

John's HOT NLP Tips July 2020 Issue More than 21 Years on the Internet Without a Single Miss!

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[SOLVING PROBLEMS VS COMPLAINTS](#)

John La Valle

When I was a manager in corporate and even after that, I would have to deal with various issues, as many people do. That's what managers do.

How they manage these issues is what's important. I'm sure you've heard this: "Give a man a fish you feed him for a day. Teach him how to fish you feed him for a lifetime." - Lao Tzu
This sentence has so many implications to it, even in everyday life. Think about the following and your children, if you have some, or even one.

When someone would bring me an "issue," my first question, whether I asked it or not, was "Why are you bringing this to me?" or "What do expect me to do with this?"

Part of my management philosophy is such that I am responsible for developing the people who report to me. My responsibilities do not include "baby-sitting" them.

I also believed (and still do) that if someone becomes my charge, I am responsible for making sure they have the proper training to do their job and then expect them to perform their job and do that well.

Now, if someone brings **you** an issue, is it a problem or a complaint? And how would you know the difference? It's essential to know the difference because it determines "how" you handle the issue with the person.

Depending on "how" you handle it will determine whether the person will continue to bring you issues, or will learn to handle matters themselves.

When people would bring me an issue, I would ask them, "Are you bringing this to me because you want me to solve it?" If they say yes, then, "OK, so this is a problem you want me to help you solve. Did you bring me different solutions that you have that could solve it?" If they said, "No," then I would

let them know that it's not a problem they have because a problem by definition has different solutions available for solving the problem.

If they have no solutions, it's a complaint. And my response is, "I'm sorry, I'm not the complaint department." "Bring me possible solutions, and I'm more than happy to help you explore them, think them through, etc. so that you can make the best decision to solve this."

You see, it's all in training and how you do that when managing people and their issues.

Now, there are times when someone wants to "let you know there's a problem," and I call that something different: they want to dump their monkeys into your lap, and once you accept them, those monkeys are now yours to manage!

I like monkeys, but I have enough of my own, thank you, so I'm not taking on any more.

As a manager (or parent), or in any environment where people are involved, learn how to help them "learn" to manage themselves.

Another article for another time will be about how I managed people so that they didn't need me to manage them. I would judge a manager's talent based on how well his department (or company) could run without that manager present, and for a reasonable time.

Have fun with your now new way of handling issues, and be well armed with great questions so that you can teach the person how to solve the problems on their own.

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Coming Up:

***All May and July seminar dates are being postponed to August, September, or October.
Announcements will be made as soon as we can determine that it is safe and travel is free flowing.***

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Continuous Improvement

by Laura Spicer

How has learning NLP enhanced your life? In my case, I think what I learned from Richard, John and Kathleen changed everything for me.

Richard Bandler created something to help us help others. Yet all these skills can equally apply to how we work on ourselves, inside.

When you listen to your own internal dialogue, not just in terms of the content, but all those submodalities that drive the way you feel, how can you use this knowledge to optimise your moments?

As a speaking voice coach, I often help people to sound more exciting, inspiring, motivating or relaxing. Sometimes, I help people to learn how to sound sexier, or just more pleasant. All these vocal skills apply to our internal voice as well as our output.

There are so many ways to say the same thing. The tones and tunes, the energy, pace, volume and quality of the sound can change the meaning, and the results! You can say "yes" in at least five different ways. Can you make a "yes" sound like a "no!" Or a "maybe"? Can you make a "yes" sound inviting? Or scary?

A lot of people aim in the wrong direction with their voice. It is not so much whether your voice is lovely to listen to, though it is great if it is. The big question to ask yourself is whether your voice is effective and flexible enough to do the best job, most appropriately for the results you want.

When you want to relax someone, how powerfully relaxing can you sound? I sometimes joke by saying I can put someone into a very relaxed state reading my shopping list to them! It's only partly what you say, and a whole lot of how you say it. And this is just as true for your internal dialogue as your external one.

Next time you sit down to have a rest between tasks, you could experiment with talking to yourself in the tonality of a parent lulling their child into safely sleeping. Find out what it takes to get you from up time to downtime in a flash by altering the internal sound to one that really works for you.

Next time you are struggling with getting something done, how about testing different internal tonality? If you have ever listened to the commentator at a horse race, that could be a fun voice you could talk to yourself in!

If you close one ear and speak out loud, you will find yourself more easily able to hear yourself. Once you have heard the sound on the outside you will most probably find it easier to replicate internally.

Or look for video online and pay attention only to the tones and tunes you like the sound of and copy them, first out loud, listening to yourself, then internally. Each evening I do a very supportive voice in my head that tells me I've done well with my day's achievements and reminds me encouragingly to

learn from my mistakes. In the morning, I sometimes listen to the gospel choir Richard installed for me on my Practitioner course, or I do an excited, cheery voice telling me to jump out of bed feeling great and looking forward to the day. (Well, maybe not every day!)

