

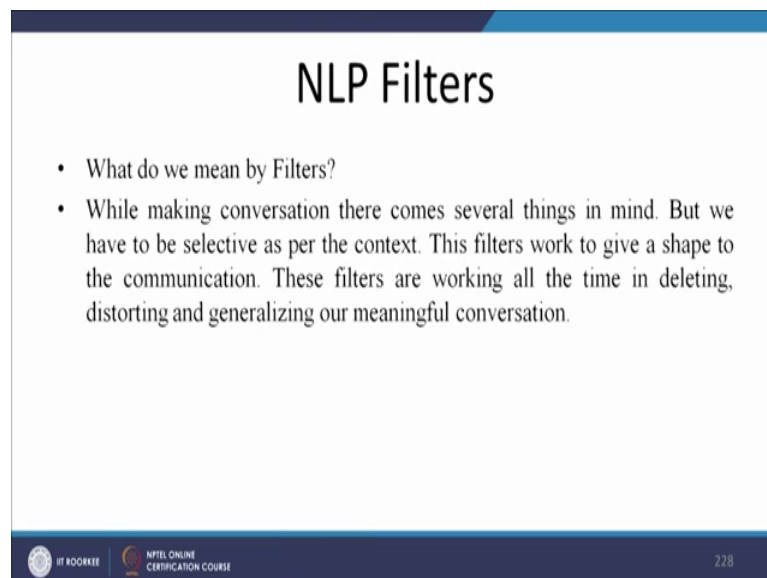
Neurolinguistic Programming
Dr. Smitha Jha
Department of Humanities & Social Sciences
Indian Institute of Technology, Roorkee

Lecture – 04
NLP Filters

Hello friends, we are doing perspectives on neurolinguistics and under this topic today we are going to discuss NLP filters. This aspect is titled the NLP filters very important because what do we mean by NLP filters that is neurolinguistic programming filters. Under neurolinguistic programming we have already discussed that, how we try to refine yourself while making conversation with others. In a way to enhance our personality and as we are social animal and we live in a society. So, naturally any conscious person gets a number of information every day. So, how to use all those information as per context?

So, the contextual analysis or the contextual response may be discussed in a relation to NLP filters. Let us first see what do we mean by the filters? While, making conversation there comes several things in mind I mean surroundings people circumstance situations events and any I mean all conscious mind will receive those, but we have to be selective as per the context. Now these filters work to give the shape to the communications and this filters are working all the time in deleting, distorting and generalizing are meaningful conversation.

(Refer Slide Time: 02:07)



NLP Filters

- What do we mean by Filters?
- While making conversation there comes several things in mind. But we have to be selective as per the context. These filters work to give a shape to the communication. These filters are working all the time in deleting, distorting and generalizing our meaningful conversation.

IT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 228

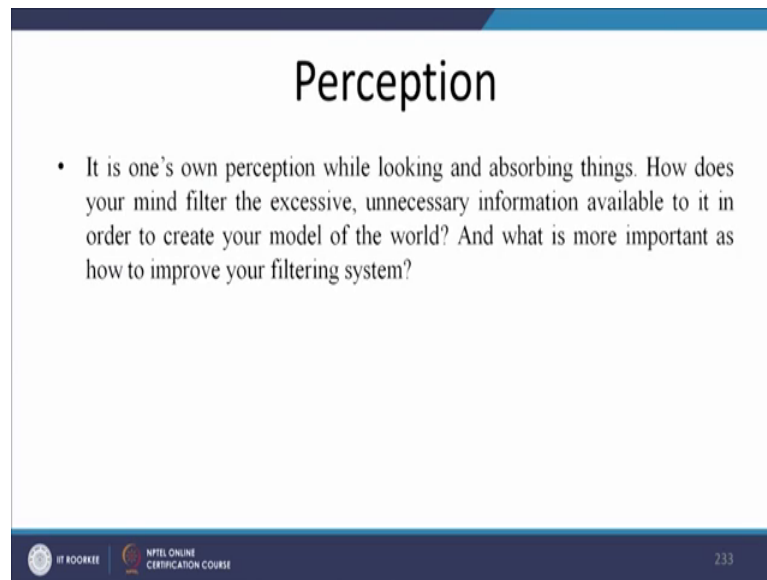
So, friends deleting, distorting and generalizing three important steps are there when we talk of NLP filters. And when we talk of shaping our thoughts and our conversations that can be call effective conversation. Now we perceive the world through our senses that is affect that the perceptions that is there in our mind and we analyze things in that perspectives only.

