



**“The mind is
everything. What
you think you
become.”**

— Gautama Buddha

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"He made you you—on purpose. You are the only you—ever." ~ Stasi Eldredge

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Why is 'IT'? & What is 'IT'?

I know how to collect my thoughts, I know how to compose my mind, I know how to represent them in writing, and I know how to put them across one on one.... what I yet to know and keen to learn is the art of articulating them confidently and eloquently to the audience – and wrapping it up with a sense of achievement and smile of contentment on each of our face. ... And as I am dreaming of being in that, there is sense of completeness all over, a feeling of wholesomeness...a feeling which is indeed endearing!

Hence, the question that pops up, - what do I do enough to learn the strategy? - to grasp the technique of speaking to the world, being myself?

The making of my model:

Everyone can hear the difference between a good speaker and an average speaker. Listening to good speaking leaves us in a state awe. It mesmerises us, channelise our mind towards thoughtful ideas. We could feel the magic yet remain unaware of how to create the trance - the technique the speaker follows to lead us to that state. We wonder ...was it the content of the speech or the way the speaker delivered his speech? or was it his confidence in himself and the surrounding? Or was it his enigmatic presence that casts a spell on us or perhaps his preparation, practise and perseverance got reflected as result! Or maybe its the sumtotal of all of them!

In a nutshell, - the mystery continues till we know how do they create the enchantment that mesmerises the audience!

With a burning desire in mind I approached my esteemed exemplars (listed above). I interviewed them. In the initial go they shared the norms - mostly dos and don'ts for public speaking which are commonly available in text or online, the information that they are consciously aware of. I recorded their words. Listening to the recordings several times, I could decode their strategy to some extent, yet could sense the missing links. I was not sure of how to extract the information I wanted to learn from them. I also had sent them questionnaires, asked their peers, colleagues and acquaintances about the skill they demonstrate. Compiling the data I submitted my project. First Colin, then Sue pointed out the gaps - and where and how I have been big chunk in understanding and sharing the excellence of the exemplars. Then again I got back to them, now with the desire to fix the gaps - the missing links.....and this time after doing research on how to get the information from their core, yet respecting their privacy. I also revisited the previous data which I collected earlier from them. And, I guess what I comprehended thereafter, took me quite a degree closer to my goal.

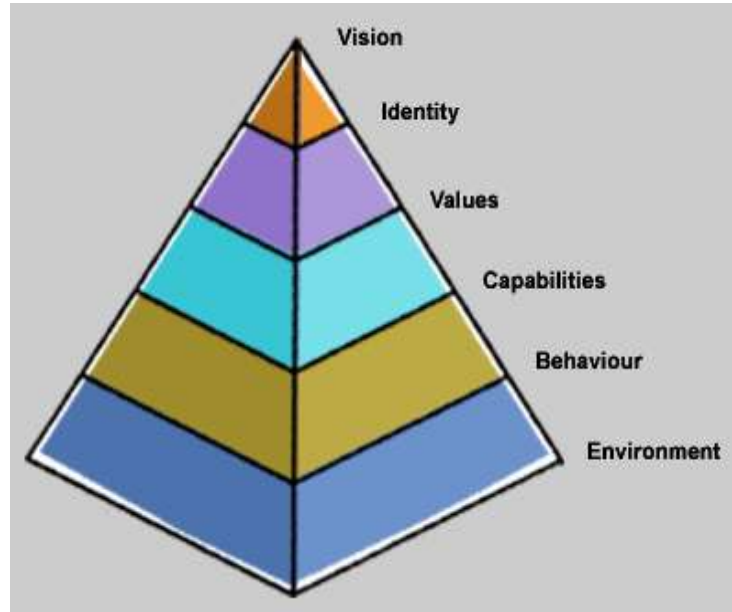
Hence, modeling is an iterative process. And, it involves repeated rounds of analysis for bringing the desired result closer to the set outcome .

