

NLP

NEURO LINGUISTIC PROGRAMMING

MEDIATION SKILLS

Use of language, choice of words and neuro-linguistic programming [NLP] during mediation sessions



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Introduction

Overview



Neuro-linguistic programming (NLP) is a psychological approach that focuses on understanding the connections between thoughts, language, and behaviors. When it comes to family law mediation, certain NLP techniques can be helpful in promoting effective communication, creating rapport, and facilitating resolution. There are about 160+ NLP techniques that could be used in this context.



Use of NLP during mediation sessions

The Difference that Makes the Difference

- Rapport Building
- Active Listening
- Language Patterns
- Anchoring Emotions
- Goal Setting and Outcome Determination

- Reframing
- Presuppositions
- Metaphors
- Anchoring
- Embedded Commands
- Softeners
- Rhetorical questions
- Pace and lead
- Future pacing
- Sensory language
- Assumptive language

... more

Use of NLP during mediation sessions

The need for skills in mediation

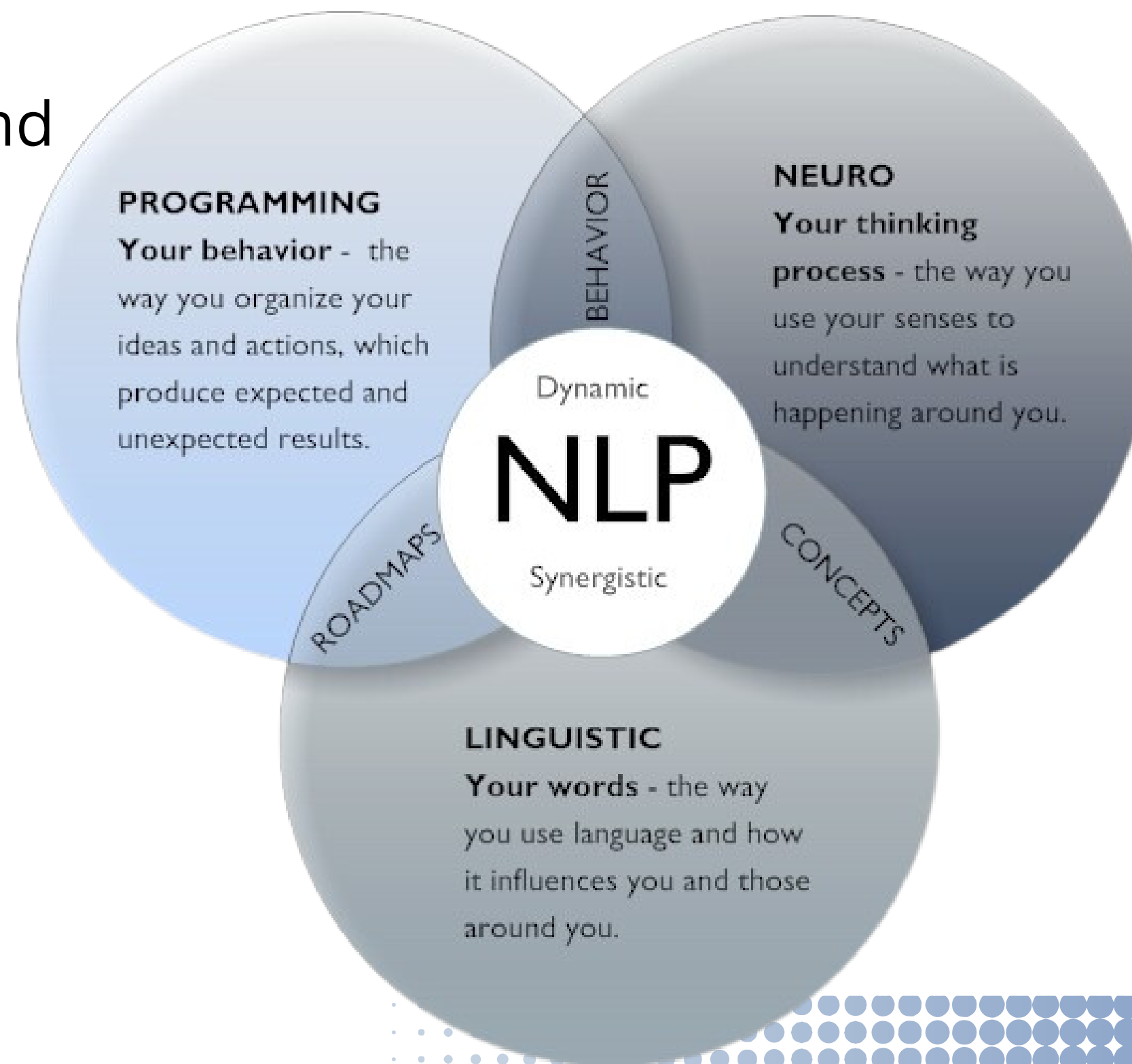


Use of NLP during mediation sessions

Neuro-Linguistic Programming.. What's in a Name?