What is already there built in our mind and through an internal process sensory perceptions are transformed into an external behavior. This process from perception to behavior is shown in the NLP communication model, that is the a deletion then distortion and then generalizing and 5 or 6, 7 senses. So, every second approximately 4.5 million units of information are presented to us. If we should consciously perceive this kiosk of information, we should become over worried. Therefore, we unconsciously filter this information by delete distort generalize information. Based on our observation and the filtering of the information, we form an internal representation or a thought pattern.

As per the contast always keep in mind. This internal representation is composed of images sounds, feelings, internal dialogue words that you say to yourself a smell and test. Now the internal representation and physiology including attitude and bio chemical processes have a significant interactions with each other. It creates the mood and finally, sends this behavior and your result.

So, this process is always on in a conscious mind and with the help of deletion and then distortion and selection, we fit our self in a particular situation. Neurolinguistic programming improves our way of thinking; that is for sure and reacting and gathering information. If you want to improve the thinking process of your mind, you should train yourself to make sense of the world which is where the concept of the filters come in that is to make sense of the world. The perception the perception that is refined perception now let us discuss perception.

(Refer Slide Time: 05:34)



The slide features a title 'Perception' at the top center. Below the title is a single bullet point. The footer contains logos for 'IIT ROORKEE' and 'NPTEL ONLINE CERTIFICATION COURSE' on the left, and the number '233' on the right.

Perception

- It is one's own perception while looking and absorbing things. How does your mind filter the excessive, unnecessary information available to it in order to create your model of the world? And what is more important as how to improve your filtering system?

IIT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 233

It is one's own perception while looking and absorbing things. In another word suppose I am looking at the desktop, for me it can be very simple ordinary desktop. But may be for others it can be very unique, very extraordinary very difficult kind of things.

So, it is one's perception that gives idea to the one mind how does your mind filters the excessive unnecessary information available to it in order to create your model of the world and what is more important as, how to improve your filtering system. This is all based on perception and this questions compel you to refine your perception. Because perception is very individual receiving information continually is the process, that goes on and on and we receive it through five senses undoubtedly this is the amount of information in which a little is of our use.

And it is here that neurolinguistic programming filters help us to revise to re devise are thought process to make meaningful output. Now this is the very important question that how to go for filtration activity. Because the word filter gives up something to redefine and to clear something. So, now, there are several things involve infiltration process when we talk of NLP filtration process the first is belief the second is meta program.

(Refer Slide Time: 07:40)

There are several things involved in filtration.