As with so many aspects of NLP, having fun experimenting and testing out new ways to do things better than ever before is the way to keep improving. And trying out different tonality in your internal dialogue can make your life more successful, fun and effective.

Once you find the best internal sounds to support your goals, repeatedly doing them on purpose is what gets them working automatically. Practice is the key to transforming your conscious competence into unconscious competence. Playing with how you talk to yourself and finding out how to soothe and motivate yourself more effectively are two of many states that are super rewarding to optimise.

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[Laura Spicer](#) is a Licensed Trainer of Neuro-Linguistic Programming® and a Great voice coach! She has been in the field for many years now and lots of experience.

Laura also heads up the Number 1 Cyber Space Practice Group and Master Class. And YES, I'll be there in August 2019, date to be announced. [Check it out here!](#)

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Announcing:

[THINKING ON PURPOSE](#)

Thinking on Purpose is an indispensable guide to anyone who wants to make changes in their life. Most people don't really 'think'. They 'remember'. That's why they are often destined to repeat the same negative patterns over and over again.

Dr. Richard Bandler, the genius behind NLP who has changed the lives of millions of people through his life's work, teams up with Owen Fitzpatrick and Dr. Glenda Bradstock to offer you a 15 day, step by step guide to thinking smarter, better and on purpose so you can build a much brighter future.

Available at Amazon, Apple, Kobo, B&N on March 1st 2019. Available in your local book stores today

Dr. Richard Bandler, Owen Fitzpatrick and Dr. Glenda Bradstock

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From that Angle

by John G. Johnson

(Visual, auditory, kinesthetic, olfactory, and gustatory): These modalities are the starting points. We use them to filter our experiences, move us into action, or inaction. Think of them as the "language of the mind." When arranged in a particular sequence they bring about our desired or undesired behavior. We have either seen persons or have had the experience of naturally excelling at a task, while others struggle. If we are all composed of the same biological matter then some questions to ask could be, "How is the successful person mentally organizing his/her resources? What are they doing inside of their mind that makes them good at what they do?"

Sadly, most don't; instead, they convince themselves it's better to "sing the verse" as others do, - which is to settle. This habitual acceptance without a challenge eventually morphs into beliefs about what they think is and isn't achievable in the world... within themselves... and the one they physically inhabit. This leads to unfulfilled potential and frustrated lives. Beliefs liberate or bind the mind.

We don't have to be bound by, personal, social or cultural expectations, or accept what has been established as the norm. This is "controversial" to some, according to their definition of that word and their lived experiences... And is NLP controversial? The technology moves contra, against the accepted status -quo, and the verse, the rhythm accepted by most about what's possible. NLP does not treat persons as a statistic. Instead, it respects each person as they are - a unique stand-alone individual possessing distinct strengths and unrecognized abilities. These (strengths and unrecognized abilities) are what NLP puts to use.

Strategies to organize our internal resources, to access alternative ways and levels of thinking, so we thrive are available; yours to for the taking. NLP's methods and approaches give the user conscious control to do these. Phobias, traumas can be a thing of the past. Clarity of mind so thoughts become focused and motivating goals are achieved. Increased physical and mental performance, and so much more are all obtainable. Persons curious enough to defy the obvious have creatively applied NLP's techniques and strategies in various domains and professions: Sports, education, creative arts, personal performance business, science, counseling... If the will to change, to flow "against the rhythm of expectations" exists then there will no longer be the mind that restrains it.

Quotes from two poets and a theoretical physicist (Pindar, William Blake, David Bohm), when stitched together, sum things up: "...do not aspire to immortal life, but exhaust the limits of the possible!...'If the doors of perception were cleansed, everything would appear to man as is, infinite! For man has closed himself up, 'till he sees all things through narrow chinks of his cavern'...' The ability to perceive or think differently is more important than the knowledge gained!'"

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[John Johnson](#) is a Licensed Trainer of NLP™ who currently does one on one coaching and also works with Martial Arts schools for their business success! He also assists us in Orlando sometimes and is fantastic with creativity! Check out his site [NLP Success by Design](#) today! He can assist and teach you in the most incredible ways!

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Over many decades of the continuing development of Neuro-Linguistic Programming, we have collected hours upon hours of content featuring Dr. Richard Bandler and John La Valle, documenting the evolution of the technology through audio and video. Up until now, this content has been sold on NLP Store

only in cassette tape, VHS, CD, and DVD formats made available all around the world. While these have been the only formats to receive the content officially, we believe that there is a better method to make some of the most important NLP-related content available to everyone on a platform that can adapt with the times without concerns about mediums becoming obsolete.

This is why we have launched NLP ETERNAL, a 24/7 streaming service that aims to make NLP Store's content available to everyone on a subscription basis available at

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For the latest books published digitally by authors Dr. Richard Bandler, John La Valle, and more please visit the experiential publisher New Thinking Publications at

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by Garner Thomson with Dr. Khalid Khan

This edition, with new introduction by Richard Bandler, is fully revised and updated

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Regards,
John La Valle

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