

# THE NLP POCKETBOOK

By Gillian Burn

*Drawings by Phil Hailstone*

"Gillian has produced a 'gem' of a book – ensuring that a subject which, on face value, appears horrendously complex becomes easily understood and one that the reader can't wait to put into practice. I particularly enjoyed the cookie story!"

**Gail Scott, Senior Manager, Occupational Health Services, HSBC**

"Gillian Burn's NLP Pocket Book is beautiful in its simplicity and at the same time impressively comprehensive. Well organized and easy to read, the NLP Pocket Book takes the reader on a pragmatic and useful journey through the best of NLP. It is a wonderful overview and I highly recommend it for anyone interested in NLP."

**Robert Dilts, NLP Author, Trainer and Co-developer**

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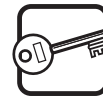
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## LOGICAL LEVELS OF CHANGE



### OVERVIEW

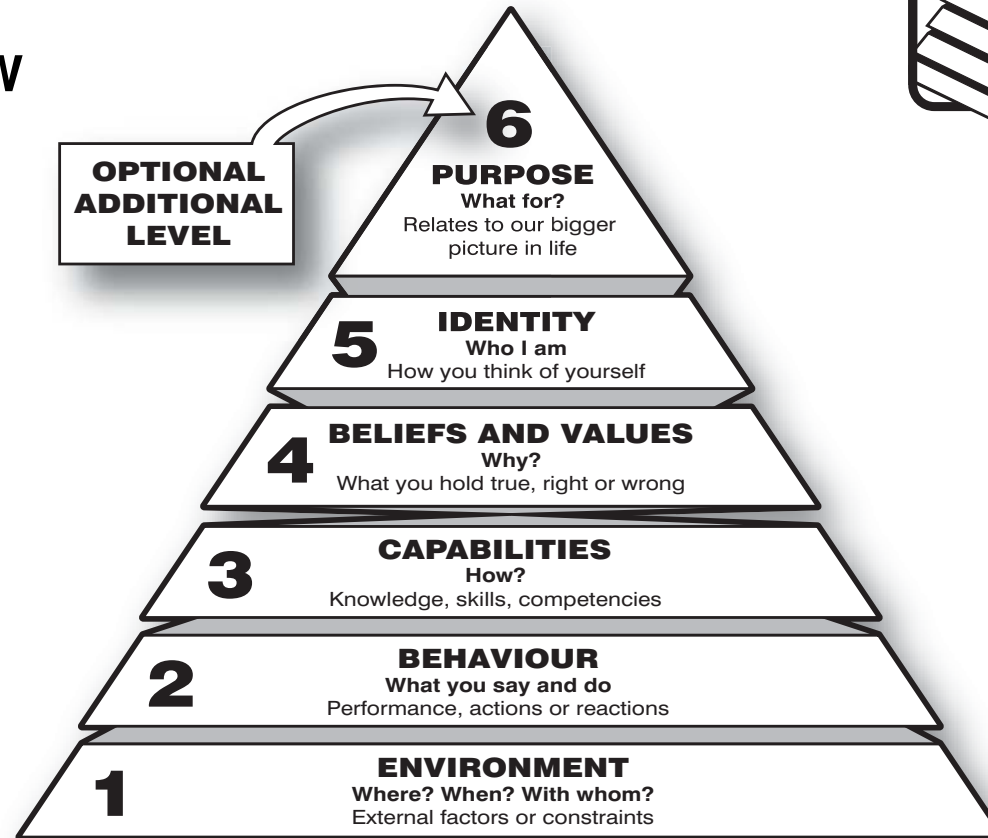
'Logical levels', an NLP term, identifies specific categories of information used during communication and which affect rapport. Developed by Robert Dilts based on a model of change originated by Gregory Bateson, it is also called 'neurological levels' – denoting that it relates to thoughts occurring in the mind.

The levels or categories relate to how you think about situations. Each level provides different information to help understand what may be going on or where you may be experiencing difficulty in moving forward.

There are five main levels with an optional sixth depending on the context. They are like a hierarchy with each level connected to the next and influencing each element. You can consider each level personally, or involve a team of people you are working with. Each level provides different information to clarify your understanding.

## LOGICAL LEVELS OF CHANGE

### OVERVIEW



## LOGICAL LEVELS OF CHANGE

### HOW THEY CAN HELP



Logical levels can help to:

- Clarify how you perceive a situation, eg your thoughts and ideas, what the real issues are
- Highlight at what level work needs to be done to achieve change or how you may need to intervene or interact
- Identify where a problem may come from, eg within an organisation or relationship, to help find a solution to move forward

Whilst learning and change can occur at different levels, change is usually easier in the context of the first level 'environment', eg by moving furniture. Change at a higher logical level usually impacts the lower levels. However, change at a lower level will not always affect change at a higher level.

Therefore, to solve a problem at one level, a change may be required at a different level first, eg you may want to change your behaviour but are struggling because the change may be linked to another logical level, which you need to address first.