- Neuro - thinking process, senses, understand
- Linguistic - words, influences
- Programming - behaviour, organize ideas

The NLP process involves finding out about how the brain ("neuro") operates by analyzing language patterns ("linguistic") and non-verbal communication

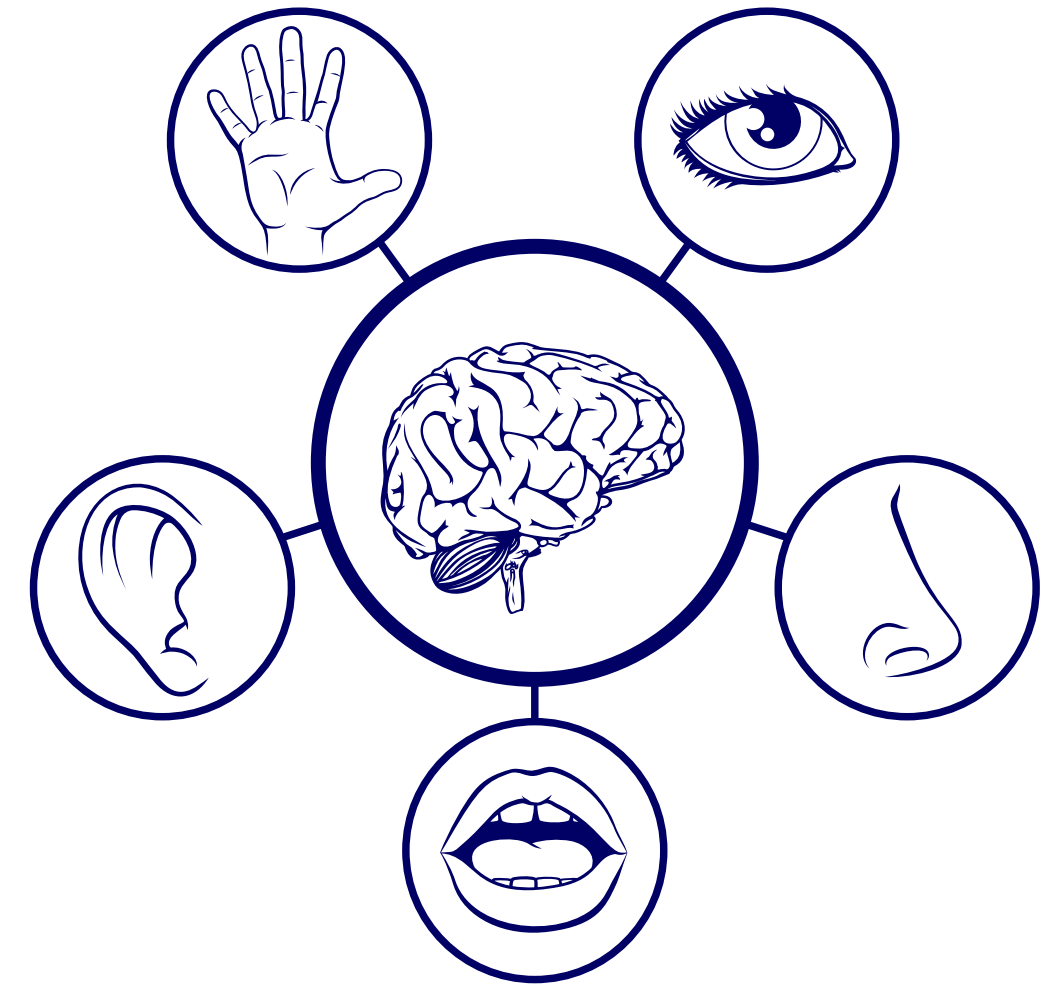


Use of NLP during mediation sessions

Surrogate of language

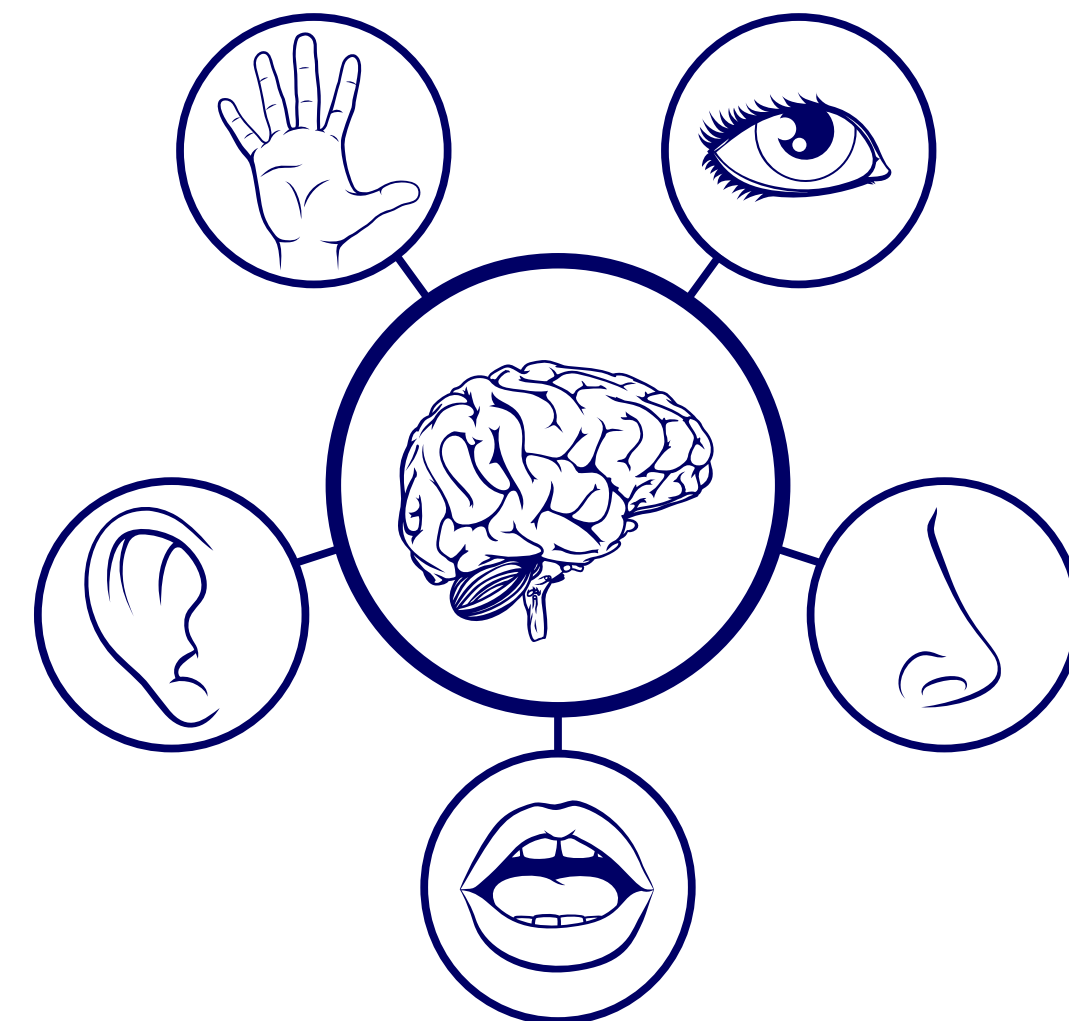
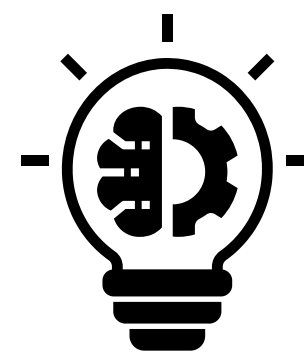
“Mediators use the surrogate of language to communicate and language is in itself imprecise subject to misunderstanding”

DOG



Use of NLP during mediation sessions

Representational Systems



“I don't **see** what you're saying”

“It doesn't **sound** right”

“I can't get a **handle** on this”

“Do you **see** my point?”

“I don't **see** the benefit of negotiating further”

“Your proposal **sounds** right to me”

“He just **rubs** me the wrong way”

“No one **understands** what I'm going through”

“That idea doesn't **sit** right with me”

