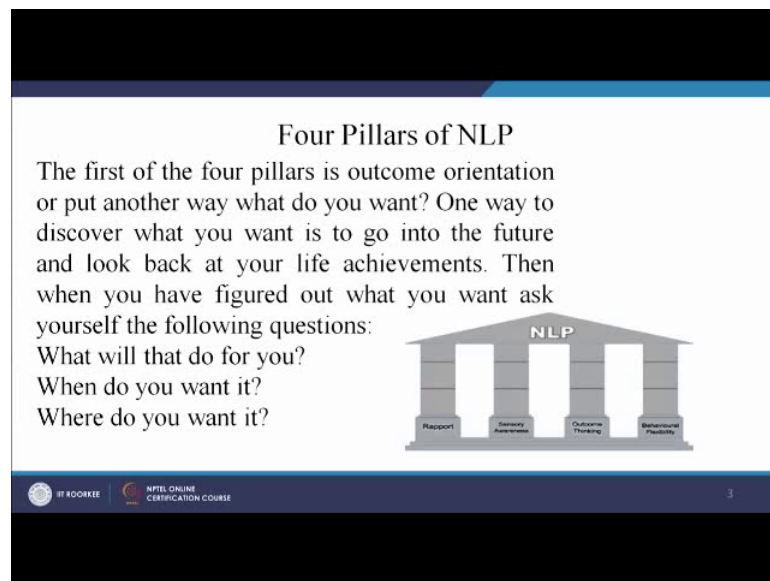


Neurolinguistic Programming
Dr. Smita Jha
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Indian Institute of Technology, Roorkee

Lecture – 06
Four Pillars of NLP

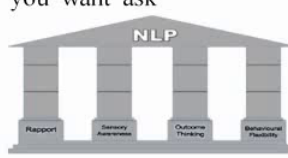
Hello friends, we are here to once again discuss neurolinguistic programming with 4 pillars. We have discussed in detail, what is neurolinguistic programming, today is the high time to know about 4 pillars. Because these 4 pillars are very important to get the real gist of neurolinguistic programming; what are these 4 pillars. 4 pillars the first of the 4 pillars is outcome orientation or put another way what do you want; one way to discover what you want is to go into the future and look back at your life achievements.

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Four Pillars of NLP

The first of the four pillars is outcome orientation or put another way what do you want? One way to discover what you want is to go into the future and look back at your life achievements. Then when you have figured out what you want ask yourself the following questions:
What will that do for you?
When do you want it?
Where do you want it?



Rapport Sensory Acquaintance Outcome Thinking Behavioural Flexibility

NLP

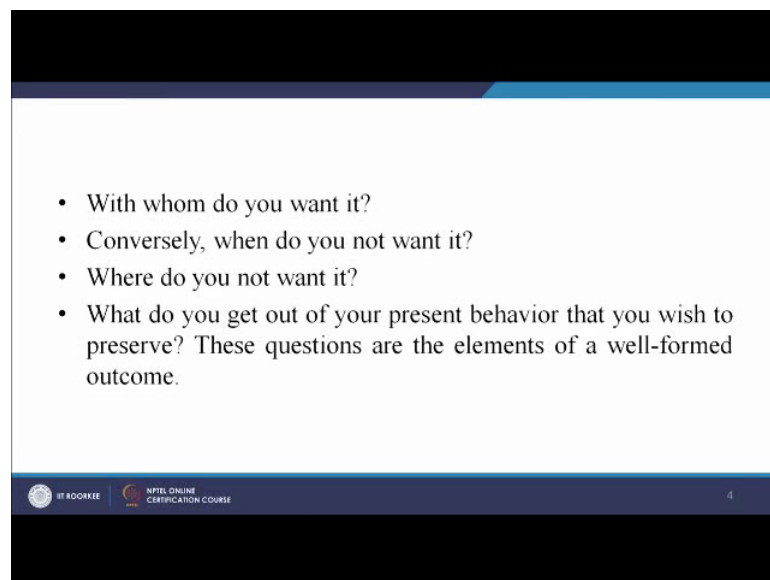
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Then you have figured out what you want ask yourself the following question, what will that do for you when do you want it, and where do you want it. Now this is the 4 pillars in which we have rapport sensory acquitment and then outcome thinking, and then behavioural flexibility. So, if we discuss the outcome orientation based on all these 4 pillars, very important because such questions what will that do for you, when do you want it and where do you want it, it depends on several things.

So, let us think what could be about with whom did you want it, conversely when do you not want it, where do you not want it, what do you get out of your present behaviour that

you wish to preserve. These questions are elements of a well formed outcome; that is why it is said that neurolinguistic programming is self-discovery program. To know yourself because sometime it happens that you do a thing without your willingness and naturally the result is not up to the mark.

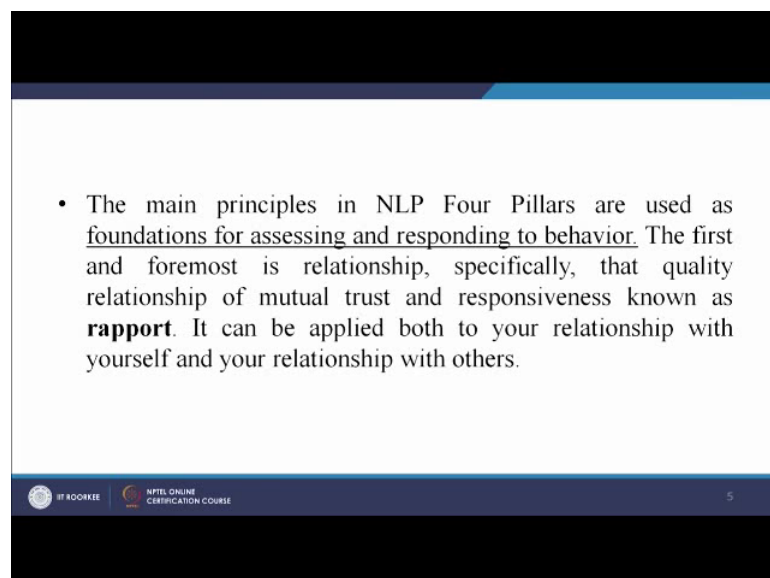
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- With whom do you want it?
- Conversely, when do you not want it?
- Where do you not want it?
- What do you get out of your present behavior that you wish to preserve? These questions are the elements of a well-formed outcome.

So, it is very important to know your own self while pursuing any task.

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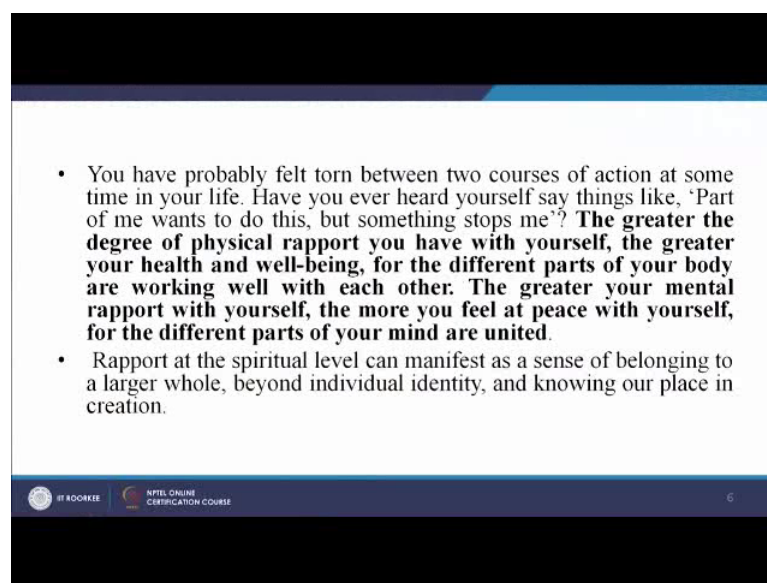


- The main principles in NLP Four Pillars are used as foundations for assessing and responding to behavior. The first and foremost is relationship, specifically, that quality relationship of mutual trust and responsiveness known as **rapport**. It can be applied both to your relationship with yourself and your relationship with others.

