EXCELLENCE ALL AROUND

MODELLING

This document is a study of understanding how an individual can identify excellence in everything : every person.

CONTEXT

Office lunch time gossip or post meeting discussion or while watching news or having an evening conversation with family and friends or a casual chat with my niece and nephews. Negativity and ill talk is creeping its way in every conversation.

I observed myself contributing to the conversation. Realization of it made me feel uncomfortable, disconnecting from the people is what I started doing and then one evening while reading few chapters of NLP at work, I thought let's understand how else can this be handled.

I made a list of people who rarely dwell in above kind of conversation. Also, wanted to explore mindset of people, from different walks of life. People, whom I observed with positive energy, smile, giving hope, keeping environment peaceful and spreading happiness. I wondered how they do what they do and how this can be modelled. I planned to connect with them and understand their formula of excellence.

OUTCOME

- Able to understand my model's pattern of thinking and language usage
- Able to identify elements which can be modelled
- Create a Model/Approach
  A model which will help anyone who wants to acknowledge excellence in self and others

METHOD

Interview: Clean questions: Exploring metaphor : Logical Levels

Exemplar 1

Mayford Gomes: By profession he is a musician. I know him when the world within and around me was dark and negative. He is the person from whom I have learnt to see positive in every given situation. I haven't seen him being negative or disappointed with things around us which use to bog me down. One classic example I would like to share is, when we lost our house deposit (all our saving) to a bankrupt constructor. I still remember I was holding my head and was furious at the builder. All he did was smiled at him and said, 'Let us know what best can be done.' And looked at me and said, ' The sale-person is doing what he can do best. We still have one another, so all is fine. Let's go for a nice dinner.'

Purpose:
To be happy and make other's happy
Identity:
Human (A happy person)
Belief:
- God is the center of everything
- We only have this moment to live
- Being sad/anger drains my energy
- Each person is special and unique
- Every difficult situation comes with an option of positive choice

Capability:
- Able to identify and acknowledge positivity in others
- Able to restrict his emotion to himself
- Able to come out of heavy feeling in less time
- Able to provide different perspective to others in difficult situation
- Able to focus on positive energy
- Able to move-on/transform his thoughts towards positive outcome
- Able to live in the moment
- In need able to be with the person physically and mentally even if the person is ungrateful of his presence.
- Able to connect without forming perception

Behavior:
- Mostly smiling
- Hearty laughter and quite often
- Meets people with broad smile doesn't matter in which condition he himself is in
- Lighten the moments with jokes and fun
- Being physically and mentally present for a person who needs support in distress
- Highly active
- Conversation will be on issues or ideas and not person centric
- Disconnects himself when spoken about people- negative, belittle
- Adds on positive message or information in any conversation
- Lives in a moment, doesn't dwell much on future
- Chooses to watch comedy videos than negatives

Environment:
Anywhere he is (Alone or with people)

Exemplar 2
Preetha Menon : By profession she is a doctor. I know her from my school days and always found her with a big smile. Have observed her getting along with people and never heard her talking ill about people. When after so many years we connected again I found her the same. During my conversation with her there isn't a long gap when she won't laugh or giggle. She believes, her behavior is enhanced also because she has lived in different places. Moving to places and meeting people from different perspective, helped to widen her scope of knowing self and relationships.

Purpose:
Ultimately wants to be happy and serve people

Identity:
Healer: Doctor

Belief:
- There's always learning for self
- My belief is not everyone's belief
- Being happy every moment is a choice
- There are always nice people around
- Goodness is there in each person
- How would I love to be treated, I treat others.

Capability:
- Able to relate with people and their situation
- Able to empathize with people
- Able to listen actively. Listen to said and unsaid words.
- Able to identify reasons to connect
- Able to create time for people who wants to connect
- Able to communicate in their language to make them feel respected and comfortable
- Able to understand and respect other's perspective
- Able to keep difference to issues level and not take it personally

Behavior:
- Clearly articulate the thoughts
- Laughter in the conversation
- Adding humour to discomfort
- Complete focus when the patient speaks
- Restless if other person is uncomfortable
- Identify opportunities to be happy
- Spends time with patient beyond the duty call (sometime patient comes only to talk)
- Highly energetic
- Disconnect with things/thoughts which doesn't give positivity
- Acknowledge difference of opinion with respect.

Environment:
Anywhere she is with patients.

Exemplar 3
Anonymous – She stated she plays multiple role : A mother, A wife, A daughter and professionally IT analyst. Each role is important for her and she chose to talk about her role as a mother.
She is my school mate and from school days, have observed her to be soft spoken and stay away from ill talks.