Use of NLP during mediation sessions

Representational Systems

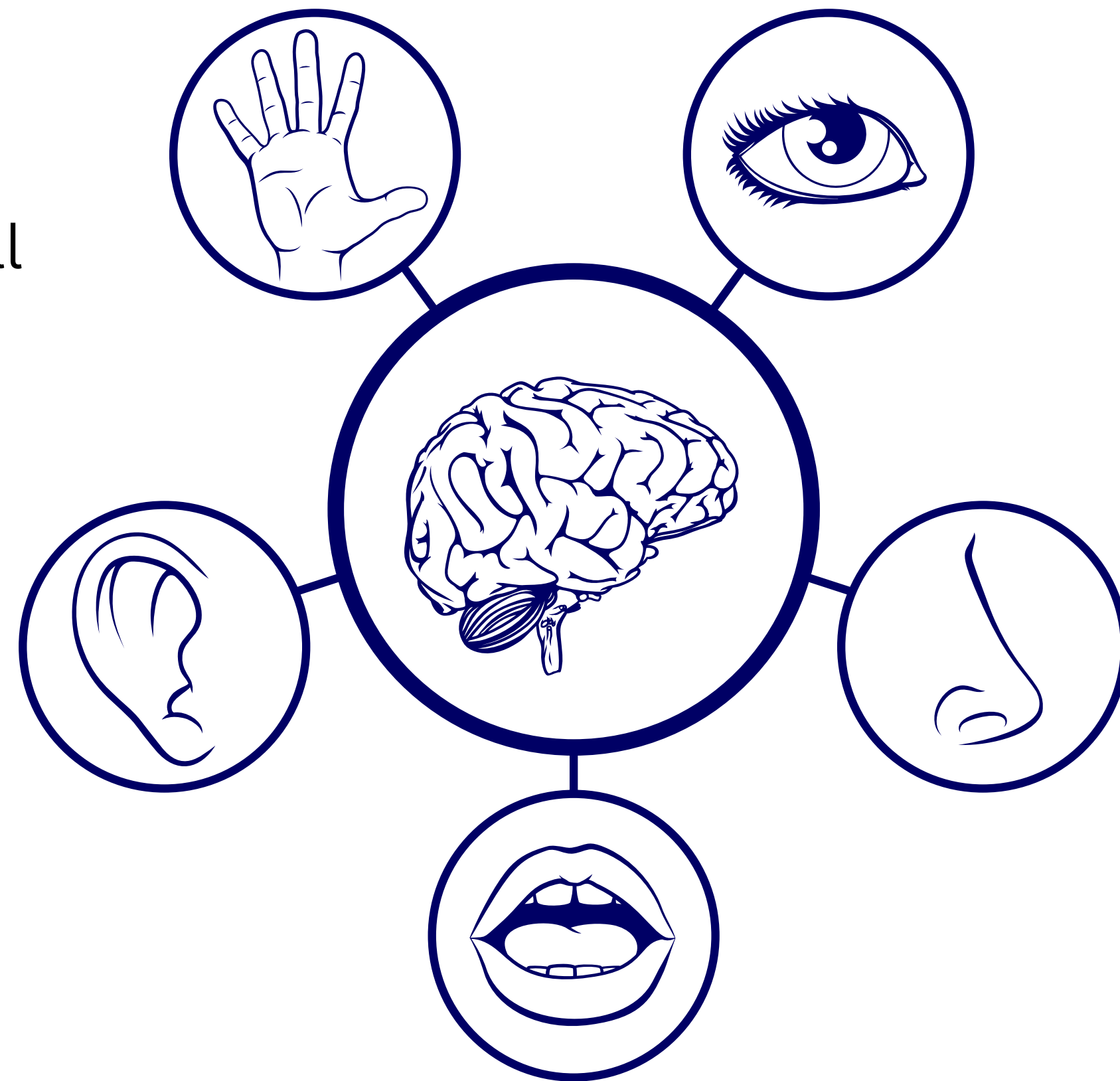
When a person tends to use one internal sense habitually, that becomes their preferred system or sublanguage

Identifying Your Sublanguage ...

- eye accessing cues
- non-verbal communication
- speech patterns / words

Can We Speak the Same Language?

Visual, auditory, kinesthetic, and audiodigital



Clues to Identifying Visuals



Approximately 50% population is made up of visuals. They will tend to use words that depict a picture or an image.

A: I don't see what you are saying.

B: Let me see if I can find a way to illustrate this better.

A: I don't see the benefit of negotiating further

B: Let me paint you a picture so that you could see this from another view

A: The other party looks like they are ready to settle

B: Let's not draw to conclusions and and see what they offer

Use of NLP during mediation sessions

Clues to Identifying Visuals

See	Look	Picture
Focus	Viewpoint	Notice
Appear	Show	Envision
Reflect	Scan	Watch

- Look at this
 - Visualize the idea
 - See it
 - Paint a picture
 - Picture this scenario
 - Focus on this
 - Preview the outline
 - Draw conclusions
 - A strategic vision
- Light at the end of the tunnel

Use of NLP during mediation sessions

Clues to Identifying Auditories



Auditories habitually talk to themselves, especially when they are concentrating really hard and use auditory phrases

A: This doesn't sound right.

B: I hear you. Listen, let's talk through this a different way.

A: I echo what you're saying, but.....

B: I hear you loud and clear and want you to consider solutions that resonate with you

A: In amplification of the point that I raised earlier....

B: Just to make sure that I have heard and understand you correctly...

Use of NLP during mediation sessions

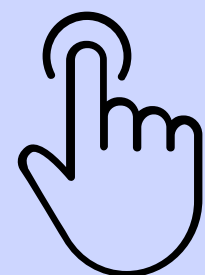
Clues to Identifying Auditories

Hear	Speak	Listen
Say	Amplify	Talk
Tune-in	Remark	Narrate
Echo	Tone	Resonate

- Sounds good
 - I hear you
- Let's talk about it
- Don't give me static
- I'm in tune with that
- Tone of conversation
 - Voice your opinion
- Echo their sentiments
 - Amplify that point
 - Lend an ear
 - We are in harmony
 - It rings true
- The silent treatment
 - Debate the issue
 - Loud and clear
 - Argue the point

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Clues to Identifying Kinesthetics



Kinesthetics make up about 20% of the population. They receive and organize information primarily on the basis of body sense and feeling

A: This doesn't feel right.

B: We just haven't connected with this matter in way that allows us to grasp the issues fully.

A: I don't think I can handle the manipulation

B: Maybe we should toss another couple of ideas around to bounce off each other to come to a solution.

A: I am not comfortable with the suggestion and need time to absorb the thought.

B: Let's come up with some tangible ideas to lay a firm foundation of our expectations.