So, the main principles in NLP 4 pillars are used as foundations for assessing and responding to behaviour. So, all the 4 pillars whether there it is rapport sensory acquit

and then outcome and then behavioural flexibility, these 4 are together to respond to your behaviour and the first and forms is relationship; even relationship with your own self specifically that quality relationship of mutual trust and responsiveness known as rapport. So, it can be applied both to your relationship with yourself and your relationship with other that is why it is always advisable that first you love yourself, first you respect yourself, first you try to know yourself then only you will be in a position to know other. So, if we see rapport out of these 4 pillar, it is very important may be this is the soul of the 4 pillars of neurolinguistic technique or program.

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The slide contains two bullet points. The first bullet point discusses the relationship between physical rapport and health/well-being, and mental rapport and peace. The second bullet point discusses rapport at the spiritual level. The slide footer includes the IIT ROORKEE logo, the NPTEL ONLINE CERTIFICATION COURSE logo, and the number 6.

- You have probably felt torn between two courses of action at some time in your life. Have you ever heard yourself say things like, 'Part of me wants to do this, but something stops me'? **The greater the degree of physical rapport you have with yourself, the greater your health and well-being, for the different parts of your body are working well with each other. The greater your mental rapport with yourself, the more you feel at peace with yourself, for the different parts of your mind are united.**
- Rapport at the spiritual level can manifest as a sense of belonging to a larger whole, beyond individual identity, and knowing our place in creation.

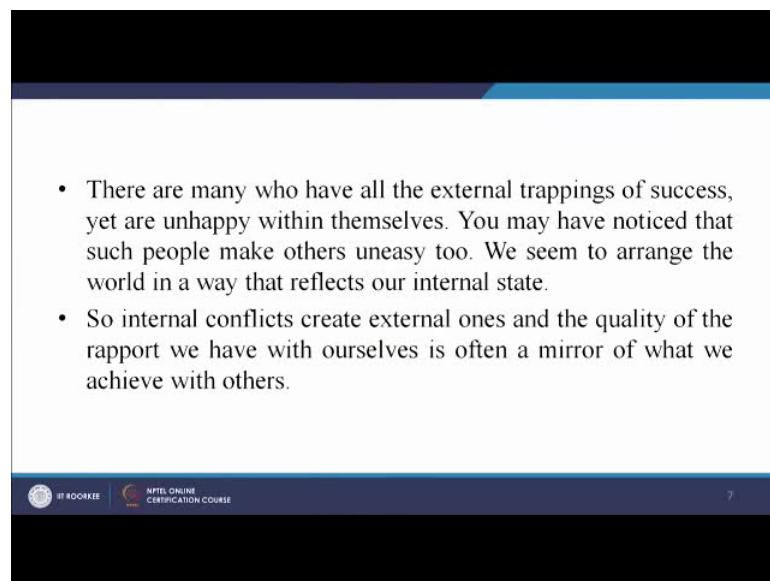
So, you have probably felt thorn between two courses of action at some time in your life. It happens even while taking decision, sometime we are forced to think to be to not to be that is the question, which way should we move have you ever heard yourself saying things like part of me wants to do this, but something stops me yes very common saying.

That I wanted to do something, but something stops me within. So, the greater the degree of physical rapport you have with yourself the greater your health and well being for the different parts of your body are working well each other. The greater your mental rapport with yourself, the more you feel at peace with yourself for the different parts of your mind are united.

So, the sequencing of body and mind is as important as taking breathe and eating food. So, rapport at the spiritual level can manifest at a sense of belonging to a larger whole,

beyond individual identity and knowing our place in creation. I mean these days I referred earlier also that these days this term is schizophrenia; a split personality is very much in fashion; what is this? That the two personality, split personality. you do not know your personality. Now if you have rapport with the two split personality, you can work together. So, it is spiritual level that can manifest as a sense of belonging to a larger whole that is your soul also.

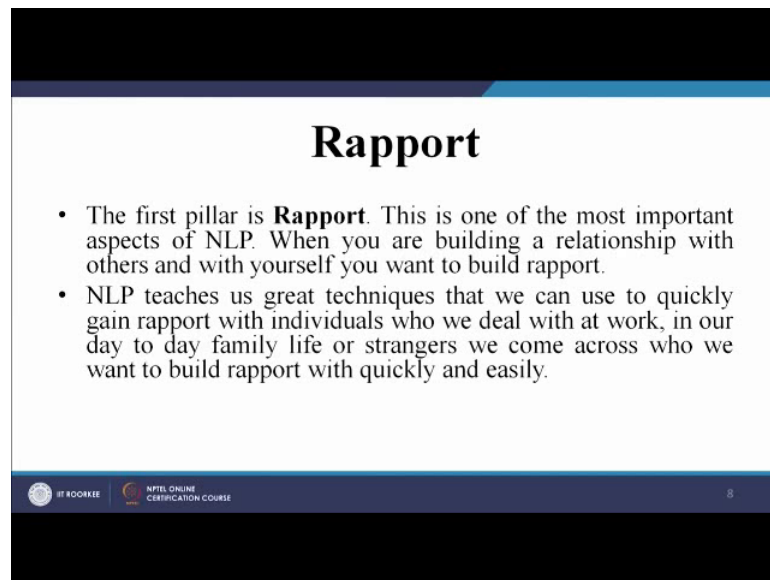
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So, there are many who have all the external trappings of success, yet are unhappy within themselves. I mean in the present scenario maximum cases are like this, money, power position, but is still unhappy.

So, you may have noticed that such people make others uneasy too. Now a sense of I mean depression that try to make other also unhappy. We seem to arrange the world in a way that reflects our internal state yes. If you are sad the entire world appear to be sad, if you are happy the entire world appear to be happy. So, this is a very I mean common thing and very logical thing. So, internal conflicts create external ones and the quality of the rapport we have with our self is often as a mirror of what we achieve with others. It is a kind of mirror; you look into the mirror if you are sad your face will be droop, if you are happy your face will be charming. So, it is the mirror. So, you are looking into the mirror of your soul mirror of your heart that is NLP that is rapport.

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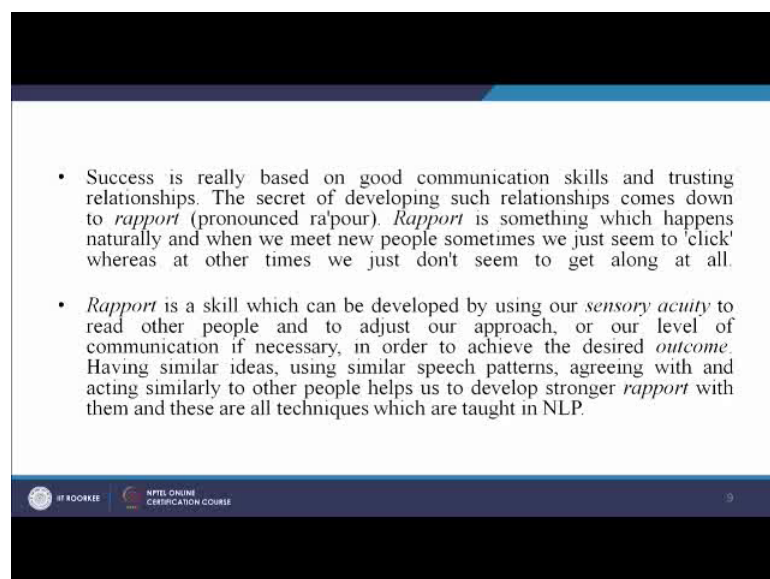
Rapport

- The first pillar is **Rapport**. This is one of the most important aspects of NLP. When you are building a relationship with others and with yourself you want to build rapport.
- NLP teaches us great techniques that we can use to quickly gain rapport with individuals who we deal with at work, in our day to day family life or strangers we come across who we want to build rapport with quickly and easily.