Collecting pool of information was somewhat easy. Yet sorting them in terms of their usefulness deserved thorough understanding and awareness of the objective for collecting them. Being in the process of interviewing and interacting with the interviewee one thing became gradually clear that the factors that constantly influenced their move were - the way they were been brought up, their surrounding, their thinking patterns and their unique God-gifted aptitude . All these together contributed in making who they are today. Most of them are aware of their identity in terms of the profession they are involved with and few are truly driven by their objective in life. Representing the useful data as per Robert Dilts' model of Logical Levels (image below) bit by bit helped in unraveling their internal thinking and external patterns that outlined the structure of their strategies.

The step by step process of modeling is an intensive learning exercise. And asking clean, simple and short questions, while interviewing the exemplars, is a wonderful way of learning! There was Eureka moments discovering and decoding their responses. And there was also a deep sense of contentment...as if I could see, feel and touch a centre point that seems to

be loosely suspending in the middle of my rib cage. Similarly, my exemplars too seemed to be at peace, knowing their unconscious moves which they transparently were not aware of....!

Robert Dilts' model of Logical Levels



Sample questions which helped in sorting the information collected from the exemplars....

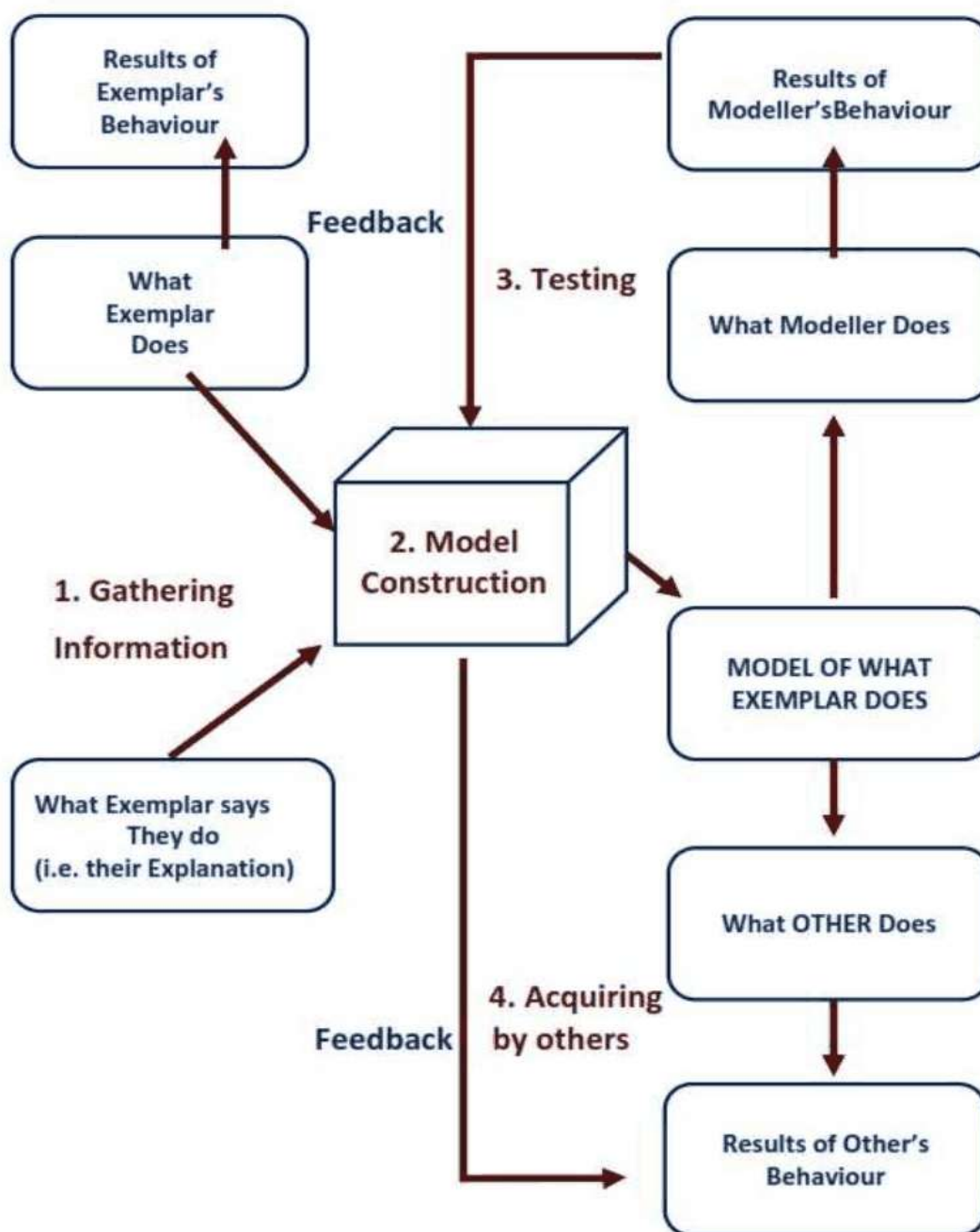
- Environment -** Where and when is the excellence is exhibited by the exemplar?
- Behaviour -** What specifically is happening in this excellence?
- Capability -** What alternative behaviours and abilities supports his excellence?
- Beliefs and Values -** What does the person believes that support this excellence?
- Identity -** In what way the exemplar describe himself / herself while carrying out the excellence?
- Purpose/Vision / Spirit -** What bigger systems is the exemplar part of and contributing to?

