NLP – a practical philosophy of being
Joanna Taylor discusses Neuro-Linguistic programming

As human beings, we have a tendency to believe what we see, and see what we believe; consider – how many times in the past have you “known” something would go wrong with a particular patient, and proved yourself right? What if, instead, you “know” you will have a good day, or that a challenging treatment will work well? When we start to believe this way by believing that it will be good, then our unconscious mind will collect evidence for you to support that belief throughout the day. This isn’t a magic wand to ensure nothing bad ever happens again, but if you are changing the focus from what made the day good, description to “reframe” their approach, then you can use this information to “reframe” their approach to oral hygiene. This is another example of respecting someone’s “model of the world”, however – it won’t work if you are using your own values of what you believe they should think is important!

As we listen, respect the patient’s “model of the world”, pay attention to what is important to them and how they are constructing their reality, we can make a real difference to the quality of our communication and develop a solid, long-term relationship which is based on respect and understanding.

We already have all the resources we need

NLP has been described as “a practical philosophy of being” – hence the title of this article. We operate most effectively when we are in a resourceful state; utilising the philosophy of NLP can help us access our inner positive resources and operate from a “physiology and psychology of excellence”.

The name is derived from: Neuro-Linguistic Programming, or NLP, has been described as “the handbook of how to achieve what we want out of life”. It is a model that helps us understand how we think, how our use of language affects how we think and how others understand us, and how all of this affects our behaviours. It was developed in the 1970s by Richard Bandler and John Grinder, who were very curious to discover how certain therapists were achieving consistently good results with their clients.

It draws on many established areas of psychology, bringing together all the elements that work and putting them into a framework that is comprehensive, accessible and ethical. From understanding yourself, your personal relationships and your professional relationships, NLP will challenge the way you think about your world, and have a positive impact that is empowering for you and those around you.

The name is derived from: Neuro-Linguistic Programming (NLP) is called a “reframe”. It draws on many established areas of psychology, bringing together all the elements that work and putting them into a framework that is comprehensive, accessible and ethical. From understanding yourself, your personal relationships and your professional relationships, NLP will challenge the way you think about your world, and have a positive impact that is empowering for you and those around you.

As we listen to others, noticing language patterns, body language and voice tone, we can gain insights into how they are processing their own experiences, which can help us discover how best to make ourselves understood. If a patient is nervous, for example, they will be filtering your conversation through their belief that your practice is a scary place to be, so that any words they don’t understand may cause added anxiety (“I’ve never heard of it, therefore it’s something I need to be afraid of”). The more choices and behavioural flexibility we can have in our communication style, the more likely it is that the other person will understand what we really mean.

Understand how you can use body language to help your patients feel comfortable

We all instinctively “do” rapport with people we like, and NLP teaches us how these unconscious processes work. Through techniques such as matching and mirroring we can gain rapport with people very quickly in order to increase their feelings of comfort and security in the surgery. Using our sensory acuity, we can pay attention to what is significant to our patient’s unconscious responses in their body language and physiology so that if our communication is not working, we can change our approach.

Respect for others’ own opinions

An underlying part of the philosophy of NLP is respect for another person’s “model of the world”. Our perception of reality is not necessarily real, because we all construct our own view of it – however, it is our reality. Everybody has a different way of perceiving their world; their opinions, beliefs and values are individual to them and NLP teaches us that it is not our responsibility to change somebody else’s model. Accepting this idea can have an enormous positive impact on any relationship; as the author Wayne Dyer says: “Practice being kind, not right.”

Sometimes another person’s ideas might be radically different from yours because we all have our own opinion as to what is important to us. How useful would it be if you could discover as an unwanted interruption in their Facebook time, but if you can discover something that is important to them (for example a forthcoming job or university interview) then you can use this information to “reframe” their approach to oral hygiene. This is another example of respecting someone’s “model of the world”, however – it won’t work if you are using your own values of what you believe they should think is important!

As we listen, respect the patient’s “model of the world”, pay attention to what is important to them and how they are constructing their reality, we can make a real difference to the quality of our communication and develop a solid, long-term relationship which is based on respect and understanding.