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So, the first pillar is rapport we all know this is one of the most important aspect of NLP when you are building a relationship with others and yourself you want to build rapport. So, it teaches us great techniques that we can use quickly to gain rapport with individuals, whom we deal with at work in our day to day family life or a stranger, we come across who we want to build rapport with quickly and easily. So, it is important not only for personal life, personal life, professional life, but at large with the world.

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- Success is really based on good communication skills and trusting relationships. The secret of developing such relationships comes down to *rapport* (pronounced rap'pour). *Rapport* is something which happens naturally and when we meet new people sometimes we just seem to 'click' whereas at other times we just don't seem to get along at all.
- *Rapport* is a skill which can be developed by using our *sensory acuity* to read other people and to adjust our approach, or our level of communication if necessary, in order to achieve the desired *outcome*. Having similar ideas, using similar speech patterns, agreeing with and acting similarly to other people helps us to develop stronger *rapport* with them and these are all techniques which are taught in NLP.

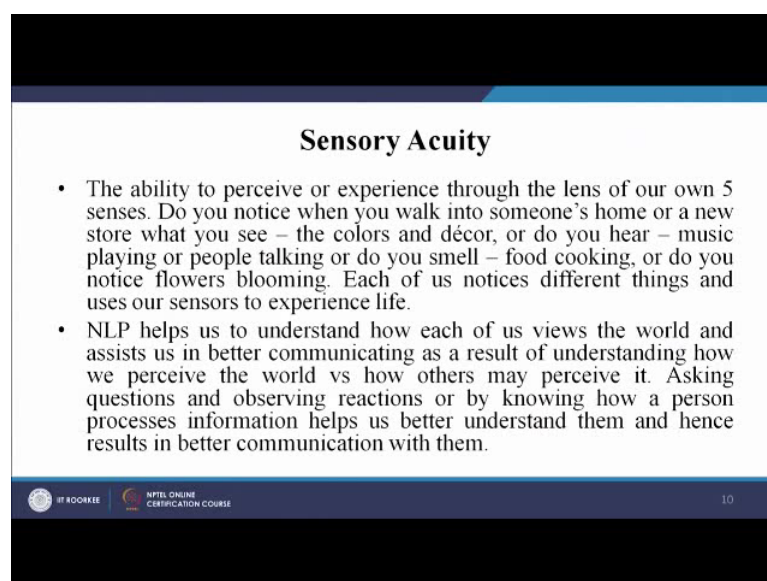
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So, success is really based on good communication skills and trusting relationship. I told you in the previous discussion that we get success how, when we have a command over expression command over language. Because you have quality potential, but if you fail to express yourself well you cannot achieve the target. So, the secret of developing such relationship comes down to rapport pronounced rapier, rapport is something which happens naturally and when we meet new people sometimes, we just seem to click whereas, at other times we just do not seem get along at all yes that is rapport, building a bridge.

So, rapport is a skill which can be developed by using our sensor acuity. I mean 4 pillars. So, rapport sensor acuity to read other people and to adjust our approach or our level of communication, if necessary in order to achieve the desired outcome; having similar ideas, using similar speech pattern agreeing with an acting similarly to other people helps to develop a stronger rapport with them and these are all technique which are taught in NLP.

So, sensory acuity because we all know that rapport is important, and it is good to establish a very close bond between yourself and between your body now and between others also. So, how through what are the mediums and the mode through which we establish rapport it is sensory acuity.

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Sensory Acuity

- The ability to perceive or experience through the lens of our own 5 senses. Do you notice when you walk into someone's home or a new store what you see – the colors and décor, or do you hear – music playing or people talking or do you smell – food cooking, or do you notice flowers blooming. Each of us notices different things and uses our sensors to experience life.
- NLP helps us to understand how each of us views the world and assists us in better communicating as a result of understanding how we perceive the world vs how others may perceive it. Asking questions and observing reactions or by knowing how a person processes information helps us better understand them and hence results in better communication with them.

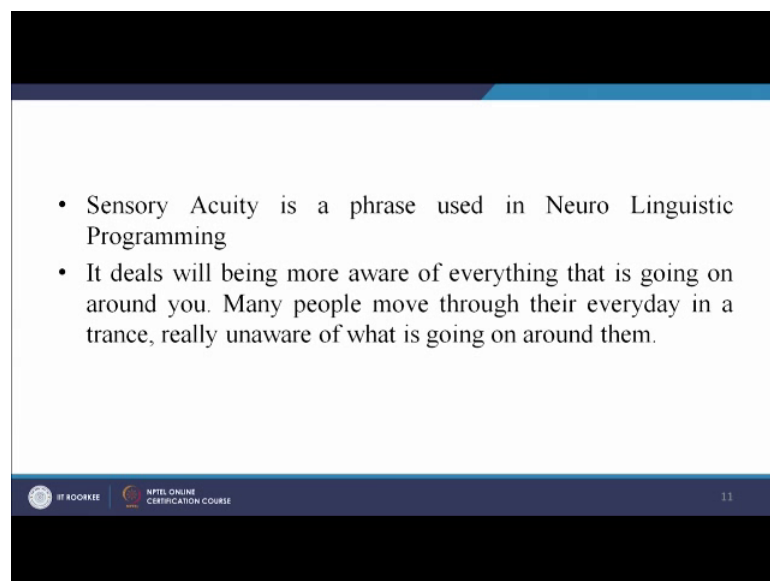
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So, the ability to perceive or experience through the lens of our own five senses, yes sensory acuity means what five senses, our smell, ear, nose, eyes and feelings. So, the ability to perceive or experience through the lens of our five senses. So, do you notice when you walk into someone's home or a new store with what you see the colours and decor or do you hear music, playing or people talking or do you smell food cooking or do you notice flower blooming, each of us notices different things and uses our senses to experience life this is a kind of antenna through which we get all feeling and vibration or sensation.

So, neurolinguistic programming help us to understand how each of us views the world, and assist us in better communication. As a result of understanding how we perceive the world versus how others may perceive it. So, asking questions and observing reactions or by knowing how a person process information helps us better understand, them and hence results in better communication with them.

We were talking about ecology that is the surrounding, that is the people the environment the circumstances. So, it is with the help of sensor acuity that we could be able to know these all circumstances so, event. So, sensory acuity is a important phrase used in neurolinguistic.

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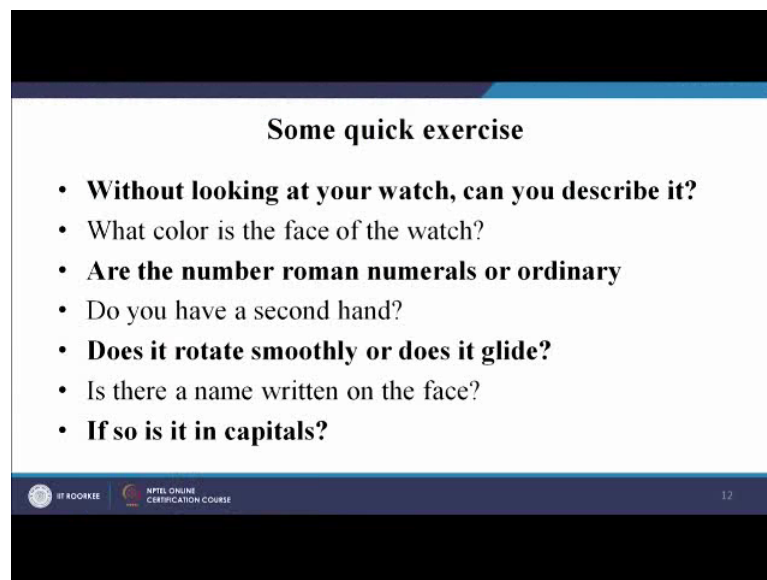
- Sensory Acuity is a phrase used in Neuro Linguistic Programming
- It deals with being more aware of everything that is going on around you. Many people move through their everyday in a trance, really unaware of what is going on around them.