These questions helped in arranging the structure of the exemplars' patterns, from the unprocessed data I collected from them. These directed towards the clue in discovering 'the difference that makes the difference' (Gregory Bateson)!

The model that I have presented here, assimilating the behavioural patterns of my exemplar, apparently could

- i) reproduce result similar to my exemplars,
- ii) enabled others to acquire the model feasibly and
- iii) help the acquirers in reproducing the result nearly similar to my exemplars.

As a whole I followed the following five steps to complete my modeling project.



The esteemed exemplars and their respective models

I modeled a good number of exemplars out of sheer curiosity to identify the language & the behavioural patterns and internal strategies of exemplars **from various works of life** . Their regular work involves presenting and speaking to audience of different size, age group and background.

Initially I approached them with the mindset to figure out how to get rid of phobia of stage fright. And after interviewing some of my exemplars I realised it is the other way round. Their concentration, focus and objectivity are driven by productive state of mind. It is not about securing what not to do in the moment, rather it is all about being in the moment in a true self and to be with it.

E1 - Dr. Parijat De

Dr. De is an eminent speaker and a quiz master. Professionally he is the Director of Technical Education, West Bengal. He is been regularly invited as a speaker in Seminars, Conventions, Conferences, Schools and Colleges and also at social gatherings. He has the ability to speak on various topics .I heard Dr. De's speech in a Conference organised by CII in collaboration with NSDC. It was in a banquet hall of a five star deluxe hotel in new Delhi with capacity of more than 5000 audience. There were six other speakers on the dais. Yet to me his speech was the most effective, interesting and resourceful discourse.

Behaviour (as I observed and subsequently learnt interviewing him)

- ❖ Carefully observes the seated audience from the dais to understand their intellect. (Ve + Ki)
- ❖ Organizes his thoughts, and silently motivate himself with a prayer (Ai)
- ❖ Drinks a glass of moderately cold water (Ke)
- ❖ Keeps silent for a few minutes before he commences . (Ae)
- ❖ His inner strength delivers the necessary punch.He bubbles with enthusiasm and wants to transfuse the audience with it to achieve his outcome. He feels like an effervescent leader who has set out on his task of motivating the audience in front. (Ki)
- ❖ He presents the initial part of his speech as elegantly and interesting as possible either with a short story or a good quote or an anecdote that he thinks will strike a chord in the heart of the audience. (Ae+Ki)
- ❖ He indulges in philosophizing and goes whole hog in arousing the intellect of the audience with a subconscious objective to bring about a paradigm shift in the mindset of at least a few listeners, if not all. (Ae + Ki)
- ❖ He realises he is in control of himself as his experienced mind (unconscious mind) could sense that his voice is well connected with all corners of the room and his flow is fully intelligible to his audience.(Ki + Ae)
- ❖ Any session leaves him with sense of satisfaction and he thanks the Almighty for giving him again another opportunity to inspire minds.(Ki+Ai)