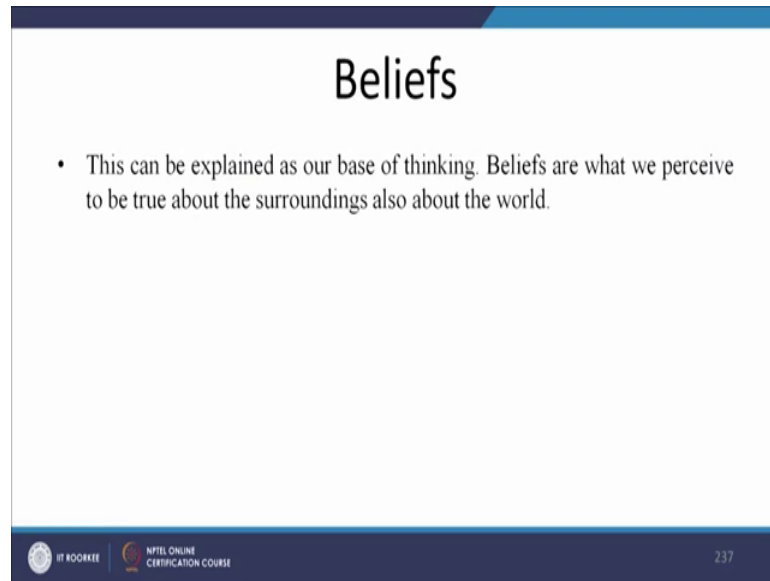
- Beliefs
- Meta Program
- Memories
- Values
- Attitudes
- Current state
- Culture
- Language
- Personality preferences
- Interests
- Assumptions

IT ROORKEE | NPTEL ONLINE CERTIFICATION COURSE 235

Third is memories, fourth is values, fifth is attitude, sixth is current state, seventh is culture, eighth is language, ninth is personality preferences, tenth is interests and eleventh is assumptions. Now let us define what do you mean by all these topics or items when we talk of NLP filtration. Meta programs meta programs can be defined as the innate unconscious filters in fact, meta means beyond.

So, it is the innate unconscious filters meta programs decides personality traits, which may people behave and respond differently in a similar situation. And as I told you everyone every person is different from other one, one is very jovial, one is very serious, one is very curious, one is short tempered. So, meta program decide personality traits.

(Refer Slide Time: 08:59)



The slide features a dark blue header with the title "Beliefs" in white. Below the title, a single bullet point explains that beliefs are our base of thinking and what we perceive to be true about our surroundings and the world. The footer contains the logos for IIT ROORKEE and NPTEL ONLINE CERTIFICATION COURSE, along with the slide number 237.

Beliefs

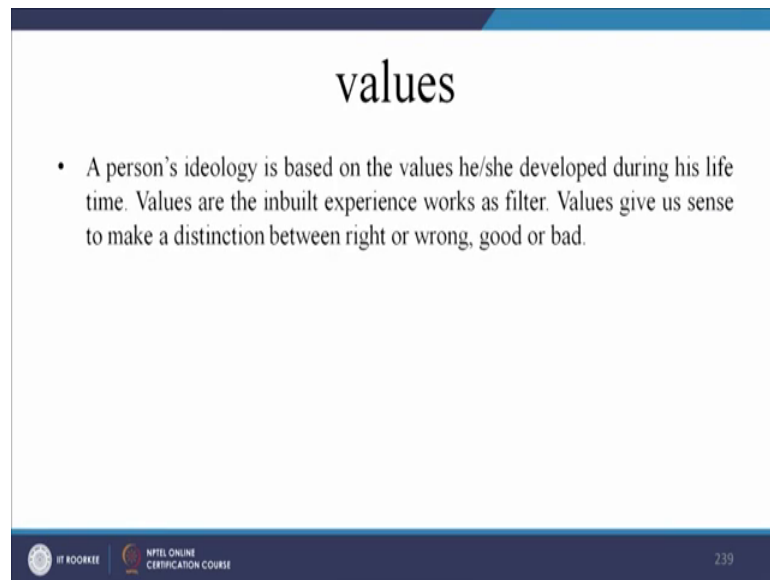
- This can be explained as our base of thinking. Beliefs are what we perceive to be true about the surroundings also about the world.

IIT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 237

Now, what is belief? This can be explained as our base of thinking; beliefs are what we perceive to be true about the surroundings, also about the world and our ideology entire things based our belief.

Belief means your base of thinking. So, so it is very important to decide your personality traits. Memories these are the conscious and unconscious collective experiences that influence our current perceptions. It goes without saying that the behavior of the individual is significantly influenced by the subconscious or the past memories stored in brain. Next come values we have already discussed beliefs and values.