Purpose :
- To be happy
- Responsible person
-

Identity : Mother : Nurturer

Belief:
- There is always a story(childhood experience) behind every action/behavior
- Positive up-bringing/story leads to positive life : Happy , educated childhood lead to responsible citizen
- Spending quality time with kids is key to healthy upbringing
- Sharing is most valuable thing
- Everybody's contribution is importance for good society and country
-

Capability:
- Able to connect by listening actively
- Being available 24/7
- Able to plan the day to meet their requirement and spend quality time
- Able to identify avenues and approaches to connect with them – keeping their likes/dislikes in mind
- Able to take responsibility of own action
- Listen to them without judging them and giving them space
- Create conversation , dialog and awareness of things which help them to think/act positively
- Able to feel happy when contributing to other's success

Behavior:
- Making resources available for them to succeed
- Everyday allocating time to listen to kids
- Gardening : as that also requires nurturing
- Connecting with kids (play or chat)
- Sharing information
- Clear communication

Environment:
When with kids

Exemplar 4

Sam Koshy : When asked to introduce himself , he started with his family. He makes his living by helping people find purpose in investing their talent in the social sector. I know him as a person who is very clear on his vision and works towards it. I also find him as an influencer as people do love to connect with him again and again.

Purpose : To create safe and happy environment

Belief :
- Valuing them for valuing me
- Every human being has rights
- Every human being is equal
- Dignity in human life
- Vulnerability helps people to open-up
- Genunity is a key to connect
- When someone is connecting beside their busy life, it's my responsibility/duty to respect them and connect with them

Capability:
- Able to connect with someone's emotion
- Able to make them comfortable
- Able to relate with the person
- Able to be curious to know human thinking pattern/ways
- Able to be vulnerable and acknowledges the same (self)
- Able to be genuine/real
- Able to make someone valued
- Able to respect each individual
- Able to give complete attention while connecting

Behavior:
- Often with broad smile
- Identify relevant topics to start a conversation
- Comfortable to acknowledge 'not knowing state and eager to learn'
- Contribute to the conversation which is positive
- Chooses to refrain when conversation doesn't help anyone –self or others
- Daydreaming good memories
- Reliving happy moments
- Feels light when connecting with people and brining smile on their face
- Appreciate who is not been valued for their contribution
- Looks out for people who are not been valued
- Looks for opportunities to value people
- Usage of words like ' Thank you ; Please' with a feel of honoured than thinking their act is your right.

Environment : While connecting with another person

MY OBSERVATION AND LEARNING

Through-out the process, element which helped me was 'Being curious'.

It took me time to understand the application of Clean questions. When to use what questions. Before I started the interview I started practicing the questions for few months to make myself comfortable with the questions and its outcome. It has reduced the consciousness I use to have while using the clean questions.

Approaching the entire interview with an open mind was also something I have learnt. Urge to prompt the word when someone is struggling for a word or urge to preempt the answer before even listening to it, is something I am conscious of it now.

I am putting all my understanding and learning by proposing a models. This model comes with a flexibility to be enhanced as per the user, keeping the essence intact.

Binding All Together in LOGICAL LEVEL

Purpose :   Identifying Excellence

Belief
- We only have this moment to live
- Every difficult situation comes with an option of positive choice
- Goodness is there in each person
- Respect another human being beside their differences
- Map is not the territory

Capability
- Able to be active/focused listener
- Able to understand the said and unsaid words
- Able to create time for others
- Able to acknowledge excellence in others
- Able to respect differences
- Able to view the facts as it is rather than coloring with own thoughts
- Able to pause and think/reflect before responding
- Able to meet people without forming a perception
- Able to feed positive thoughts in self-talk
- Able to be sensitive towards self and others
-

Behavior
- Smile and receive the person

- Keep open clean mind before interacting with anyone
- Warm eye contact and not be occupied while talking to someone
- Observe the person with clear mind : hear what you hear , see what you see , feel what you feel (without assumption)
- Articulate your thoughts without (reducing) using negative words/phrases
- Share positive thoughts/information for every person
- Take deep breathe when in discomfort than to react
- Check the pattern and intent of your questioning (Purpose of seeking)
- Introducing post conversation reflection - time to gauge self-behavior
- Open body language
- Refrain talking about someone if it's not contributing/helping someone positively
- In an environment where people talk ill about things/people , add positive thought
- Spend conscious time identifying excellence in others
- Check for opportunities to be a provider
- Practice compassion
- Make (often) list of things you are grateful of
- Enjoy and celebrate happiness
- Respect all the emotions

KEY THOUGHTS and WORDS from the MODELs, once I discussed the LOGICAL LEVEL with them.

