

Neuro Linguistic Programming (NLP) For Exceptional Managerial Skills

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ABSTRACT

NLP is a practice of acquiring knowledge or training in any physical or mental activity that drives an organization towards better performance. This is practically possible by reference to success modules. Impact of globalization on organizations, NLP is an effective tool that helps managers to learn and manage the firm in the competitive business world. NLP is a rapidly growing business context, with best sources of knowledge and skills. The employees are the most important asset of a firm. Hence the acquisition of NLP by the organizations would make them successful.

KEYWORDS: Neurology, programming, organization, effective, skills, performance

INTRODUCTION:

The advancement in technology has caused rapid change in the society, especially in the organization sector. This in turn creates new challenges in the field of human resource management. NLP can provide significant improvement in effective communication among people, individual and groups, as well as motivates the employees. Managers and leaders with the knowledge of NLP perform better than those who do not know about NLP. This paper covers NLP (definition), techniques of NLP is used by managers, application of NLP in organization and strategies to develop NLP skills by managers.

NEURO- LINGUISTIC PROGRAMMING (NLP)

The term NLP originated from Richard Bandler (a computer scientist and gestalt therapist) and Dr. John Grinder (a linguist therapist) in the early 1970s (Gardner, 1970). NLP is most often used in the corporate, health and education industry since it is an effective interpersonal communication model and an alternative approach to psychotherapy (Tosey and Mathison, 2006). NLP is an advanced way of thinking about individual or group communication and as used in a much broader range of application to enhance the understanding and effectiveness in communication (Biswal and Prusty, 2011). NLP can be described as a “manual for the brain that guides us to obtain effective results. NLP has become a gradually increasing familiar technique in professional areas such as management training where exceptional managers use it to exert influence over people through use of language (“NEURO- LINGUISTIC PROGRAMMING”, 2003)

Neuro refers to neurology, our nervous system where the mental activities experienced the world through five senses such as sight, sound, touch, taste and smell take place.

Linguistic refers to individual language ability for instance, how we construct the sentence by putting together the words and phrases to express our thoughts and emotions coupled with non-verbal communication such as gestures (Stevenson, 2008)

Programming refers to the concepts, thoughts, feelings and action programmed in our mind to reach our objectives or acquire immediate improvements in our thinking, feeling, acting and living (Stevenson, 2008)

NLP TECHNIQUES

NLP consists of many powerful techniques to impact change and outcome

- Reframing
- Anchoring
- Rapport
- Pacing and leading

REFRAMING :

Reframing is process of whereby a component of communication is showed so as to change a person's perception of the definitions by focusing on the choice of words used. This technique functions better when you are in a situation that makes you angry or upset because it can alter the definition of situation in a complete contrast way. In other words it enables you to handle the situation in different way. As a result, a manager can use reframing when he is explaining a task to his team members. "Thus NLP tools for effective management."

For an instance, a statement of "the glass is half empty" that can be reframed as "the glass is half full" thereby changing the perception of the recipient of the message.

ANCHORING:

Anchoring is a technique which connects an internal response with some external trigger.

For an instance, when you touch a person's shoulder a person will smile unconsciously. This technique is useful in changing a person's feel immediately. Therefore a manager can use the anchoring technique to transform a negative feeling into a positive one because the emotional state is exposed to five senses where there are connections between the stimulus and emotional state.

RAPPORT:

Rapport is a technique, very important and easy skill to learn that allows an individual to get along with any kind of people by gaining their trust and confidence. Rapport includes the mirroring process, which is the matching of body language, breathing and tonality through following a person to create a harmonious environment. However a person needs to identify whether the recipient's sensory perception is visual, kinesthetic or auditory. Different sensory perceptions use different types of rapport For an instance, when the recipient's main sensory perception is auditory, the individual can use statements such as "I can hear you"; whereas, for visual sensory perception, the individual can use phrases such as "Is my vision is clear"

PACING AND LEADING:

This is another technique which is useful for managers to have effective communication with people. Firstly, pacing works to build trust and support with the people by showing understanding towards them .The use of body language can help creating a harmonious environment. Effective pacing helps to build understanding and enables the manager to lead and influence people. In a nutshell, pacing to build rapport and leading is an essential skill needed to become an exceptional manager because team members will feel recognized and valued, which will lead to more effective management.

