

Master Practitioner Modeling Project

Expressing the thoughts in critical situation

Nisbat Anwar
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Introduction

To be able to express my thought in critical situation— this is my IT.

Is it very hard thing to do?

What I have experienced is sometimes it's easy and sometimes it's not. When I started my NLP journey, the subject itself was totally new to me, I only knew about this term. And I wanted to be a trainer who wants to use NLP tools in her training program. Little did I know, it was more than a technical tool.

2015 was a turning point of my life in many ways and one of the significant reasons is that I took the charge of my life unconsciously. I said unconsciously, because at that moment I didn't know that. I decided to take NLP course under Onefluencer in Calcutta and came out of my country Bangladesh alone for the very first time of my life. Though I was an independent woman, still it was first time!! Had to go through lot of odds to come to that point. And from there on, my journey began to unfolding the mystery of NLP.

Days passed by, from foundation to Business Practitioner, came to know few things about NLP. Moreover meet some wonderful people; some became close friend as well. Then came the Master Practitioner course, which I believe has evolved me. It was like a tornado, which came, swept away many of my inner thoughts and made me thinking. Suddenly, NLP was not only a certification course for me; I figured out that I really don't know much about NLP. I realized, I was not giving enough to know about this subject. And when I am not giving enough time, when I am not aware about what is going on around me, then how can I become a NLP Practitioner? When the questions popped up to choose a modeling project, in my mind there was something else. However, during the discussion another thing came out of my mouth. I shared; I want to express my inner thought accurately. Is it really the excellent I wanted to achieve and model someone?

Confusion started within me, I started talking with Sue, Ramesh and my beloved friends around me in Cherai. Was it measurable? Can I really model someone on this excellence? My Teacher, my mentor said yes it is possible and maybe in the course of time I will find something else to model.

And that journey began. Am I still confused about the outcome I want to achieve? For the last few months I was just thinking about it and the persons whom I want to model based on this excellent. The more I was thinking about it, the more complex it was getting for me. Then I thought, let's try to be specific and actually what I want to achieve in small steps.

Realizations:

- 1) I want to know about NLP properly
- 2) For that I want to read the book thoroughly
- 3) Want to execute the learning in my professional life in the form of training, which will give me an opportunity to practice and learn more
- 4) By being aware of NLP tools and techniques, I want to consciously act the way I want to
- 5) I want to observe people consciously and understand the behavioral pattern as well as understand my system
- 6) I want to express myself properly during any critical situation (Personal/professional)
- 7) The more I am aware about myself and surrounding; I will be closer to my ultimate outcome, my IT.

Identifying the exemplars:

It was the toughest job to identify the exemplars. There are few around me, however the dilemma I was going through was because it was more of an internal reference and sometimes getting the answers by asking clean questions or by observing the exemplar, I was not sure enough. I can see myself behaving the away from pattern. Still, when I chalked down the small excellence which I wanted to achieve which will ultimately support me to achieve the larger outcome, life seems easier and logical.

- 1) Khalil Musaddeq, Director, Sales, Renata Limited (The way he handles any given situation and conveys his message. He has gone through terrible losses in his personal life, fighting with cancer still, how gloriously he keeps everything at one side, listen to people and share whatever he has to share in a dignified way)
- 2) Nuzhat Anwar (She is my elder sister and I admire her the way she carried her life despite of going through difficult situation in her personal and professional life. How she present her opinion in the most dignified way and make others to listen to her)
- 3) R. Ramesh Prasad (his knowledge on NLP, the way he observes people and communicate what he wants to communicate in such a graceful manner)

The Process

I consciously choose the exemplars who were around me, so that I can connect to them one to one. At the same time, I thought I couldn't complete my project without another exemplar, whom I have known for the last couple of years while doing the project and was not around physically.

For Mussadeq or Nuzhat, I did a face to face interview. On the other hand, with Ramesh, it was more on the experience I had with him during the training sessions and later based on telephonic conversation or the chat we had, from that I captured my findings.