- I didn't know so much happens while behaving in a specific manner
- I wasn't able to articulate the way you have stated, but this is how it is
- This is exciting
- I was scared what will come up
- I do not how this works but I can relate with the words mentioned here
- I feel good I made some sense
- I would consciously check this now
- This looks like chemistry and formulas of happiness
- Thank you for noticing me with the lense I wasn't aware off
- If you want me to come and talk about it again and if it helps anyone I will be there

MODEL TO PRACTICE

Belief :   Each person is Unique and has Excellence.
               Respect the differences.
               Goodness is there in each person

Question: How to identify and appreciate excellence in others?
               How to identify and appreciate positive attribute in people whom you dislike/disrespect?

Environment: Quite place : Comfortable lighting : Comfortable room temperature

Model/Process to Practice:

For Narrator (in-case a narrator is using this):   It's a slow , whole body process. Please keep in mind the following - Soft voice : Pleasant tone : Provide necessary pauses : Clear mind : Mindful of the audience : Compassionate heart. Keeping audience comfort and learning as outcome.

Pre – Instruction: Please choose a comfortable posture sitting or lying down. There will be instruction narrated and will request you to follow it. You will be asked to close your eyes for the entire duration of the process. Any moment if you feel uncomfortable, please raise your hand and we will attend to you.

We will start now…..

Self Space

> Take a deep breath and slowly release it
> Take a deep breath and slowly release it
> Slowly take a deep breath and close your eyes, release your breath slowly
> Now focus on your breathing pace

Transit

> While you are focusing on your breath I want you to think of the person whom you dislike
> With your close eyes… Visualize the person in-front of you.

Exploring Self

While you are looking at the face of the person I want you to careful notice the activity happening in your body.
Concentrate on the part of your body which is giving unrest at this point.
While focusing on that part I want you to now take deep breath and slowly release it.
Keeping the focus on the part take a deep breath and slowly release it.
Keep the same rhythm till the part is relaxed.
Raise your little finger when you feel completely relaxed looking at the face of the person with your closed eyes (Wait till the sign. Time varies person to person).
Relax your little finger.

Transit

While you are relax and comfortable, take a deep breath and gradually release it. Now breathe comfortably.
While the person now is in-front of you and with the belief that each one is unique and comes with excellence,

Scanning Excellence

I want you to start noticing the face of the person.
What is the texture of the hair?
How is the length of the hair?
How are the eyes of the person?
How is the gesture?
How is the posture?
How is the face of the person?

Transit

Focus on the relaxed pace of your breathe and think, what is that one unique excellence the person has

Exploring Excellence

(Submodalities)

Where did you observe the person demonstrating this unique excellence.
What is the impact like
I want you to focus what you see ; how is the visual
Are you associated or disassociated with the visual
Bright or dull
Panoramic or Framed
Far or close
Black and white or colour
Still or moving

Are there any sounds associated with this impact (if Yes)
Location of that sound

Mild or loud
Laughter or smile
Chatting or mute
Internal or external

Are there any feeling associates with this impact
I want you to focus on this feeling as you feel it.
The intensity of it
The whereabouts of it
The size of the feeling

Anchoring Excellence

As you are breathing comfortably
and focusing on how is it, like for you,
I want you feel the oneness of this unique excellence in your body
While you are seeing what you are seeing : hearing what you are hearing
and feeling what you are feeling , I want you to anchor this oneness with
the face of the person.

Looking at the person's face take deep breath and slowly release it.
Slowly take a deep breath and slowly release it.
Slowly take a deep breath and slowly release it.
Slowly take a deep breath and slowly release it.

Now when you are comfortable slowly open your eyes and feel the
silence for few moments.

Post Instruction for the narrator : Keep the environment silent for atleast 5 – 6 mins
then provide them a break. Let the audience be in their comfortable space.

In-case someone wanted to connect or share the experience then,
Narrator will only listen to the experience. Please do not add anything further at this
stage.

In-case someone has any questions. Please connect with them one on one (in case this
is tried in a group scenario)

SILENCE AND SPACE will help the audience to take the process in reflective mode.

AUDIENCE response -

Got mixed feeling and thoughts. I observed people in tears and also some with stiff posture. Few wanted to capture this and few of them wanted to connect with me later to check if it works in different environment. (For e.g. one of the elderly person said, " it didn't connect with me but can I call you tomorrow and we can do the IT again.")

Exploring at that moment or in time, I felt positive that people wanted to explore this 'IT' in their space.

Few immediate responses:
- I connected
- Thank you, this is amazing
- I couldn't relate. I didn't see the excellence
- Can I record this
- I am grateful
- I was going through difficult time with this person, I want to talk to him now
- All I can is Thank you.
- So much time I wasted in hating the person