(Refer Slide Time: 10:02)



The slide features a dark blue header with the word "values" in white. Below the header, a white background contains a single bullet point. At the bottom, a dark blue footer includes logos for IIT ROORKEE and NPTEL ONLINE CERTIFICATION COURSE, along with the number 239.

values

- A person's ideology is based on the values he/she developed during his life time. Values are the inbuilt experience works as filter. Values give us sense to make a distinction between right or wrong, good or bad.

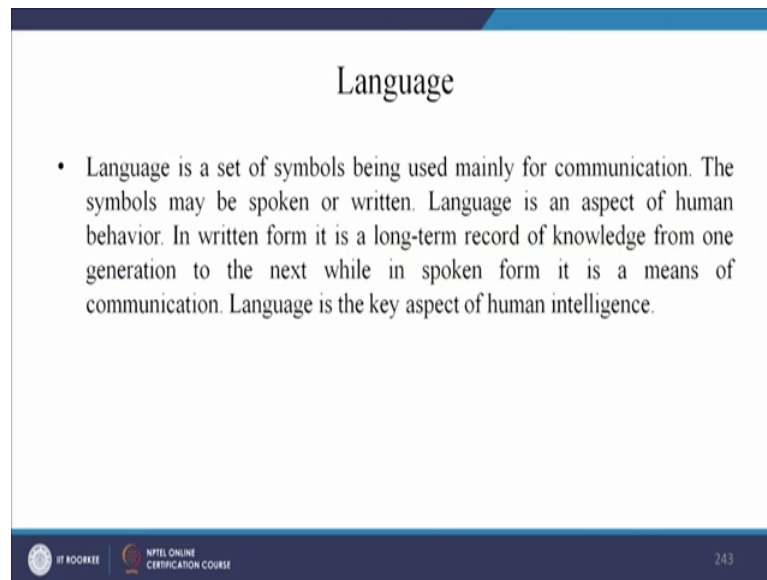
IIT ROORKEE NPTEL ONLINE CERTIFICATION COURSE 239

A person's ideology is based on the values, he/she developed during his life time. Values are the inbuilt experience works as filters. Value give us sense to make a distinction between the right or the wrong the good or the bad then comes attitudes. We are discussing NLP filters and various items and topics involved in this filtration and this all matter when we talk of NLP filters. So, what is attitude? Attitude is based on belief and values one develops during his or her lifetime that makes persons attitude.

And as I said that every individual is different from other in terms of belief in terms of values in terms of attitude culture. Culture is a very important aspect of NLP filter culture can be defined as a language, norms, values, beliefs and more that together form a people's way of life. It is a combination of elements that effect how people think, how they act and what they own. Indian culture for instants include every things just mentioned, it also includes our history, architecture, expected behavior and some much more.

So, culture is an essential part of being human, no one is completely without it. In fact, an individual can be part of many cultures and subcultures. For example, someone who lives in India could be part of the tradition culture in addition, to the distinct culture of the south a religious community, a heritage group and more. Now current state that is the present state, this is also one of NLP filters. The present state in which one works the present in which one thinks walk, eat, behaves everything.

(Refer Slide Time: 12:35)



Language

- Language is a set of symbols being used mainly for communication. The symbols may be spoken or written. Language is an aspect of human behavior. In written form it is a long-term record of knowledge from one generation to the next while in spoken form it is a means of communication. Language is the key aspect of human intelligence.