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Programming and it deals well being more aware of everything that is going on around you us and everyone many people move their everyday in a trance yes we are. So,

stressed in work pressure that we hardly bother that who is dying where is accident happening because we do not have time really unaware of what is going on around them. So, some quick exercise when we talk of sensory acuity without looking at your watch can you describe it.

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Some quick exercise

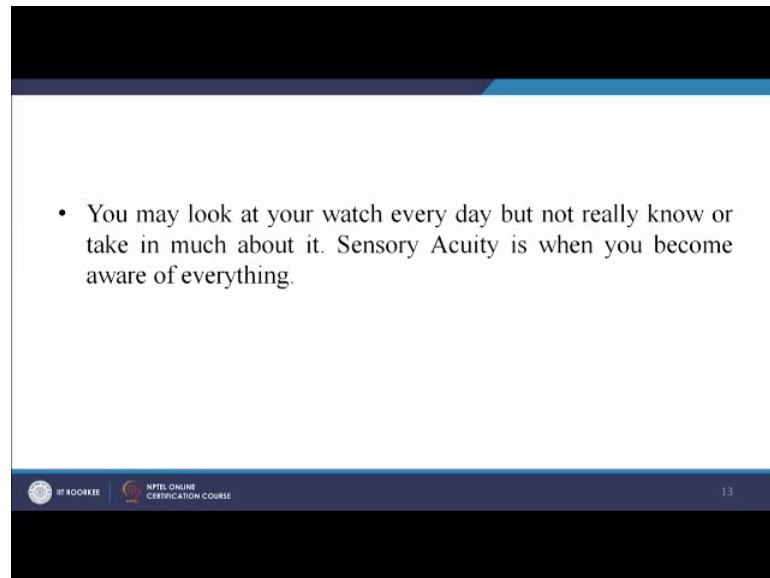
- **Without looking at your watch, can you describe it?**
- What color is the face of the watch?
- **Are the number roman numerals or ordinary**
- Do you have a second hand?
- **Does it rotate smoothly or does it glide?**
- Is there a name written on the face?
- **If so is it in capitals?**

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May be not I mean it, it happens with me if people ask me the car number I cannot tell, I cannot remember I can recall how many how ridiculous it is, that I do not know my own car number I do not know my own mobile number, very ridiculous why because I am not aware of. I am in trance doing my daily work in a very I mean in a strived manner. So, without looking at your watch can you describe it, what colour is the face of the watch are the numbers roman numeric or ordinary, do you have a second hand, does it rotate smoothly or does it glide, is there a name written in the face, if so, is it in capitals. Yes sometimes no unless we pay attention very serious attention to it.

So, you may look at your watch every day, but not really know or take in much about it.

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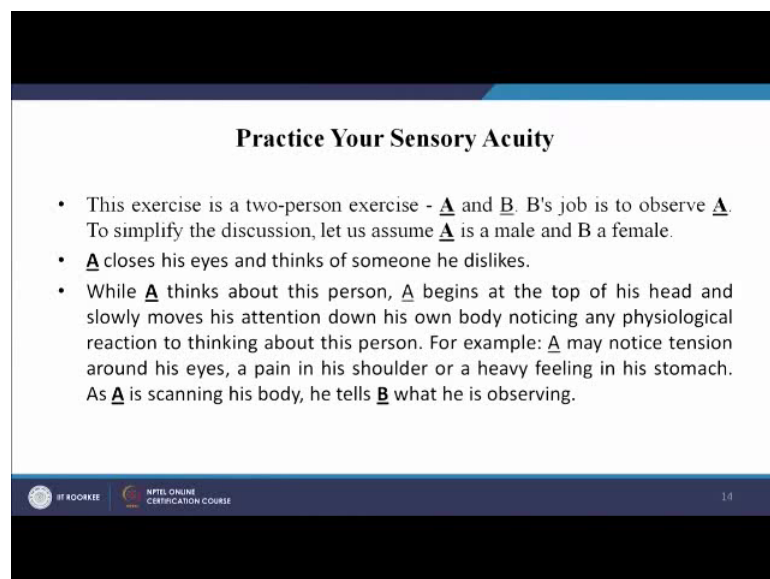


• You may look at your watch every day but not really know or take in much about it. Sensory Acuity is when you become aware of everything.

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I drive my car every day, but hardly knowing that; what is the exact car number. So, sensor acuity is when you become aware of everything, you pay your attention very much. So, practice your sensory acuity how now this exercise is a two person.

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Practice Your Sensory Acuity

- This exercise is a two-person exercise - A and B. B's job is to observe A. To simplify the discussion, let us assume A is a male and B a female.
- A closes his eyes and thinks of someone he dislikes.
- While A thinks about this person, A begins at the top of his head and slowly moves his attention down his own body noticing any physiological reaction to thinking about this person. For example: A may notice tension around his eyes, a pain in his shoulder or a heavy feeling in his stomach. As A is scanning his body, he tells B what he is observing.

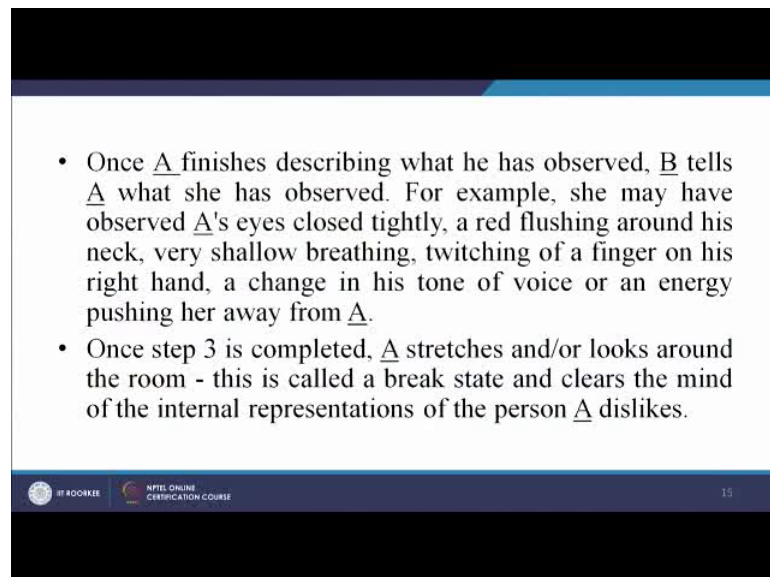
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Exercise A and B; B's job is to observe A to simplify the discussion, let us assume A is a male B is a female. So, A closes his eyes and thinks of someone he dislikes, while A thinks about this person, A begins at top of his head and slowly moves his attention down his own body noticing any physiological reaction to thinking about this person for

example, a may notice tension around his eyes yes, if you are in tension it will be like this very natural and normal.

A pain in his shoulder or heavy feeling in his stomach. So, there is a difference between a person who is at comfort and who is in tension. So, A A as A A is scanning his body, he tells B what he is observing. So, once a finishes describing what he has observed B tells A what she has observed. For example, she may have observed as eyes closed tightly a red flashing around his neck, very shallow breathing, twitching of a finger on his right hand, a change in his tone of voice or an energy pushing her away from A.