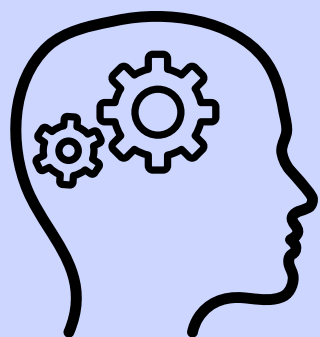
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Clues to Identifying Kinesthetics

Feel	Pressure	Absorb
Grab	Rub	Handle
Sense	Catch	Support
Bounce	Weigh	Connect

- Get a feel for
 - Point it out
- Toss this around
 - Get a grip
- I'm not following
- I'm not comfortable
 - It worries me
 - Make it tangible
 - What is the impact
- Slip through the cracks
 - Going to pieces
- Manipulate the data
 - Firm foundation
 - Merge our ideas
- Rubs the wrong way
 - Hold on a second

Clues to Identifying Audiodigitals



Represents a small 5% portion of the population. Audiodigitals are characterized as individuals who often have conversations with themselves inside their heads

A: I don't know what you mean.

B: I understand. Let's think about different ways to examine this issue to make it easier to comprehend.

A: I cannot comprehend his logic

B: With regards to your concern, let's consider and evaluate some options to strike a balance where we consider all possible solutions.

Use of NLP during mediation sessions

Clues to Identifying Audiodigitals

Accommodate	Contemplate	Deliberate
Evaluate	Experience	Comprehend
Understand	Identify	Ponder
Framework	Convey	Principle

- With regards to your concern
 - Considering the possibilities
 - A viable solution
- Analyze the potential
- Consider the options
 - Take a balanced approach

HUSBAND

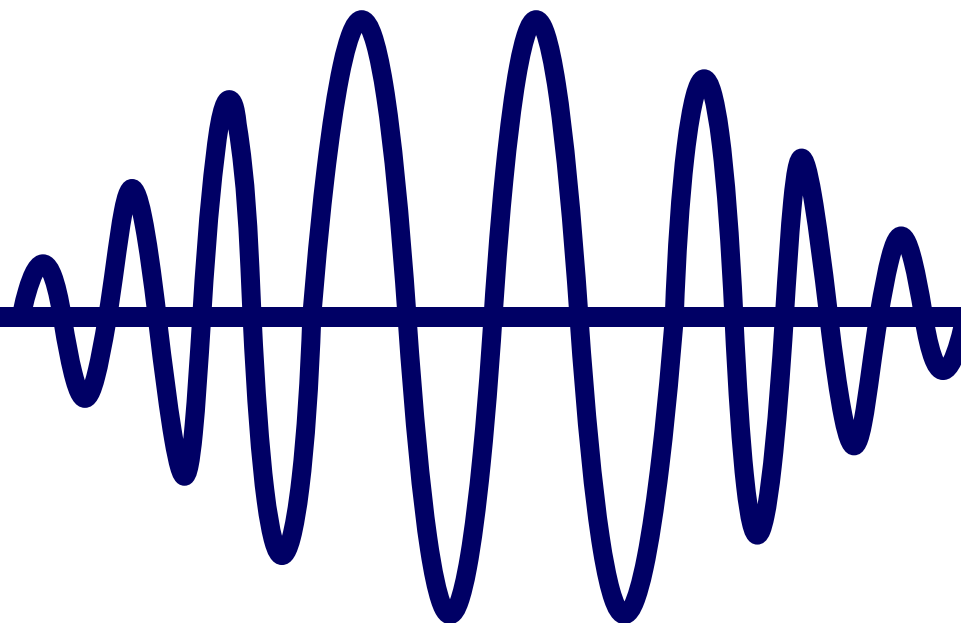
- She does not **understand** why I **feel** this way
- She puts **pressure** on me to have a child
 - Our relationship is **shattered** because of her not coming to **grips** with my **decision**



WIFE

- He doesn't **hear** my longing for a child
- He doesn't **listen** when I try to explain my view - he just "**shuts**" **down**
- The **silent** treatment after our **arguments** are just unbearable