Whilst drafting out the modeling project, my 'IT' became more specific and I became clearer of what I want and what I want to model.

Exemplar 1 (Mr. Khalil Musaddeq)

Mr. Musaddeq is my fellow colleague in my existing organization. He has this excellent quality that he can mix up with any level of people and can continue the conversation with an ease. And he is someone whom employees from all over the company really look up to and he is always there for others whenever there is any crisis situation, be it personal or professional. At any given circumstance he makes sure that his opinion is heard by the other side and he has the capacity to manage any critical situation.

The result:

He creates an environment where his opinion/feedback are well taken by the people, even if some people don't like him, the way he handle the situation that, people are bound to take him seriously and he does it in a professional manner.

His Model:

Purpose:

- ✓ His is contributing in his own way to make things better

Identity:

- ✓ He is himself

Beliefs:

- ✓ There is a positive intention behind every action
- ✓ Greater influence and connect, when approached with a smile and laughter

Capabilities

- ✓ Can influence his state and other's state of mind
- ✓ Make his plan strategically
- ✓ He speaks out his mind, even if someone tries to say something which he doesn't consent to fit with him or if someone has touched him in a particular way.
- ✓ Can keep his patience intact

Behavior

- ✓ An active listener
- ✓ Smiles and jokes
- ✓ Makes a rapport

- ✓ Change of pace and tone depending on the situation

Environment

- ✓ Knows the details of the environment in advance
- ✓ he can adjust in any given situation

Musaddeq's overall strategy:

- He listens first with full attention. (Ae)
 - He visualize and feels the experience he had gathered previously (Vi, Ki)
 - He observes the other person(s) (Ve)
 - He wait for the right moment to share his opinion, for this he depends on his gut feelings (Ki)
 - He summarize the thought within himself before speaking up (Ai)
- He observes the response to continue or stop (Ve)

Exemplar 2 (Ms. Nuzhat Anwar)

Ms. Nuzhat Anwar is my elder sister, a successful working woman and I admire her the way she carried her life despite of going through difficult situations in her personal and professional life many a times. I wonder why I didn't think of her as an exemplar earlier, though she is one of my role model for various reasons. Eventually, when passing of number of months on deciding my IT and who can be my model, just a few days back it clicked and we had a conversation. And I found out how she present her opinion in the most dignified way and make others to listen to her in the most critical situation.

The result:

She let herself heard in any given situation, she is bold yet very professional, and she is passionate yet very practical. She makes her presence counted by others and her opinions make a difference in other people's life.

Her Model:

Purpose:

- ✓ To be the best she can be and encourage the same in others.

Identity:

- ✓ She is a role model (a caring mother and a strong corporate woman)

Beliefs:

- ✓ There is solution to each problem
- ✓ Everyone makes the best choice available to them at the time they make it

Capabilities

- ✓ Can keep her patience intact
- ✓ Know what she wants
- ✓ Can make plan based on the available resources she has
- ✓ Always keen to learn and take new challenge
- ✓ She can take second position

Behavior

- ✓ An active listener
- ✓ Can add humor and fun while interacting with others
- ✓ Makes a rapport
- ✓ Hold her foots down firmly, if she is convinced that what she is saying is right

Environment

- ✓ Knows the details of the environment in advance
- ✓ Can adjust in any given situation

Nuzhat 's overall strategy:

- She talks to herself in front of the mirror like a drama, doing the rehearsal again and again before going for a critical meeting (Ai,Vi/Ve)
- She listens with full attention (Ae)
- Discuss with close friends or family members if she has any confusion (Ae)
- Handle the situation with her gut feelings (Ki)
- Speaks with facts and figures/fully prepared (Ve)
- She visualize and feels the experience she had gathered previously (Vi, Ki)
- She sits and listens allowing others to express themselves so that she can get a feel for the group. (Aic).

Exemplar 3 (Mr. R.Ramesh Prasad)

Mr R Ramesh Prasad is an International NLP Trainer & Coach. I got connected with him few years back when I was exploring NLP and want to trained myself on the subject. Later on, he is the person by holding his hand I started my NLP journey. The more I was able to spend time with him, the more I was able to come closer to the subject. To me, Ramesh is someone who is master on this.