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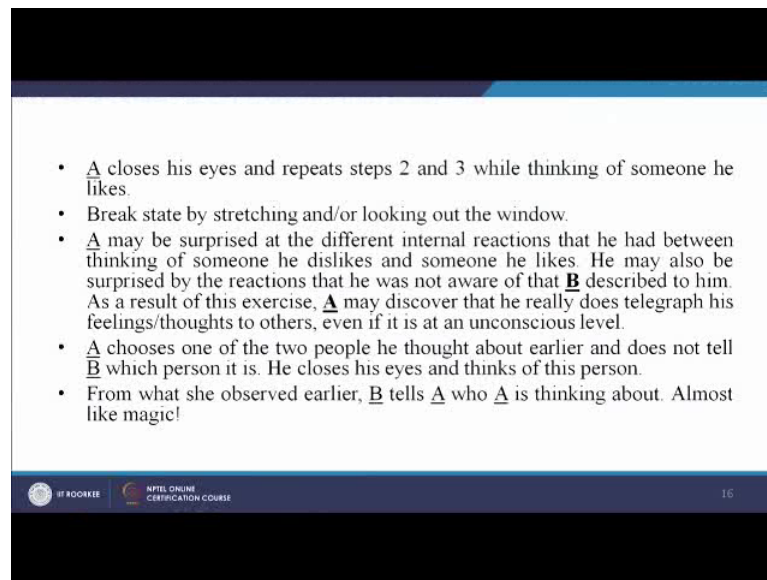


- Once A finishes describing what he has observed, B tells A what she has observed. For example, she may have observed A's eyes closed tightly, a red flushing around his neck, very shallow breathing, twitching of a finger on his right hand, a change in his tone of voice or an energy pushing her away from A.
- Once step 3 is completed, A stretches and/or looks around the room - this is called a break state and clears the mind of the internal representations of the person A dislikes.

So, once step three is completed A stretches and or looks around the room and this called a break state and clears the mind of the internal representation of the person A dislike.

So, it is very obvious if you come to observe others that what kind of activity is going on, I mean if you observe minutely. So, A closes his eyes and repeats step two and three while thinking of someone he likes. So, B break state by stretching or looking out the window, this is the kind of break to start once again. So, A may be surprised at the different internal reactions that he had between thinking someone he dislikes and someone he likes.

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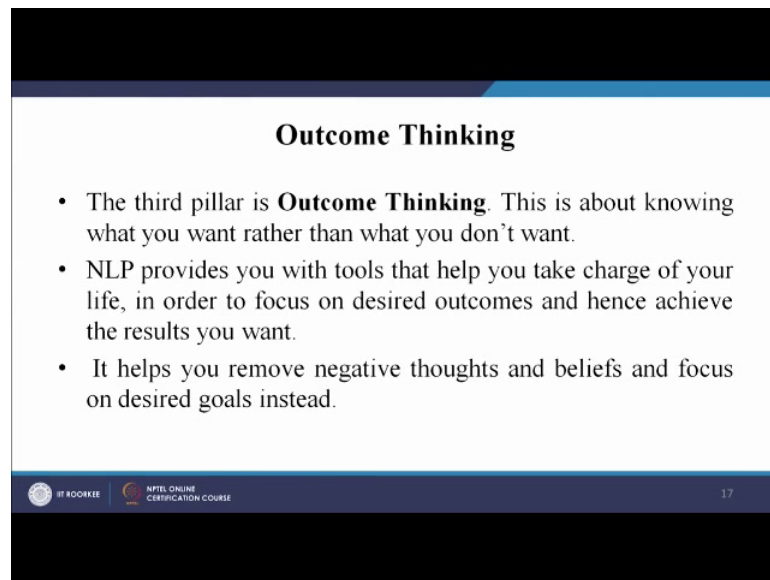


- A closes his eyes and repeats steps 2 and 3 while thinking of someone he likes.
- Break state by stretching and/or looking out the window.
- A may be surprised at the different internal reactions that he had between thinking of someone he dislikes and someone he likes. He may also be surprised by the reactions that he was not aware of that B described to him. As a result of this exercise, A may discover that he really does telegraph his feelings/thoughts to others, even if it is at an unconscious level.
- A chooses one of the two people he thought about earlier and does not tell B which person it is. He closes his eyes and thinks of this person.
- From what she observed earlier, B tells A who A is thinking about. Almost like magic!

He may also be surprised by the reaction that he was not aware of that B described to him. So, as a result of this exercise A may discover that he does telegraph his feelings through thought to others even if it is an unconscious level, very true because we have telepathy also. Telepathy intuition and this is 100 percent fact. So, A chooses one of the two people he thought about earlier and does not tell B which person it is. He closes his eyes and thinks of this person. From what she observed earlier B tells A who A is thinking about almost like magic. If you are thinking of your enemy naturally the kind of facial expression will there and if you are thinking of your beloved one or loved one naturally the expression will be like that.

So, this is sensory acuity. Now outcome thinking is yet another important aspect of the 4 pillars of NLP neurolinguistic programming. So, we are moving slowly gradually you know to the height of neurolinguistic programming, and how these 4 pillars are important because your entire learning, attitude, if you try to acquire NLP rest on these 4 pillars. So, the third pillar is outcome thinking. This is about knowing what you want rather than what you do not want. And it provides you with tools that help you take charge of your life.

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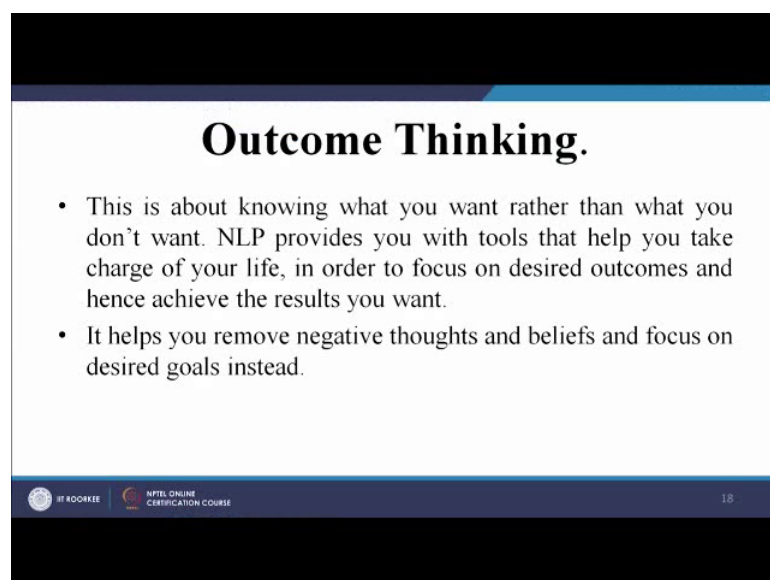
Outcome Thinking

- The third pillar is **Outcome Thinking**. This is about knowing what you want rather than what you don't want.
- NLP provides you with tools that help you take charge of your life, in order to focus on desired outcomes and hence achieve the results you want.
- It helps you remove negative thoughts and beliefs and focus on desired goals instead.

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In order to focus on desired outcomes and hence achieve the results you want. Yes if you controlled your desire, it helps you remove negative thoughts and believe and focus on desired goal instead. So, negativity is a very bad aspect in neurolinguistic programming. So, how to remove negativity that is very important, now this is about knowing what you want rather than what you do not want.

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Outcome Thinking.

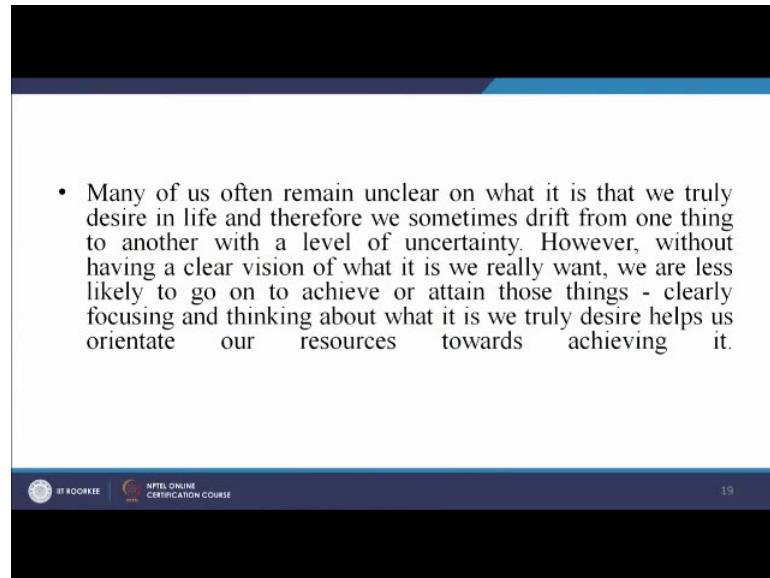
- This is about knowing what you want rather than what you don't want. NLP provides you with tools that help you take charge of your life, in order to focus on desired outcomes and hence achieve the results you want.
- It helps you remove negative thoughts and beliefs and focus on desired goals instead.