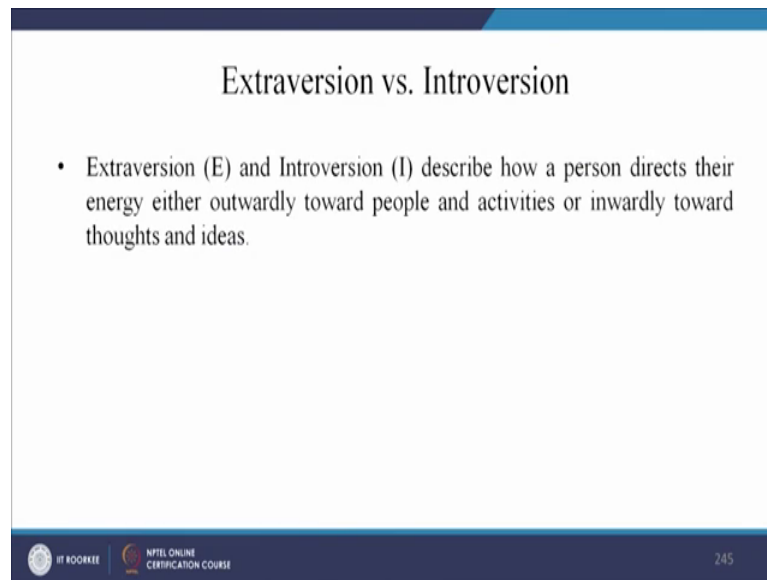
IT ROORKEE | NPTEL ONLINE CERTIFICATION COURSE 243

Then comes language this is also a very important aspects of NLP filters. Language is a set of symbols being used mainly for the communications; the symbol may be a spoken or written. Language is an aspect of human behavior in a written form it is a long term record of knowledge from one generation to the next while in a spoken form, it is a means of communication. Language is a key aspect of human intelligence. So, language is something that gives extra power to human being and that is why it is called the human or rational creature.

Personality preferences this is one of the trades where personality preferences are way of classifying a person's natural tendencies and there are four pairs of opposing preferences for example, extra version verses into version, for a total of 8. While all 8 are used by every person's to different degrees, a person will learn lean more towards one then the other. Each preference is noted by a single letter such as e for extra version, different combination of these preferences letters make up a person's temperament and personality type.

Now, the first is out of 8 the first pair that is of two extra version verses into version extraversion that is e and introversion.

(Refer Slide Time: 14:23)



The slide features a title 'Extraversion vs. Introversion' at the top center. Below the title is a single bullet point: '• Extraversion (E) and Introversion (I) describe how a person directs their energy either outwardly toward people and activities or inwardly toward thoughts and ideas.' The slide has a dark blue header and footer. The footer contains the IIT ROORKEE logo on the left, the text 'NPTEL ONLINE CERTIFICATION COURSE' in the center, and the number '245' on the right.

I describe how a person directs their energy either outwardly towards people and activities or inwardly toward thought and ideas. Sensing verses intuition this is second pair that is of 4 out of 8, you are sensing that is s and intuition, that is n to receive and process new information either by using your 5 senses or more abstract ways. Then the third one is thinking verses feeling.

So, thinking the thinking that is t and feeling preference pair refers to how you makes decisions either by objective logic or subjective feeling, and the last one is the pair judging verses perceiving the judging j and perceiving p that how you interact with world outside yourself either in a structured or flexible manner. Now an interest is the subjective attitude motivating a person to perform a certain task. It efforts pleasure and satisfaction, it results in curiosity towards the object of interest enthusiasm to be attached to the object a strength of will to fact difficulties while engaged in the task of once interest, a definite change in behavior in the presence in the object characterized by attention and concentration.

So, out of it well this is all based on the filtration process, interest is also one of the important part and which is the subject attitude. Then an assumption because we are discussing various states of filtration; assumption is also one of those. So, an assumption is the statement that is presumed to be true without concrete evidence to support it. In the business world assumption are used in a wide variety of situations to enable companies