We already have all the resources we need

NLP has been described as “a practical philosophy of being” – hence the title of this article. We operate most effectively when we are in a resourceful state; utilising the philosophy of NLP can help us access our inner positive resources and operate from a “physiology and psychology of excellence”.

As human beings, we have a tendency to believe what we see, and see what we believe; consider – how many times in the past have you “known” something would go wrong with a particular patient, and proved yourself right? What if, instead, you “know” you will have a good day, or that a challenging treatment will work well? When we start to believe this way by believing that it will be good, then our unconscious mind will collect evidence for you to support that belief throughout the day. This isn’t a magic wand to ensure nothing bad ever happens again, but if you are changing the focus from why our day was so bad into what made the day good, de-spite the bad thing that might have happened, then we are creating for ourselves a different and more resourceful way of perceiving our world; what, in NLP, is called a “reframe”.

Once you understand a patient’s values, it’s possible to use that knowledge to increase their motivation; for example in oral hygiene compliance

Once you understand a patient’s values, it’s possible to use that knowledge to increase their motivation; for example in oral hygiene compliance. A teenager might be thinking of oral hygiene as an unwanted interruption in their Facebook time, but if you can discover something that is important to them (for example a forthcoming job or university interview) then you can use this information to “reframe” their approach to oral hygiene. This is another example of respecting someone’s “model of the world”, however – it won’t work if you are using your own values of what you believe they should think is important!

As we listen, respect the patient’s “model of the world”, pay attention to what is important to them and how they are constructing their reality, we can make a real difference to the quality of our communication and develop a solid, long-term relationship which is based on respect and understanding.

We already have all the resources we need

NLP has been described as “a practical philosophy of being” – hence the title of this article. We operate most effectively when we are in a resourceful state; utilising the philosophy of NLP can help us access our inner positive resources and operate from a “physiology and psychology of excellence”.

As human beings, we have a tendency to believe what we see, and see what we believe; consider – how many times in the past have you “known” something would go wrong with a particular patient, and proved yourself right? What if, instead, you “know” you will have a good day, or that a challenging treatment will work well? When we start to believe this way by believing that it will be good, then our unconscious mind will collect evidence for you to support that belief throughout the day. This isn’t a magic wand to ensure nothing bad ever happens again, but if you are changing the focus from why our day was so bad into what made the day good, despite the bad thing that might have happened, then we are creating for ourselves a different and more resourceful way of perceiving our world; what, in NLP, is called a “reframe”.

Once you understand a patient’s values, it’s possible to use that knowledge to increase their motivation; for example in oral hygiene compliance
Every behaviour has a positive intention. All our actions and behaviours have at least one purpose – to achieve something that we value and that benefits us in some way. Even a behaviour which others perceive to be manifestly antisocial, such as bullying another staff member, will have a positive intention of some sort for the person doing the behaviour. NLP separates the intention behind a behaviour from the behaviour itself, and asks for what purpose is the behaviour there? For example, a personal response to a suggestion for treatment may actually be afraid, but unable to verbalise that feeling. If we can understand how and for what purpose someone is behaving in a particular way, it is possible to work with them to assist them to change their behaviour into something more useful or desirable. We are not our behaviours; when we have a better choice of behaviour that also achieves that same overall positive intention, we will take it.

People are doing the best they can. In any given situation, we will do the best we can at the time with what resources we have available to us. How often have you said to yourself, “If I’d known back then what I know now...”? The resource of that knowledge was not available to you at that time, so whatever you did back then was done from a positive intention, with the expectation of a particular outcome, and with what resources you did have at the time. A nervous patient was done from a positive intention, with the expectation of a particular outcome, and with what resources you did have at the time. A nervous patient.

For more information or to place an order in the UK please call 0800 169 9692. or in Ireland please call +44 1438 245000. email sales.uk.csd@caredstream.com or visit www.caredstreamdental.co.uk © Carestream Dental Ltd., 2013.