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So, NLP provides with the tools that help you take charge of your life, in order to focus on desired outcomes and hence achieve the result you want. And many of us often

remain unclear on what it is that we truly desire in life and therefore, we sometimes drift from one thing to another with a level of uncertainty, what is the definition of success.

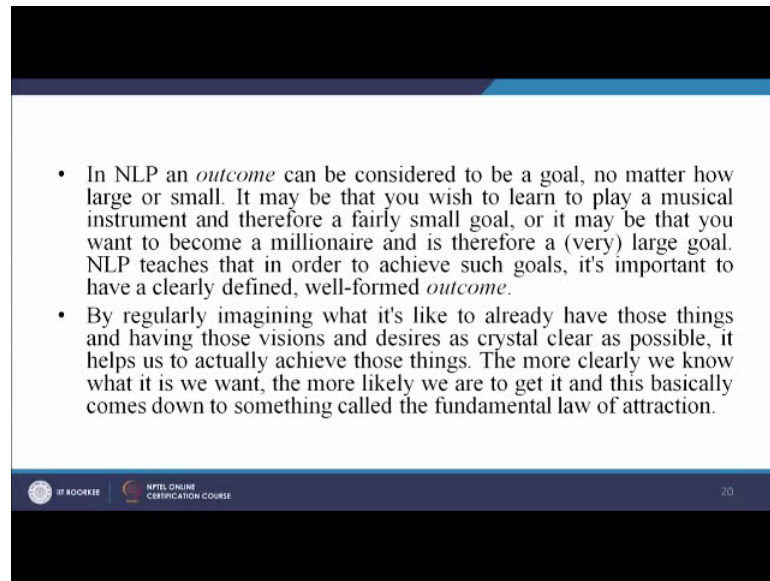
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How a person is being rated as a very successful person or achieving the desired goal, because he or she has a focused kind of action. The moment you switch from one to another naturally that kind of concentration will be disappeared. So however, without having a clear vision of what it is we really want, we are less likely to go on to achieve or to attain those things. Clearly focusing and thinking about what it is we truly desired help us I mean orientate our resources towards achieving it.

Now, how we remember god, how we want to get something from god, complete meditation, complete dedication. Now similarly you have to also if you want to achieve the goal, you have to be focused be positive, be dedicated and be soul focused on that particular aspect. So, outcome can be considered to be a goal no matter how large or a small.

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- In NLP an *outcome* can be considered to be a goal, no matter how large or small. It may be that you wish to learn to play a musical instrument and therefore a fairly small goal, or it may be that you want to become a millionaire and is therefore a (very) large goal. NLP teaches that in order to achieve such goals, it's important to have a clearly defined, well-formed *outcome*.
- By regularly imagining what it's like to already have those things and having those visions and desires as crystal clear as possible, it helps us to actually achieve those things. The more clearly we know what it is we want, the more likely we are to get it and this basically comes down to something called the fundamental law of attraction.

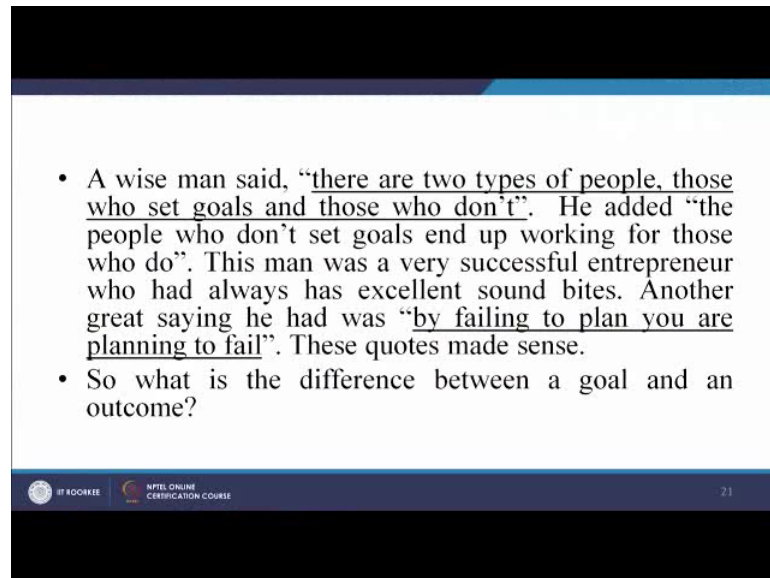
So, it may be that you wish to learn to play a musical instrument and therefore a fairly a small goal or it may be that you want to become a millionaire and is therefore, a very large goal now this particular programming that is NLP, teaches that in order to achieve such goals it is very important to have a clearly defined well-formed outcome. So, regularly what it is like to already have those things and having those visions and desire as crystal clear as possible, it help us to actually achieve those things.

The more clearly know what it is we want, the more likely we are to get it and this basically comes down to something called a fundamental law of attraction. Yes fundamental law of attraction means the force you have to look into the goal, you have to the main outcome, you have to deeply involved in the well-formed outcome. Now a Wiseman said they there are two types of people those who set goals and those who do not. He added the people who do not set goals end up working for those who do yes. This man was a very successful entrepreneur who had always has excellent sound bits, and another great saying he had was by failing to plan you are planning to fail and these quotes made sense.

So, what is difference between a goal and a outcome then. So, by failing to plan you are planning to fail I mean vice versa. You are making a kind of plan that will be failed and naturally, it will be failed because it is a kind of failing planning. So, the two types of

people those who have goal and those who are without goal and naturally those who are without goal they ended up working for those who have goals.

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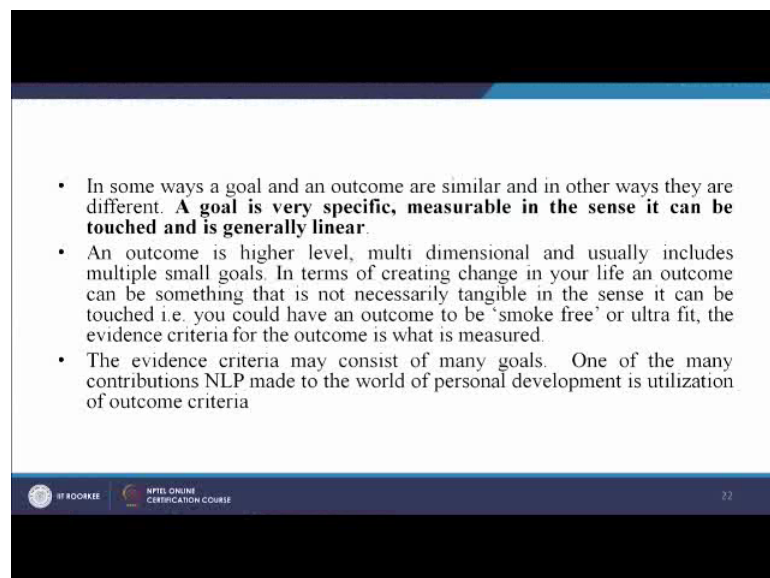


- A wise man said, “there are two types of people, those who set goals and those who don’t”. He added “the people who don’t set goals end up working for those who do”. This man was a very successful entrepreneur who had always had excellent sound bites. Another great saying he had was “by failing to plan you are planning to fail”. These quotes made sense.
- So what is the difference between a goal and an outcome?

