ABSTRACT

The perfect behavior of its team has an absolute relevance in any organization. But, as they say, an attempt towards improvement of the society begins at home. So, an attempt towards building a competent organization with highly motivated workforce begins from improving the individual behavior of its team. Behavioural approach is a stepping stone towards building a positive and motivated workforce. Increasing incidents of frustration, stress, depression and even disloyalty make positive behavioural approach definitely a call of our times. The corporate world today gives immense importance to train the workforce and bring out the best talent in them. The need of the times is that in any organization, due importance is given to make each individual capable of making a conscious effort in building a positive frame of mind. If leaders at all levels understand the conscious and unconscious structure of how they do whatever they do, then they have a lot of choices, the choice to refine what they do, the choice to stop what they do or the choice to do things differently.

Keywords: Behavioural Approach; Positive Attitude; Personal Development; Modelling; Presupposition

INTRODUCTION

NLP is a scientific behavioural approach that can make this positive difference. Its concept dates back to mid-70s. Standing on the shoulders of the outstanding therapists and thinkers of the time, John Grinder and Richard Bandler working together, this new field was born. NLP began by studying the best communicators and has evolved into the systemic study of human communicators. It has grown by adding practical tools and methods generated by modelling exceptional people. These tools are presently used internationally in rapport building, business, training, human resource development, sales, law, education and sports. However, NLP is more than just a collection of techniques. It is also a way of thinking, a frame of mind based on curiosity, exploration and practicing.

OBJECTIVES

The objectives of the Paper-

1. To understand Neuro-Linguistic Programming(NLP)
2. To study NLP as a behavioural approach to improve individual member of the team.
3. To find out how to model desired skills.
4. To learn to change behaviour and influence the world.
What Is NLP?

NLP cannot be pinned down to a single definition. There are many explanations of NLP each like a beam of light shining from a different angle picking out the whole shape and shadow of the subject. The term ‘Neuro-Linguistic Programming’ itself comes from three areas it brings together.

N (for Neurology) the mind and how we think. It refers to the neurological system, the way our senses of sight, hearing, touch, taste and smell to translate our experience into thought processes, both conscious and unconscious. It relates to our physiology as well as our mind and the way our mind and body function as one system.

L (for Linguistics) How we use language and how it affects us. We use language to make sense of our experience and how we communicate that experience to others and ourselves. The study of our linguistic patterns is rich in clues on how to structure our internal world.

P (for Programming) How we sequence our actions to achieve our goals. It is the way we code our experience. Our programs are a combination of thought patterns and behaviours influenced by our beliefs, values, sense of identity and purpose. The results we achieve and the efforts we create in ourselves and others are the consequence of our personal programs. By increasing our awareness of what programs we and others run, we can learn how to reproduce these programs to achieve the results we want.

To sum it up, NLP is the process of unpacking the ‘how’ of what we and the others do, either to achieve the same results for ourselves or to teach them to others. As such, it is a process that leads to continuous growth and learning. The awareness of how we do what we do is the key to self-management and influence. For example, if you understand how it is that you build lasting relationships with some of your clients but not all, then you have the choice to extend what works for all situations, people and contexts. Similarly, if you understand how you get stressed in some circumstances but not in all, then you have the opportunity to make some new choices – you could go for all-out stress or no stress! We are what we think, and by managing what we think we take responsibility for our lives and can live in a way that enables us to realise our true potential.

We live in an increasingly unstable world and we cannot control the things around us that may knock us off course on our journey to our goals. However, what we do is manage the way we react to these varying circumstances. Likewise, we may not be able to control the nature of people who are drawn to us, but we can manage the way we respond to them. We cannot control fluctuations in the economy, but we can manage the sense we make of them and frame of mind as we do this. Our skill and our ability to manage ourselves in this way directly affects the extent to which we achieve our goals.

The Pillars of NLP

NLP has six basic principles. They are known as the pillars of NLP.

- You, your emotional state and level of skill. You are the most important part of any NLP intervention. You make NLP real by what you do. Just as a tool can be used to create beautiful art or rubbish, so NLP can be used well or badly.

- Presupposition - the principles of NLP. The presupposition of NLP are its guiding principles, those ideas or beliefs that are presupposed, that is, taken for granted and acted upon.

- Rapport - the quality of relationship. Rapport is the quality of relationship that results in mutual trust and responsiveness. You gain rapport by understanding and respecting the way another person sees the world. It is like speaking their language. Rapport is essential for good communication.

- Outcome - knowing what you want. A basic skill of NLP is being clear about what you want and being able to elicit from others what they want. NLP is based around always thinking of
outcomes in every situation, so you are always acting in a purposeful way. An outcome is what you want; a task is what you do to achieve it.

- Feedback - how will you know you are getting what you want. Once you know what you want, you have to pay attention to what you are getting, so you know what to do next.

- Flexibility - if what you are doing is not working, then do something else. When you know what you want and you know what you are getting, the more strategies you have to achieve your outcome, the greater are your chances of success. The more choices you have – of emotional state, communication style and perspective - the better your results.

**NLP Is Modelling**

Those who excel in what they do, no matter what their interest or area of work, have exquisite modelling skills to know what works and to continually refine what works. If you take the outstanding performers in any field, you will find they instinctively detect the difference that makes the difference. Those who excel at what they do have the ability to know what constitutes the difference between good and superb. Modelling is the process of observing, analyzing and reproducing the structure of particular abilities, particularly excellence. This process of modelling offers the tools that are a way of carrying out “inner benchmarking” i.e. unpacking our thinking strategies as well as our external behavior.

One of the basic facts about modelling is that we are born with all the modelling skills we will ever need. The skills we need and want already lie within us somewhere. Modelling allows us to access those skills when we want them. For example, if you want the confidence to present a new idea to someone who is renowned for being critical, may not have applied it in the same way as you want to now, but the structure is there.

Research shows increasingly that our ability to learn is directly proportional to our ability to survive and succeed. Indeed, it is only by developing our ability to learn that we can hope to stay ahead in what we do and ultimately lead the way.

**What Does NLP Do?**

You may be wondering what happens if you do learn all these things yourself. It may be that you already feel that you are not realizing the potential that you suspect you may possess. But what are you going to do about it? How will you bridge any gaps you discover between the you today and you that is lingering inside bursting to get out? It is all well and good to know why you are the way you are, but can you really change yourself? The answer is you can, if you want to, NLP is the means of learning and making just this sort of changes. It is a way of learning new choices that will change both the way you behave and the influence you have on the world at large.

**CONCLUSION**

Concepts of personal development and learning have become keys to high business performance. Nevertheless, many training and development programs still leave delegates with the question, “How do I make this work?” NLP provides answer to exactly this question. It doesn’t delve into the why and what, questions already amply answered by a myriad of the programs. NLP concentrates on the ‘how’.

**REFERENCES**
