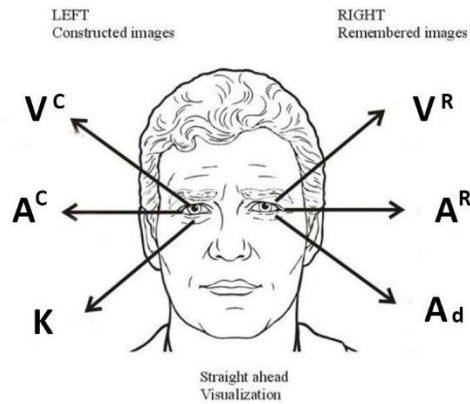
Eye positions as looking at another person



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Vc: Visual Constructed: Images of things people have never seen before. When people are making it up in their head, they are using visual constructed.

QUESTION: “What would your bedroom look like if it was painted pink with blue polka dots?”



Eye positions as looking at another person

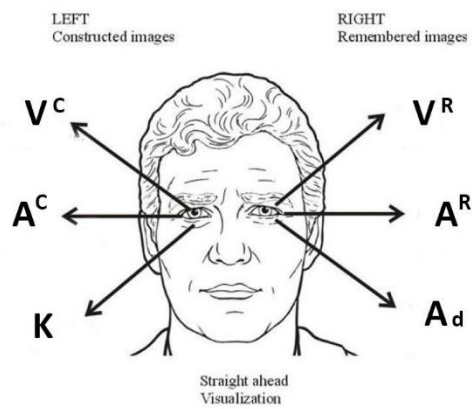


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Ar: Auditory Remembered: When you remember sounds or voices you've heard before or things that you've said to yourself in the past.

QUESTION: "What was the very last thing I said to you?"

"Can you remember the sound of your best friend's voice?"



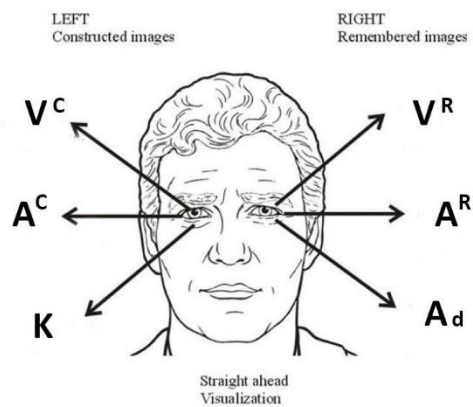
Eye positions as looking at another person



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Ac: Auditory Constructed: Making up sounds you have not heard before.

QUESTION: “What would I sound like if I had Donald Duck’s voice?”



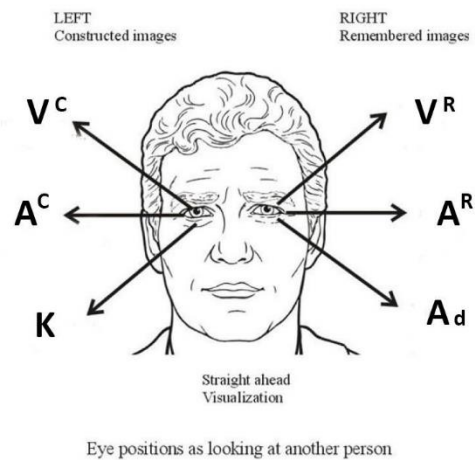
Eye positions as looking at another person



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Ad: Auditory Digital: This is when you are talking to yourself with your internal dialogue.

**QUESTION: “Can you recite the alphabet?”
“Can you add 150 and 75 in your mind?”**





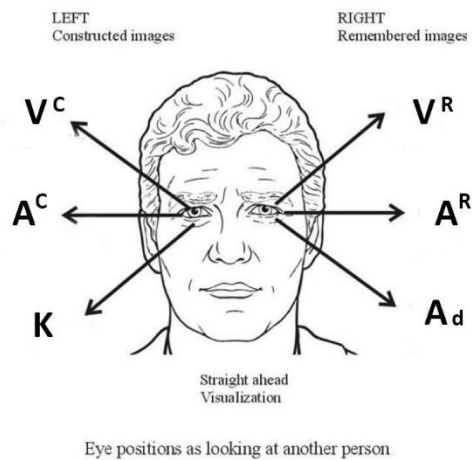
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K: Kinesthetic: This is when you are accessing your feelings.