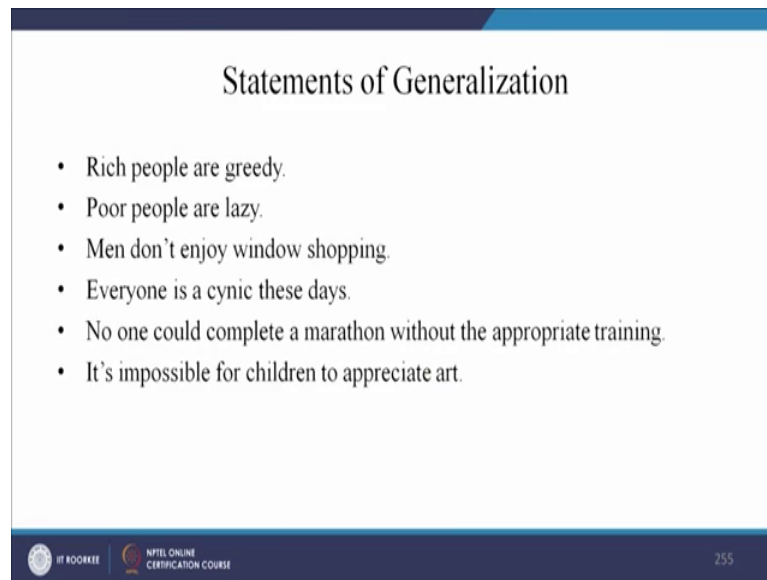
to plan and make decisions in the face of uncertainties. Perhaps the most common use of assumption is in the accounting function which use is assumptions to facilitate financial measurement forecasting and reporting. Being a rational creature we do athletes; one of the three things in coming sensory information that has been filtered, that is delete and or distort and or generalize all sensory input. Now this is called as a universal modeling process in the neurolinguistic programming. Now the three important a states in a NLP filtration the first one is deletion very important to know what is deletion.

So, as we are social animal we receive flex of information, which need to be deleted at some point of time. As I said as per the need of the r or the context, one should focus on what is apparently most important at a specific movement in time, and rest is deleted from our conscious awareness. Then comes distortion, we misrepresent our reality through distorting our experience of pure sensory information.

Being intimidated by certain people frightened of a harmless situations, procrastination or miss interpretations what someone says are example of how people distort reality. The process of planning imagining or visualizing also uses distortion as part of deletion as way of constructing goals and destination. Then comes generalization is an essential component of the wider scientific process.

In a ideal world to test a hypotheses, you would sample an entire population. It is what allows researchers to take what they have learned on a small scale, and related more broadly to the bigger picture. In everyday language a generalization defined as a broad statement or an idea that is applies to a group of people or things. Often generalization are not entirely true because they are usually examples of individuals or situations, where in the generalization does not apply. In this respect generalization can be similar to stereo types, in that they are sometimes offensive; now statements of generalizations.

(Refer Slide Time: 20:22)



The slide is titled "Statements of Generalization" and contains a bulleted list of six generalizations. At the bottom of the slide, there are logos for "IIT ROORKEE" and "NPTEL ONLINE CERTIFICATION COURSE" along with the number "255".

- Rich people are greedy.
- Poor people are lazy.
- Men don't enjoy window shopping.
- Everyone is a cynic these days.
- No one could complete a marathon without the appropriate training.
- It's impossible for children to appreciate art.

These are the generalized statements that generally people make. Rich people are greedy, poor people are lazy, men do not enjoy window shopping, everyone is a cynic these days, no one could complete a marathon without the appropriate training, it's impossible for children to appreciate art. Now these are the statements which generally I mean use often, and this can be said as generalization that all men are bad, all women are greedy, all women are coliseum, these are the generalized statements.

So, we have seen in deletion or NLP filters that how to select things. If you remember I discussed meta state model of self reflectate consciousness in which I discussed that meta state model looks at the same structure not primarily in terms of linguistics or cinematic features, but in terms of thinking and filling a state. A possibility a state or a necessary necessity a state for example, will typically show of linguistically as a model operator of possibility, can go to on to or model operator of necessity have to must.