Kinesthetic
representational system



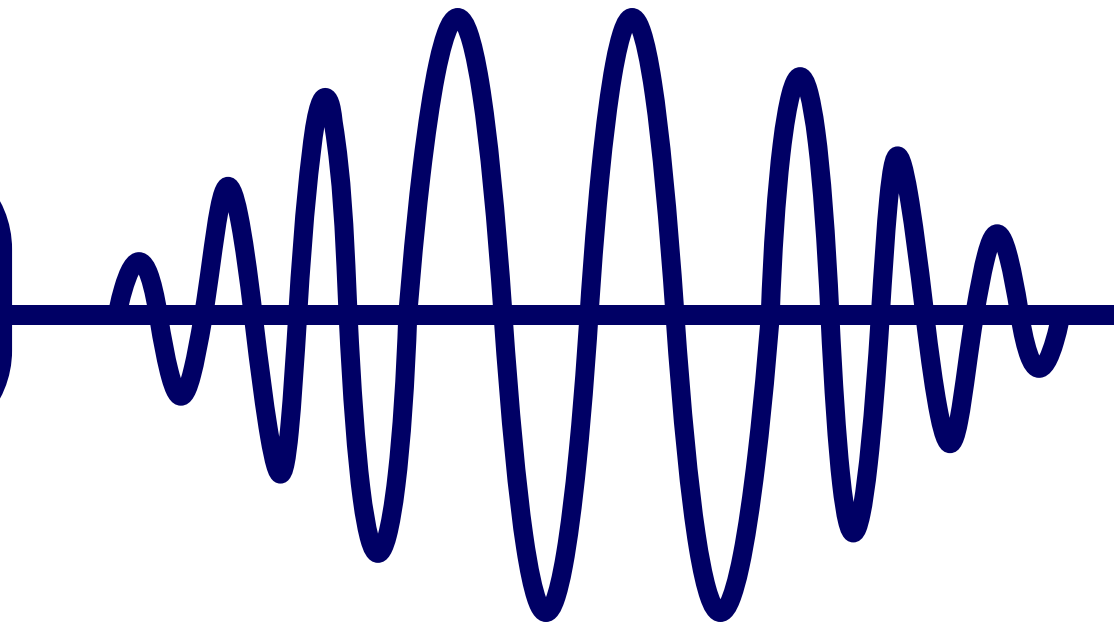
Auditory
representational system

HUSBAND

Kinesthetic
representational system

WIFE

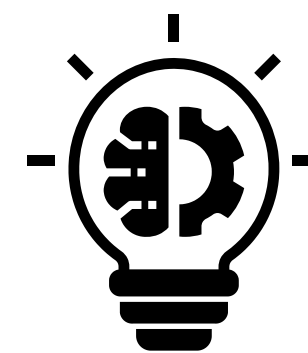
Auditory
representational system



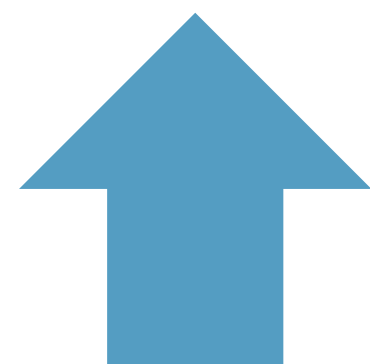
To husband: I can **sense** what you are **feeling** right now and maybe now is the right time to **bounce** around some of your thoughts and **voice** your opinion so that she can clearly **hear** and understand how you **feel** why it is important to you of not wanting children and what this **means** to you ...

To wife: It is appreciated that you are **in tune** with your strong **feelings** about having children and why it is important and maybe now is the right time to **talk** and **discuss** the reasons for your **decision** that **resonates** with you in such a **tone** that your husband can **grasp** and **absorb** your **sentiments** and how children will serve the purpose you wish...

Chunking up or down: Hierarchy of Ideas

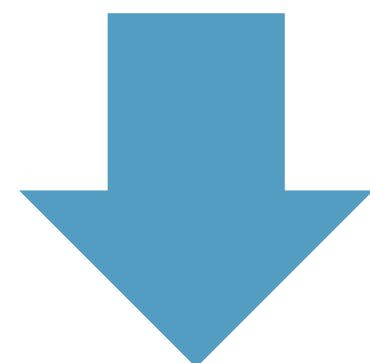


The Hierarchy of Ideas is based on the understanding that language, concepts and ideas fall within a continuum of communication that range from specific details to big picture abstractions.



direction of abstraction and **to look at the bigger picture** or **interrelationships between things, ideas and concepts**

- What is this an example of?
- For what purpose/intent?
- What will this do for you?



direction of specificity and obtain **more details** (chunking down)

- What/Which specifically?
- What are examples of these?