The result:

He observes people around him and communicates what he wants to communicate in such a graceful manner that creates an impact. I have observed him, during training session and off the session, and in difficult situation how he hold himself up and create an era that has positive influence over the people.

His Model:

Purpose:

"I engage with people who are changing the world in which they live and work, using the versatile tools available through [Neuro-Linguistic Programming](#) so that they are Master of modern times."

- ✓ He wants to experience the happiness by supporting others by playing a role in their life in a loving way

Identity:

- ✓ Man with a purpose

Beliefs:

- ✓ If I can change, anybody can change (If someone can do it-anyone can do it)
- ✓ There is no failure only feedback

Capabilities

- ✓ Active listener
- ✓ Doesn't judge people
- ✓ Good observer
- ✓ Can keep his patience intact
- ✓ Available to help/support
- ✓ Can built trust
- ✓ Can add humor at the right moment

Behavior

- ✓ An active listener
- ✓ Shows respect/empathy while interacting with others
- ✓ Keeps the eye contact intact while having a conversation

Environment

- ✓ Knows the details of the environment in advance
- ✓ Can adjust in any given situation

Ramesh's overall strategy:

- He picks up traits by observing body language of the other person (Ve)
- He remembers the words/experience from earlier interaction (Vir)
- He goes with his instincts and wait for the right moment (Ki)
- He talks to himself to choose what steps/strategy to be taken next (Aid)
- He creates an image of the person based on the conversation (Vic)
- He applies various tools like TOTE/3rd party principle
- He adds humor to make the person easy or open up or relax the situation (Ke)
- He uses words like hmm or pause the person when he needs to take the lead(Aic)

The Journey and learning:

It was a long journey. After talking with each of the exemplar , I found some common behavior among the three exemplars, also the strategies each one of them are maintaining is more or less same. And that made me realize, unconsciously they are doing it and that's why they have become model for me. After finding out all these, I looked into myself and how I behave when I am in a critical situation and now I have a mantra before me which I can follow to overcome my situation.

The steps I started to follow:

- 1) Do my homework beforehand
- 2) Listen actively
- 3) Observe the other person
- 4) Add humor to ease the situation
- 5) Try to understand other person's perspective
- 6) Change my tone depending on the situation
- 7) Keep in mind my last interaction with that particular person
- 8) Wait for the right moment to say what I want to say
- 9) Keep my body posture straight, focused, keep the eye contact

I realized my belief of excellence is:

- The meaning of the communication is the effect
- The person with the most flexibility in thinking and behavior has the greatest influence
- If someone can do it-anyone can do it

I have consciously tried to follow those steps whenever I am in critical situation; along with that I keep in my mind the tools that I have learned. I have learned that by constantly practicing these steps it will become my normal behavior unconsciously and I can deal with any critical person in any given situation. The specific measurable outcome for me has been:

- ✓ I am taking control over the situation
- ✓ Creating win-win situation
- ✓ People not taking me for granted
- ✓ By expressing my thoughts, relationship with the concerned persons have improved (who are important in my life)
- ✓ My confidence level have increased

Conclusion:

Good thing is, I have already started getting result by following my exemplars. I can see the visible change in my behavior and the way I tackle certain people/situation. People do realize the same, as sometimes they do say I am not the same person, in a positive and negative both way as per their experience. What I have learned, I can't be perfect all the time, at the same time it is I who needs to take the call, it is I who needs to decide when to keep quiet and when to open up, it is I who has all the power to make a difference, it is I who has the confidence NOW to deal with any critical people or situation.

My modeling project has changed me in lot of way, which has taught me to VALUE myself and how can I hold my head high by keeping all the values intact. Most importantly, it has taught me be ALIVE again. The strategies, the behavior, the steps are becoming part of me now.

And I am happy to see that CHANGE in me.

Thank YOU