NLP AS AN EFFECTIVE SKILL FOR AN EXCEPTIONAL MANAGER:

There are several benefits of obtaining NLP skills in business such as encouraging excellence in team members, lower rates of staff turnover, decrease in misunderstanding and an increase in

consumer satisfaction. Therefore, it is important for the manager to obtain NLP skills in order to succeed in workplace

ENHANCEMENT OF EXISTING SKILLS

- COMMUNICATION SKILLS
- STRESS MANAGEMENT AND PERSONAL DEVELOPMENT
- LEADERSHIP SKILLS
- MARKETING SKILLS

COMMUNICATION SKILLS:

Effective communication is vital for anyone who wants to be an exceptional manager. It is the key to starting and maintaining an effective relationship between people. Miscommunication, such as use of wrong words or phrases or lack of clarity in delivering statements will cause conflict in the workplace. NLP is one of the ways that can be used to solve conflicts, but it is one of the few that simultaneously offer a wide range of skills to enhance communication in workplace. NLP techniques enable communication to be more effective, persuasive, clear, confident and precise thereby allowing it to be applied on all the levels of employees in an organization. Furthermore, by using the rapport technique to improve communication skills, the manager can communicate with a wide range of people and maintain the effective relationship.

STRESS MANAGEMENT AND PERSONAL DEVELOPMENT:

Stress is a physical and mental response that is experienced by human beings while reacting to a critical situation; and chronic stress will cause all kinds of physical and mental illness. Compared to people in the workplace a manager will face plenty of heavy tasks, so stress is an inevitable part of manager's life. It is therefore obvious that stress management is vital for an effective manager. By using NLP skills a manager can learn how to deal with stress easily. Moreover, NLP enables better awareness and control of oneself because it can help managers to control the way they think, feel and act. NLP skills empower people to reach their full potential and when people grow and develop personally.

LEADERSHIP SKILLS:

The basic difference between a manager and a leader is that, a leader motivates and guides the team members towards achieving the goal. NLP skills enable the manager to inherit the leadership skills. NLP also helps in creating leaders who are committed to something better by knowing their goals and achieving it by leading and training employees. One of the important NLP techniques, which is pacing, is the leader showing the importance of its subordinates to the team in order to make them feel acknowledged and allowing trust to be built. When trust is built, the leader can start to lead the team members effectively and well this turns to indicate that pacing and leading are one of the NLP techniques and leadership skills that must be inculcated to be an exceptional manager.

MARKETING SKILLS (Sales and Negotiation skills):

Managers can use the rapport skills to build a relationship with the consumers and suppliers. During negotiation, by using NLP skills such as perceptual positioning, you will be able to achieve a win-win situation because you put yourself into another person's shoes, and are able to see things from their perspective. In addition, learning something about language pattern, such as questioning skills, observation skills and communication skills that would be useful during negotiation. It will increase understanding of the issues, concerns and needs of the negotiating

party. Marketing skills are crucial for an exceptional manager because it helps the manager to attained agreements, achieve goals and eventually makes them more productive and successful on the job.

STRATEGIES TO DEVELOP NLP SKILLS FOR AN EXCEPTIONAL MANAGER:

NLP is all about interconnection of thoughts, speech and action which helps to connect with others. The strategies to develop NLP skills for managers are to understand the four main principles in NLP.

- -Develop the rapport technique with yourself and then with others
- -The person must be sure of what he or she wants to achieve. In NLP, this is known as goal setting.
- Use of the main senses to see, hear and feel what is happening around you; and use the feedback to adapt to the situation.
- The concept of NLP is that of behavioral flexibility which includes thoughts and action the more choices you have, the more your chance of success

DISCUSSION:

The major purpose of this paper was to determine whether NLP could be an effective skills for an exceptional managers in a firm as well as the application and strategies to develop the skills. NLP helps us to understand how we think and how those thoughts affect our feelings and behavior. NLP also focuses on empowering people to develop positive thinking and feeling so it can support the firm's goals as well as personal development. The techniques discuss in the paper can help customer service teams, sales staff and managers to perform even better through having better conflicts resolution skills and better performance to improve the quality of their working life.

Effective communication is essential as the heart of business success the manager needs to have communication skills in order to lead the employees in the firm. NLP skills is significant of exceptional manager because it can be useful at the workplace in problem solving, negotiating, stress management, effective communication, influencing skills, resolving conflicts and personal development. In a nutshell, when a managers as soft skills and leadership skills, the manager is close to victory .

CONCLUSION:

People are the most important yet difficult asset to manage in any organization. NLP is one of the ways that can teach contemporary and effective skills for an exceptional manager to lead and influence the employees to work together and achieve organization's goals and objectives. Managers can use reframing, anchoring, rapport, pacing and leading as the technique to impact change and influence outcomes. NLP is an important skills for the exceptional manager as it can improves communication skills, stress management, personal development, leadership and sales & negotiation skills. Firms that implement that NLP skills as part of the training for the employees will gain a competitive advantage and this lead to a successful company as well as efficient employees.

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