- ❖ He maintains a pleasant countenance throughout. (Ke)

Therefore his overall strategy :

$(V^e + Ki) > Ai > Ke > Ae > Ki > (Ae + Ki) > (Ae + Ki) > (Ki + Ae) > (Ki + Ai)$

(K^e) is constant

Non verbal cues :

During the interview he sat on the sofa with torso curled up in a restful pose with the shoulders well balanced above the base of spine, maintained eye contact with a relaxed gaze and little blinking, spoke in paced voice and occasionally looked side and left (Ar) and down and right (K).

Capabilities

- ❖ The determination to bring about profound changes in the mindset and outlook of people towards life
- ❖ Ability to speak with an interesting intonation in his voice
- ❖ Planning and organizing the lecture in such a way that it sounds interesting, informative and thought provoking,
- ❖ A carefully crafted approach to reach the heart of the audience
- ❖ Ability to speak on various topics
- ❖ Calm and composed demeanour
- ❖ Equipoise of mind
- ❖ Maintains the habit of writing down important information in a diary
- ❖ A voracious reader
- ❖ Through his first few words he can create an impression that his speech is going to be different from the rest

Beliefs and Values

- ❖ The first 5-10 minutes of any presentation is very important.
- ❖ 'His words/ took all the ears captive'~ Shakespeare
- ❖ He can separate the wheat from the chaff
- ❖ He can or that he has the capability to make changes in the lives of others
- ❖ One spark can light many lamps and one lamp ignites many others.

Identity

- ❖ He describes himself as a poor copy of Cicero, the famous Roman orator of Julius Caesar's time.

Purpose

- ❖ Reformation of the society



E2 - Parthasarathy Srinivasan

Partha was my co delegate during Master Practitioner Program in Cherai. Partha has a vibrant personality with deep voice and charming disposition. He is spontaneous, with great sense of humour. What makes him different from others is his honest down to earth expression on any subject. He speaks with distinct audible voice with lot of energy and clarity. I observed him enjoying being himself in the moment while articulating his thoughts and eventually stealing the show. Partha reminds me of the phrase - '*clear thinking aids clear speaking*'. Partha is currently a successful trainer and a coach in a MNC in a middle east country. I gathered information from Partha about his strategy via questionnaires.

Environment

A training room for a day's workshop filled with participants. The environment is cool with the air condition at the right temperature. The lighting is bright for the moment. All the participants are placed well in round table of set ups. The room is clean and smelling of lavender room freshener. The flowers placed in front are bright and welcoming. Training mode: PPT presentation in laptop, Flipchart, Whiteboard and Markers

Behaviour

- ❖ Becomes aware of the room being absolutely safe (Ki)
- ❖ Checks the training aids and simultaneously exchanges pleasantries with the participants maintaining eye contact (Ve+ Ae)
- ❖ Feels total silence within him, remembers his parents, thank them for the opportunity and them blessing him (Ki + Ai)
- ❖ Takes a glass of warm water and getting totally aware of what he would do in the next moment and prepares his ice breakers. (Ke + Ai)
- ❖ Thanks the participants for them being there, welcomes them maintaining individual eye contact by spanning through each of them with a smile and wholeheartedly receives their reciprocation. (Ae+Ve+Ke+Ki)
- ❖ His thoughts are filled with accomplishing the objective of the workshop, in a way recollecting his previous experiences to energies and motivate his present moments. [Ai > (Ai + Vi + Ki) > Ki]
- ❖ He enjoys the moment sharing his knowledge and experience. (Ae+Ki)
- ❖ He motivates the participants to participate with greater intent. (Ae)
- ❖ He feels positive, highly accepted and in control of himself, and thereby achieves the sense of the whole workshop. (Ki)