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So, in some ways a goal and an outcome are similar and in other ways they are different.

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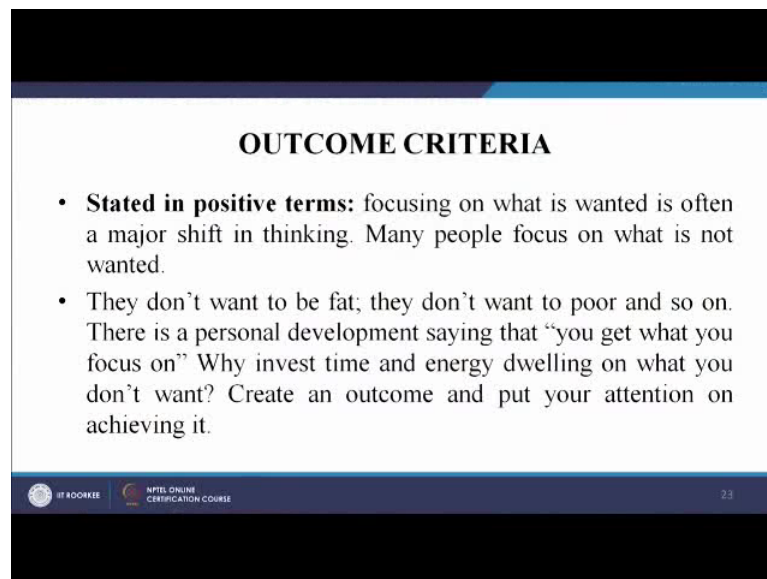
- In some ways a goal and an outcome are similar and in other ways they are different. **A goal is very specific, measurable in the sense it can be touched and is generally linear.**
- An outcome is higher level, multi dimensional and usually includes multiple small goals. In terms of creating change in your life an outcome can be something that is not necessarily tangible in the sense it can be touched i.e. you could have an outcome to be 'smoke free' or ultra fit, the evidence criteria for the outcome is what is measured.
- The evidence criteria may consist of many goals. One of the many contributions NLP made to the world of personal development is utilization of outcome criteria

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A goal is a very specific measurable in the sense it can be touched and is generally linear keep in mind. So, an outcome is higher level difference between goal and outcome higher level, multi dimensional and usually includes multiple small goals. In terms of creating change in your life an outcome can be something that is not necessarily tangible,

in the sense it can be touched. That is you could have an outcome to be smoke free or ultra fit the evidence criteria for the outcome is what is measured. The evidence criteria may consists of many goals, one of the many contributions NLP made to the world of person development is utilisation of outcome criteria. So, how to get a perfect outcome there is certain criteria. So, what are the outcome criteria?

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OUTCOME CRITERIA

- **Stated in positive terms:** focusing on what is wanted is often a major shift in thinking. Many people focus on what is not wanted.
- They don't want to be fat; they don't want to be poor and so on. There is a personal development saying that "you get what you focus on" Why invest time and energy dwelling on what you don't want? Create an outcome and put your attention on achieving it.

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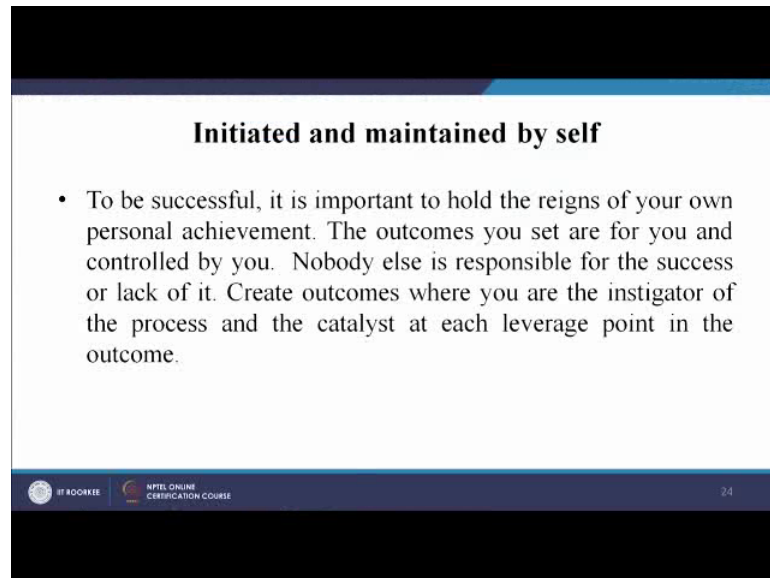
Because if we talk of goal and outcome. So, we see goal can be for a very small thing, but outcome means a very large thing for which you are trying and for which is your desired goal. So, is stated in positive terms.

Again I mean be positive. So, focusing on what is wanted is often a major shift in thinking, and many people focus on what is not wanted. Yes I mean what we have we are not focusing, what we do not have for which we are focusing and what happened we just moved into a state of depression. So, they want to be fat they do not want to be poor and so on and there is a personal development saying that you get what you focus on. Why invest time and energy dwelling on what you do not want.

Create an outcome and put your attention on achieve it yes I mean you can also practice, that why invest time and energy dwelling on what you do not want yes. How much money is required for a good life? If you want that after that what is a need of earning more money, what is the need of earning more wealth. So, same thing because if you fail

and if you compare yourself with the other; naturally you will slip into the negative position. So, other is initiated and maintained by self.

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Initiated and maintained by self

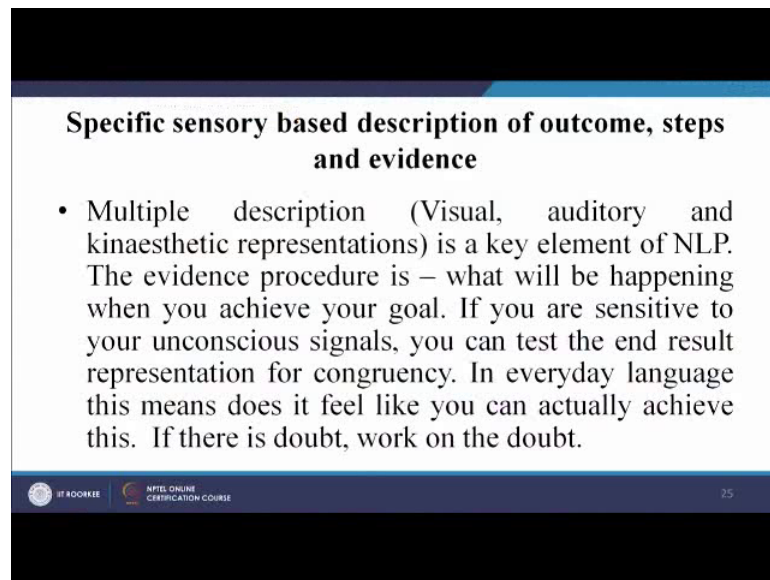
- To be successful, it is important to hold the reins of your own personal achievement. The outcomes you set are for you and controlled by you. Nobody else is responsible for the success or lack of it. Create outcomes where you are the instigator of the process and the catalyst at each leverage point in the outcome.

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To be successful it is important to hold the range of your own personal achievement yes your personal achievement. A feeling of discontentment sorry contentment the outcomes you set are for you and controlled by you are the master of everything. So, nobody else is responsible for the success or the lack of it create outcomes, where you are the instigator of the process and the catalyst at each leverage point in the outcome.

Yes you are the failure, you are the success one. So, it is you entirely you who can judge that what is reason behind failure, and what is the reason behind success. Then a specific sensory based description of outcome a steps and evidence.