## LOGICAL LEVELS OF CHANGE

### UNDERSTANDING THE LEVELS



1. **Environment** – external factors including where you are and the people you need around you, time of day (if you prefer working in the morning or evening), where you physically need to be, office layout, working space (open plan, private office), colour of a room.
2. **Behaviour** – the actions necessary to carry out a task, what you do and your specific actions, eg complete a project, write a report, commence a new task.
3. **Capabilities** – related to the knowledge, skills or talents you may have physically and mentally, and can repeat consistently, eg playing an instrument, being skilled in a particular sport, knowing how to use a computer package. New skills can be learned and, with a positive attitude and desire, capabilities can expand around you.



## LOGICAL LEVELS OF CHANGE

### UNDERSTANDING THE LEVELS



4. **Beliefs and values** – relates to a deeper, personal level linked to what you believe to be true and reinforces your motivation, eg do you believe the project will give you value, what factors are important to you, what value do you perceive in learning a new skill?
5. **Identity** – your sense of self, who you are, how you describe and express yourself.
6. **Purpose** – your mission in life or degree of 'passion', eg what you want to achieve, the company or personal mission, what contribution you want to make, your personal strengths.



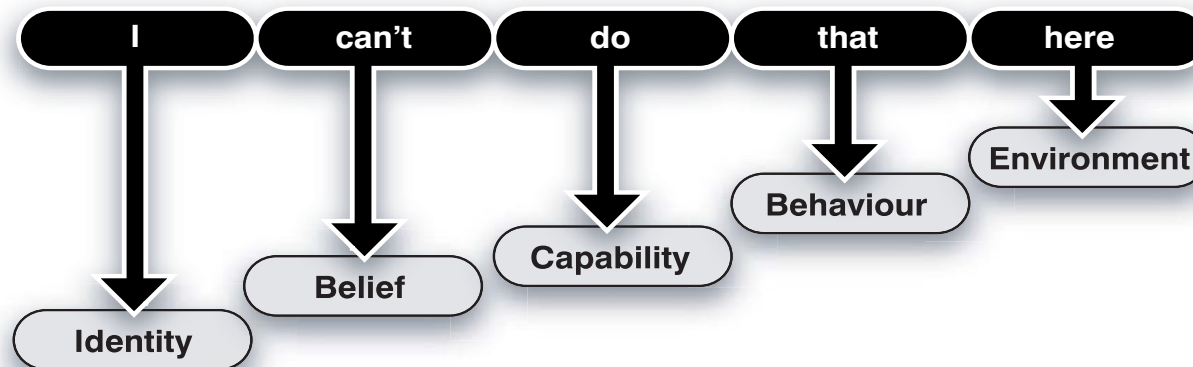


## LOGICAL LEVELS OF CHANGE

### IDENTIFYING THE DIFFERENT LEVELS



The following sentence highlights five of the key levels. Where the person places emphasis on the word will often highlight which level they need to address to take action.



To understand the different levels, it is important to listen clearly to ascertain where emphasis and intonation are placed. Further questions can then be asked related to the specific level, to find out what would help the individual make a positive change or move forward.

## LOGICAL LEVELS OF CHANGE

### IDENTIFYING THE DIFFERENT LEVELS



- I can't do that here    Emphasis at IDENTITY level  
Eg: **who** could do the task, or what could **you** do?
- I can't do that here    Emphasis on BELIEF level  
Eg: **why, what** factors are important to help you continue?
- I can't do that here    Emphasis on CAPABILITY level  
Eg: **how**, do you need additional skills or knowledge to proceed?
- I can't do that here    Emphasis on BEHAVIOUR level  
Eg: **what** actions can the person do? Does the task have a positive intention and link with your personal development?
- I can't do that here    Emphasis on ENVIRONMENT  
Eg: **where, when** or **with whom** could you take action?  
Where do you need to work? What time of the day will be best?  
Where do you need to be to do the task?

## About the Author

### **Gillian Burn, MSc in Exercise and Health Science**

Gillian is Director of Health Circles Ltd, providing training and consultancy services focusing on improving health and quality of life for individuals and companies nationwide. Her background is in the health field, spanning over 25 years and covering nursing, midwifery and health visiting. Gillian is a master practitioner in Neuro-Linguistic Programming (NLP) and Time Line Therapy® which she uses in workshops with companies and coaching for individuals. Her workshops focus on training people to use their minds and bodies to increase energy and resilience. This includes nutrition and exercise advice, understanding the mind and body connection, creating balance in our lives, and techniques to increase creativity and effectiveness.



She is a licensed instructor with Tony Buzan for training in Mind Mapping® techniques and has trained in Mind Mapping, speed reading and memory techniques, and also runs training courses in these areas. In addition, Gillian is a trainer in Body Control Pilates Exercise. Gillian aims to practise what she preaches! She rows on the River Thames and enjoys swimming, walking, yoga and pilates.

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