HUSBAND

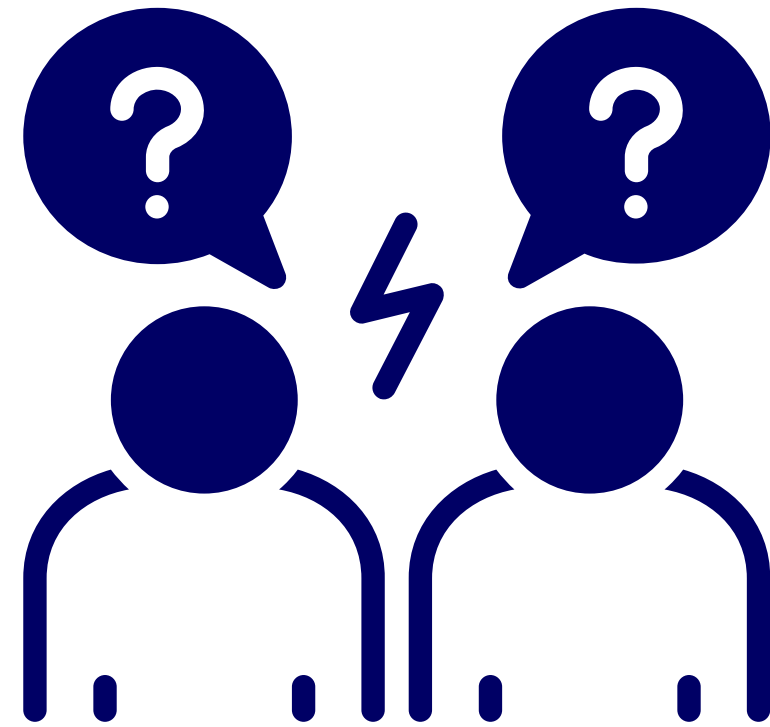
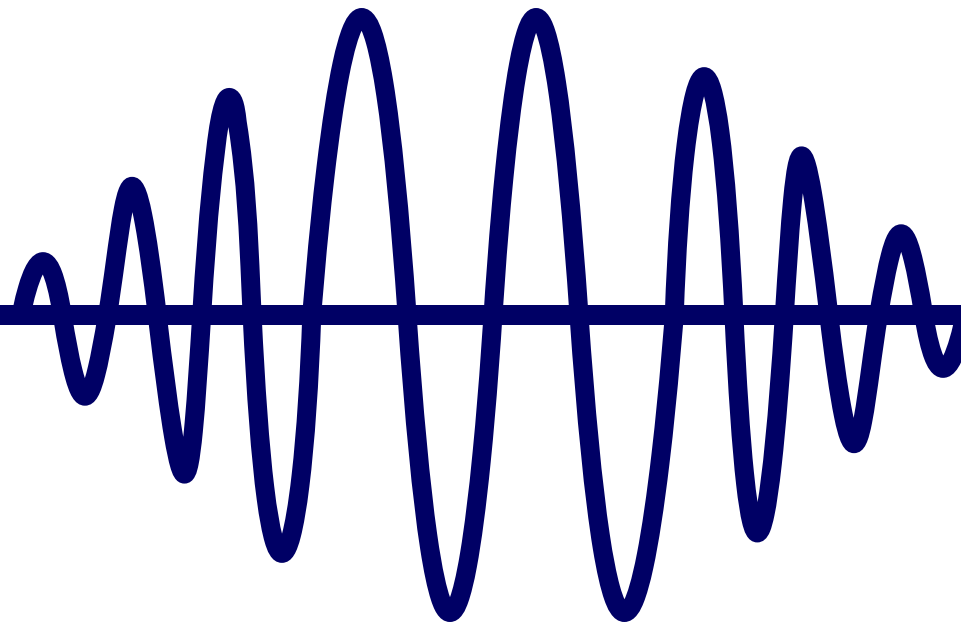
Kinesthetic
representational system

“not having
children is the way to
get the most of my
present
relationship stage - I
do not want to share
the love for my wife
with other”

WIFE

Auditory
representational system

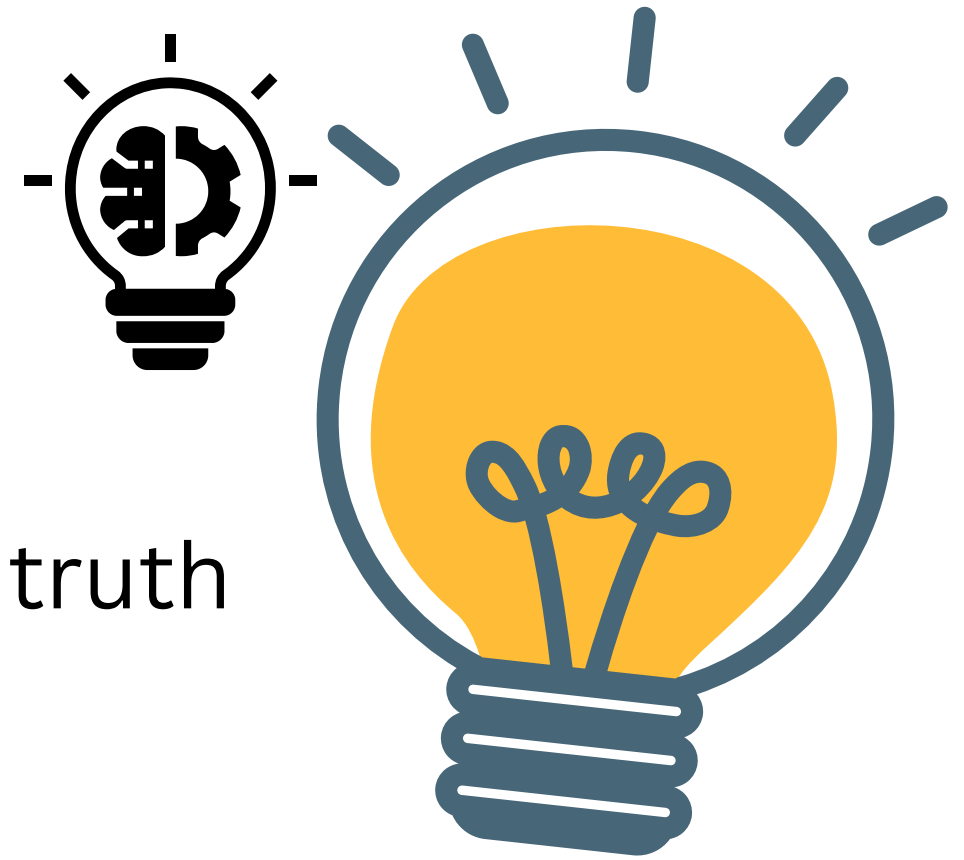
“having
children is a way to
access the full range of
experiences
the **relationship** has to
offer that I want to
share with my
husband”



Divorce mediation

Use of NLP during mediation sessions

Presuppositions – opening statements



- Presuppositions are statements that assume the truth of something without explicitly stating it.
- They operate on the principle that the mind tends to accept presupposed information as true, leading to a subtle influence on one's perception.
- Utilizing presuppositions can guide someone toward a desired outcome or perspective.