So, the meta model describes it linguistically the meta is state model describe it in terms of state. So, while describing the filtration process, a person should be rated on the scale of attitude then a personality trait then personality preferences, then consciousness, then perception then I mean a number of things which already we discussed. So, to recognize how to recognize yourself? To recognize your some modalities and work with these cinematic features in how you code your representation means your present perception, you have to stay back or go meta.

Meta actually meta cognition I have also discussed that to know your knowledge knowing once own knowledge. So, you know about your caliber your own limitations as well. So, you have to gain a broader perspective and ask question, that are meta to a higher than the representations. Now certain questions are like is that picture close or far is that image bright or dim is that sound quiet or loud to answer such meta questions, you have to stop being a subject of the movie a step out of it and as you transcend that experience notice the code as it currently is, that is why these are not really sub, but operate as a meta level to your representation.

So, what I mean to say that like the various category we discuss, like introvert extravert. So, one has to know one self and what I feel that the best thing is to judge yourself. I mean sometime I wonder that why people go to a doctor or psychiatrist; because limitations and your plus point any if you have you sit and you write down. You write down your limitations very candidly and honestly as well as your good trade and you develop your good trade more practicing those in different situations. Like we have also discussed a stage fear the how to reduce a stage fear or a stage fright.

Now, you go on and on and if you feel scare of the situations the audience, you try to face that more. And if you face that more and more and if you practice it a day will come when you will be a very good orator. So, the best thing is and I think that nothing can be best as you represent yourself in front of yourself own and that is why mirroring is also one of the important model of neurolinguistic programming. So, following this practicing this, you can go ahead and this is how you can move doing all filters practicing all filters in terms of deletion and distortion and generalizations.

We have to be very specific in particular program and that is why neurolinguistic programming is very important. As the a title is perspective on neurolinguistic programming, naturally you have to go for a very specific situation, I mean for professionals in a business world, neurolinguistic programming is a great success and practicing it you have to modify yourself modify your thought, modify your trade, modify your attitude, to become a very good and successful professionals.

Even at home or home maker can practice all such process of filtration. Suppose I am in a situation where we need to speak very less. Naturally I will delete all those unnecessary things coming to my mind or which I feel eager to speak out, but doing not that that is to

say deleting unnecessary items selecting only the important one and speaking as per the need of the our that is the contextual demand. That makes you a very successful person, that is why deletion and distortion.

Suppose I am in a class and something is distorting my thoughts, naturally I have to remove myself from that particular distortion and making concentration. So, concentration is also one of the important steps in filtration process. If you are lacking meditation if you are lacking concentration, you do it again and again. And in my opinion practice is the best way to achieve the target and the ultimate destination. Generalization generally we say that in a professional world, one should not be general or making a generalize a statement that may hurt other as well.

So, before making sentences or speaking, you must rethink that it is going to hurt somebody or it is going to create a bad opinion about yourself if it is so, apply that statement to you also. Well if you find that is not profitable to speak why not you revise it? You re revise it and this is whole your process of filtration and that is why I also discussed the various a steps involved in the NLP filters, various steps like believes, meta program, memories, values, attitude, current, state, culture, language, personality, preferences interest and assumptions.

Because personality once personality is the complete package of all these things you can have the command over language good language, only if you have a very good belief if you expert in meta programming. Memories attitude only then you can prove yourself a good orator and a good professional. And whenever we talk of neurolinguistic programming for students for professionals it is very helpful.

Because it is all matter of practice to define and redefine. I always ask the student to go for introspection you recognize yourself what you think, how you feel, how do you think, what is right and wrong and then judge. Judge applying all those thinking to your own self if you feel good or if you justify it, naturally this will be healthy attitude towards society.

So, friends NLP filters very important for enhancing enriching your personality, your thinking process and your communicative attitude. So, take care of all the points go for practices and repeat it again and again to become a good speaker or a good thinker and a good decision maker as well. I hope that NLP filter will help you a lot to take a decision,

to become a good human being, to become a good professional and to become overall a successful person.

Thank you very much.