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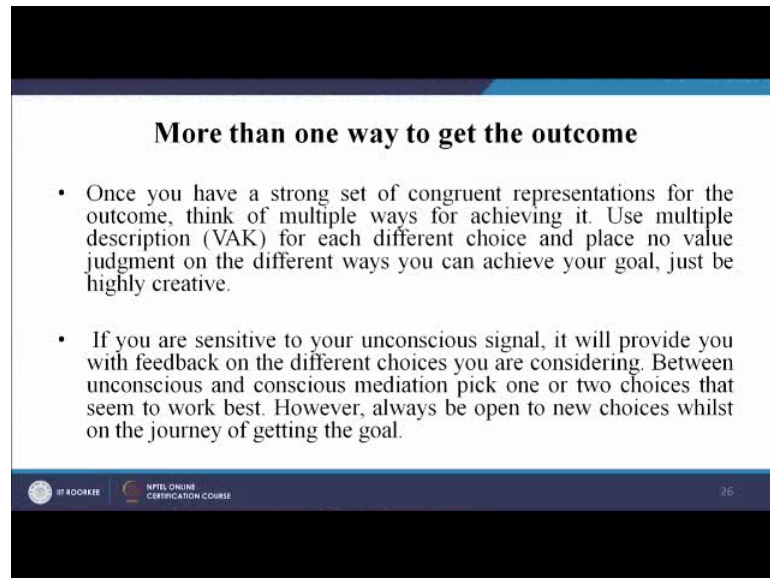
Specific sensory based description of outcome, steps and evidence

- Multiple description (Visual, auditory and kinaesthetic representations) is a key element of NLP. The evidence procedure is – what will be happening when you achieve your goal. If you are sensitive to your unconscious signals, you can test the end result representation for congruency. In everyday language this means does it feel like you can actually achieve this. If there is doubt, work on the doubt.

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Multiple description like visual auditory kinaesthetic representation that is VAK generally called VAK is a key element of NLP. The evidence procedure is what will be happening when you achieve your goal. If you are a sensitive to your unconscious signals, you can text the end result representation for congruency. In every language this means does it feel like you can actually achieve this, if there is doubt work on the doubt one should remove the doubt before you move ahead for getting the goal or the outcome. So, a specific sensory based description of outcome steps and evidence very important that is visual auditory and kinaesthetic representation. More than one way to get the outcome I mean we shall discuss this in detail later on that is behavioural flexibility, but once again it is the part of outcome also, once again it is a part of rapport also.

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More than one way to get the outcome

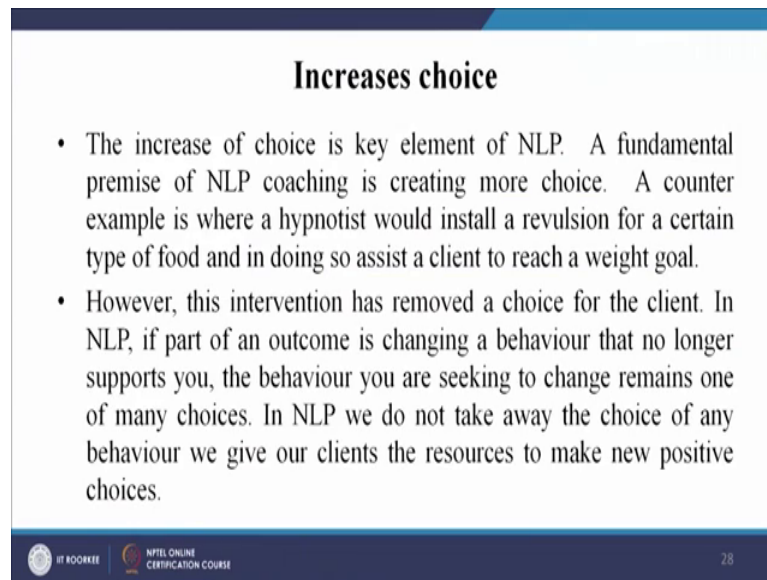
- Once you have a strong set of congruent representations for the outcome, think of multiple ways for achieving it. Use multiple description (VAK) for each different choice and place no value judgment on the different ways you can achieve your goal, just be highly creative.
- If you are sensitive to your unconscious signal, it will provide you with feedback on the different choices you are considering. Between unconscious and conscious mediation pick one or two choices that seem to work best. However, always be open to new choices whilst on the journey of getting the goal.

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So, once you have a strong set of congruent representation for the outcome think of multiple ways, for achieving it use multiple description that is VAK visual auditory and kinaesthetic for each different choice and place no value judgement on the different ways you can achieve your goal just be highly creative.

So, if your sensitive to your unconscious single it will provide you with feedback on the different choices, you are considering. Between unconscious and conscious meditation pick one or two choices that seem to work best. However, always be open to new choices whilst on the journey of getting the goal yes be open to new choices that is be more than one way to achieve the goal. So, first step is specific and achievable. So, this is the key for taking action you want to initiate the first step as soon as possible by achieving the first step you are on the way to achieving the outcome.

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Increases choice

- The increase of choice is key element of NLP. A fundamental premise of NLP coaching is creating more choice. A counter example is where a hypnotist would install a revulsion for a certain type of food and in doing so assist a client to reach a weight goal.
- However, this intervention has removed a choice for the client. In NLP, if part of an outcome is changing a behaviour that no longer supports you, the behaviour you are seeking to change remains one of many choices. In NLP we do not take away the choice of any behaviour we give our clients the resources to make new positive choices.

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Now increases choices this is also the part of that flexibility only to the increase of choice is key element a fundamental premise of NLP coaching is creating more choice. A counter example is where a hypnotic would install a revulsion for certain type of food and in doing so, assist a client to reach a weight goal. So however, this invention intervention has removed a choice for the client, in NLP a part of an outcome is changing a behaviour that is no longer support you, the behaviour that you are seeking to change remains one of many choices. So, neurolinguistic programming we do not take away a choice of a any behaviour we give out client the resources to make new positive choices of course, the positive choices series of choices and yes ecological.

So, in NLP ecology means how the path relates to the whole system, in outcome setting the question is how does achieving this outcome, impact the integrity of the system. When an outcome is viewed with the whole system in mind, it may be established that the consequences of the outcome are negative. In this case you would adapt the outcomes so, in terms of the whole system the consequences are positive.

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Is ecological

- In NLP, ecology means how the parts relate to the whole system. In outcome setting the question is how does achieving this outcome impact the integrity of the system? When an outcome is viewed with the whole system in mind, it may be established that the consequences of the outcome are negative. In this case you would adapt the outcome so in terms of the whole system the consequences are positive.
- If in the outcome is deemed ecological you then attribute the appropriate level of energy at making the outcome happen.

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If in the outcome is deemed ecological you then attribute the appropriate level of energy at making the outcome happen. So, ecology that is your surroundings, premises very important. So, to summarise successful people regardless of their neurolinguistic programming experience set outcome. The NLP outcome setting process help make an outcome more concrete as well as testing the congruency behind an outcome. A well-trained NLP coach works with client to help them to define their outcome in a congruent manner. The use of third observer position is useful in exploring the congruency an ecology of an outcome.

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- To summarize, successful people regardless of their NLP experience set outcomes. The NLP outcome setting process helps make an outcome more concrete as well as testing the congruency behind an outcome. A well trained NLP coach works with client to help them define their outcome in a congruent manner.
- The use of third (observer) position is useful in exploring the congruency and ecology of an outcome. When you set outcomes, you tend to get lucky and attract to you what you need to make the outcome a reality. So what are you waiting for, set yourself an exciting outcome and enjoy achieving it.

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So, when you set outcomes you tend to get lucky and attract to you what you need to make the outcomes a reality. So, what are you waiting for set an example, set yourself an exciting outcome and enjoy achieving it. It is you who have to fix up a outcome an outcome. An outcome that is based on the positive thinking that is based on your person attributes now.

Thank you very much we are going to move on to the next lesson that is flexibility.