Therefore his overall strategy :

$Ki > (Ve+Ae) > (Ki + Ai) > (Ke + Ai) > (Ae+Ve+Ke+Ki) > [Ai > (Ai + Vi + Ki) > Ki] > (Ae+Ki) > (Ae) > (Ki)$

Non verbal cues (assumed on the basis of my experience being with Partha at Cherai and the words and the expression he used in the questionnaire) - Good eye contact which communicates his level of involvement, interest and warmth, punctuates his words with movement that is natural, lively, purposeful and spontaneous, stands up tall and straight, takes up space, sends a message of self-assurance, authority and energy. While seated weight is evenly balanced, feet solidly on the floor, arms and hands visible and relaxed, making meaning gestures as and when necessary.

Capabilities

- ❖ Understanding participants outcome from the workshop discussing their personal & professional life.
- ❖ Ability to conduct an interesting and intriguing workshop
- ❖ Great sense of humour
- ❖ Optimistic mindset
- ❖ Clear and distinct articulation, flows like water
- ❖ An active Listener
- ❖ Understanding of the subject that he delivers
- ❖ Encourages group discussions and sharing of knowledge and experience
- ❖ Maintains time schedule according to lesson plan

Beliefs and Values

- ❖ Gratitude towards his parents and seeking their blessing at the outset of the presentation
- ❖ Active participation of the delegates contribute towards their as well as his own development.
- ❖ Delegates must approach him with no barriers in mind regard to culture, language and position
- ❖ Delegates must remain energetic, calm and relaxed in his workshop
- ❖ Receives a lot from the participants in terms of learning.
- ❖ Constructive feedback generates a sense of accomplishment.
- ❖ He is the tree which is full of life on top, dancing in the wind yet maintains stability and firmness to the ground.
- ❖ Healthy and safe to deliver and receive communication throughout

Identity

- ❖ Coach and a Trainer

Purpose

- ❖ A commitment for personal achievement towards all



E3 - D.K. Guha

Mr. Guha is eastern India head of a multinational advertising agency. His job involves making presentation to high profile clients. During the interview each of his responses were supported by hilarious incidents from his own experience with his wide range of diversified clients. His amazing sense of humor made the interviewing session more riveting.

Behaviour

- ❖ Exchange of pleasantries and handshake with the client party. (Ae)
- ❖ Selects his seat in a way so that he could see everyone's face. (Ve)
- ❖ Observes body language of the clients to identify the decision making person. (Ve)
- ❖ Brief introduction of his team (Ae)
- ❖ Finds out from the audience the time they have in hand for attending presentations (Ae + Ve)
- ❖ Calculates and decides pace and flow of the content to make it an effective presentation within that stipulated time. (Ki+Ai)
- ❖ Takes deep breath and says to himself to cut out the distractions and do a good job of what is on hand. (Ke+Ai)
- ❖ Speaks informally yet convincingly having eye contact with each of them. (Ae+Ve)

Therefore his overall strategy :

(Ae) > (Ve) > (Ve) > (Ae) > (Ae + Ve) > (Ki+Ai) > (Ke+Ai) > (Ae+Ve)

Non verbal Cues :

Casual posture, mellowed voice, dramatic facial expression along with open hand gesture, eye movements mostly direct and also spanned all over.

Capabilities

- ❖ Gathers of relevant information in details about the client party prior to the presentation
- ❖ Maintains a natural confident composure
- ❖ Sense of humour
- ❖ Positioning himself at the the best vantage point from where the presentation could be made having an eye contact with the key people.
- ❖ A keen observer
- ❖ Can process a quick response
- ❖ Candid and frank
- ❖ Good communication skills.
- ❖ Good listener.
- ❖ Honestly confesses in case he is unaware of a subject and then gets back later to the client with the right information .
- ❖ Steers conversations into areas where he could speak with a flair of authority and the client party gets little chance to deny, argue or refute his point.
- ❖ Casual yet convincing approach.
- ❖ Remains in full control of the moment and also his audience.