QUESTION: “Have you ever walked barefoot in the sand on a hot day?”

What does it feel like?”

“What would it feel like to touch a wet towel?”



Did your subject's access cues match what you expected? Explain:



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Discovering Primary Representational System via Predicates & Language Cues

When we actively LISTEN to the words used by someone speaking to us, we can discern the representational system. This will help us to verbally match and mirror the constructs THEY use to store and retrieve information. We call these “hint” phrases and words “Predicate Phrases” or “VAK Predicates”.

List of Predicate Phrase examples:

VISUAL	AUDITORY	KINESTHETIC	AUDITORY DIGITAL
An eyeful	Afterthought	All washed up	I sense that...
Appears to me	Blabbermouth	Boils down to	I have a feeling that...
Beyond a shadow	Clear as a bell	Chip off the block	I’m considering...
Bird’s eye view	Clearly expressed	Come to grips	I’m processing...
Catch a glimpse	Call on	Control yourself	I can’t conceive of...
Clear cut	Describe in detail	Cool/Calm	Decide
Looks like	Loud and clear	Get the drift of...	Motivate
See	hear	feel	Experience



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Furthermore, we can observe certain speech patterns used by people with differing primary representational systems. People also present differing processing patterns as they are listening and absorbing what you are communicating depending on their primary representational systems.

SPEECH PATTERNS:

V: Quickly grouped words

A: Lots of interruptions with “ummm” or “uhhhhh”

K: Deliberate phrasing

Ad: Long, complicated sentences

PROCESSING PATTERNS:

V: Quickly with a minimum of detail

A: Will let you know subconsciously when they understand

K: Extensive Detail

Ad: Will not give indication of their understanding



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Qualities of a Person with a Particular Favored Representational System

V: VISUAL

People who are visual often stand or sit with their heads and their bodies erect, with their eyes up. They will breathe with the top of their lungs, so you will observe their chest movement. They often sit forward in their chair and tend to be organized, neat, well-groomed, and orderly. They are often thin and wiry. They memorize by seeing pictures 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 your conversation LOOKS. Appearances are important to them. Their decision-making is abstract to global.

A: AUDITORY

People who are auditory will quite often move their eyes sideways. They breathe from the middle of their chest. They typically talk to themselves, and be easily distracted by noise. Some even 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. They memorize by steps, procedures, and sequences (sequentially). 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 to bolster your side of the conversation. Their decision-making is speculator – gambler.



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K: KINESTHETIC

People who are kinesthetic will typically be breathing from the bottoms of their lungs, so you'll 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. They memorize by doing or walking through something. They will be interested in your side of the conversation if it FEELS right or if you can give them something to grasp. Their decision-making is fundamental to specific.

Ad: AUDITORY DIGITAL

This person will spend a fair amount of time talking to themselves. They will want to know if your argument MAKES SENSE. The auditory digital person can exhibit characteristics of the other major representational systems. Their decision making is investor-speculator.



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EXERCISE 3

Recognizing the Conversational Flow with Respect to VAK Predicates

Read the following conversation and pay attention to the predicates both speakers are using:

BOB: “Mary, thank you for letting me demonstrate some of the issues with vaccines. I really think if you can picture the problems as I show them to you, you’ll see why I am so opposed to them!”

<insert most of the Bob’s explanation....>

MARY: “Bob, I really don’t hear how vaccines can be so harmful to us.”

BOB: “Well, Mary, I don’t know how I can show you any more than I already have.”

MARY: “Maybe you could just tell me again the major points of how vaccines cause damage.”

BOB: “Well, look at this chart from the Baboon Study. Can’t you see the point I am trying to show you?”

MARY: “Yes, but I still haven’t heard how vaccines are dangerous to me, today.”

BOB: “I think it is just that you aren’t seeing the data that shows the truth of the situation, Mary.”

MARY: “Well, it just doesn’t sound right to me, yet. I’m still not hearing that vaccines do more harm than good, Bob.”