Use of NLP during mediation sessions

Presuppositions – opening statements

Most people aren't aware that the settlement rate of mediation is 70-75% on average.

I cannot guarantee that we will come to a settlement immediately.

There may be a number of obstacles which we have to overcome by working together before we agree on a solution to move forward.

Presuppositions – opening statements

- in support of the mediation outcome (because the rate is 70-75% and no-one wants to fail)
- will come to a settlement (maybe not immediately but we will get there)
- there will be obstacles that will be overcome
 - we will work together
 - we will agree on a solution
 - long terms solution



Most people aren't aware that the settlement rate of mediation is 70-75% on average. I cannot guarantee that we will come to a settlement immediately - there may be a number of obstacles which we have to overcome by working together before we agree on a solution to move forward.

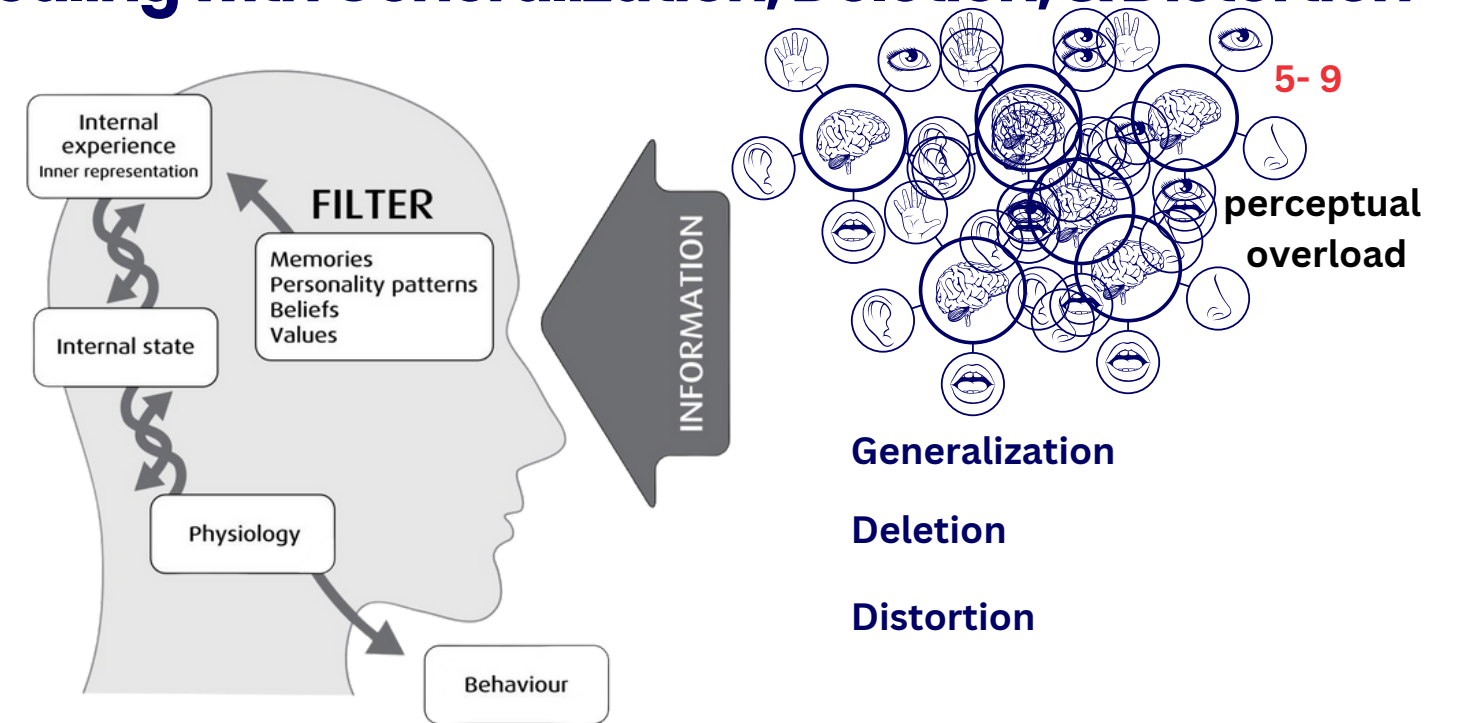
Use of NLP during mediation sessions

Masterclass

Eye accessing cues



Dealing with Generalization, Deletion, & Distortion



The value of identifying the problem during opening statements



NLP Skills course on NLP for mediators



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Thank you:

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