Beliefs and Values

- ❖ Regular watching of British News channels improves presentation style & use of language. Not just the news, but the debates and other features as well.
- ❖ Smart dressing generates confidence
- ❖ To speak on the points which are not there on the slides make a presentation interesting.
- ❖ Knowing the age bracket of the people to whom he has to make the presentation helps him to create a mental picture about their preferences
- ❖ Body language of the client is a decisive factor for the pace and style of the presentation
- ❖ Just take it as it comes.
- ❖ One way of showing confidence is to know how to make interruptions a part of the dance
- ❖ A presentation to any client is like a match that got to be win
- ❖ A presentation must not sound like preaching or sermonising.
- ❖ Never show the pain if the client is unfairly abrasive.
- ❖ Collectively criticise the client after coming out of the presentation room to vent out the steam.
- ❖ It is helpful to have knowledge in miscellaneous subjects instead of having deep understanding in one single branch of study.

Identity

- ❖ Mentor, guide and friend to the people in his organisation.

Purpose

- ❖ To make enough money to retire as quickly as possible

E 4 Dr. Uttam Sarkar

He is a scholar in Computer Science with outstanding academic records throughout, and a senior professor in Indian Institute of Management (IIM), Kolkata. He comes from a humble background, started his career working in the industry with a lucrative package. He gave it up for his passion for teaching and got into academic line with comparatively much lower pay. He considers his current profession a mode for contributing towards building the nation. He is quite popular among his students for his friendly approach and interactive teaching style.

Environment

Participatory learning environment, globally recognized for imparting management education, with a capacity between 15 to 80 management aspirants, depending upon the type of program.

Behaviour

- ❖ Organizes his thoughts about the contents and the opening and closing remarks which will make the session interesting and motivating to the students. (Ai+Ki)
- ❖ Visually scans the class making eye contacts with multiple students in the process, observes their body language and deduce how well prepared and motivated they are for the class. (Ve+Ki)
- ❖ Initiates either with a still picture or some brief video clip or an audio clip or a quote or a practical joke and then explains how the opening is connected to that day's discussion. (Ae)
- ❖ Walks up and down the aisle, adjusts his pitch and modulation and ensures students in the front rows and remote ends get equal attention. (Ke+Ae+Ki)
- ❖ Encourages participation of the students by seeking voluntary response and at times direct response from an identified student, keep them engaged and involved in discussions and deliberations, with an idea to make them feel like detectives seeking solution to a problem. (Ai>Ae)
- ❖ Keeps note of time. (Ve)
- ❖ Measures mentally, how good the students are achieving the learning goals of the lecture session. (Ai+Ki)
- ❖ Senses satisfaction being in that moment, in a way that he was driving to a destination with a planned timeline and reached there more or less on time despite bits of uncertainties here and there. (Ki)

Therefore his overall strategy

(Ai+Ki)> (Ve+Ki)> (Ae)> (Ke+Ae+Ki)> (Ai>Ae)> (Ve)> (Ai+Ki)> (Ki)

Nonverbal cues (as observed during interview)

Sharp direct eye contact through his glasses, at times looking straight ahead and defocused or down and right; tone was evenly modulated with downwards pitch that added authority and energy, informal yet eloquent diction; while sharing deep thoughts eyes shrunk and mild frowns formed on forehead; seated on the chair weight distributed little on the left, elbows rested on the arms of the chair, trunk open and exposed, one leg rested on another.

Capabilities

- ❖ Expertise on the content he delivers.
- ❖ Constantly in touch with research and developments in his subject areas and innovative teaching styles that keep emerging with advances in information and communication technology
- ❖ Sincere and dedicated towards his responsibility
- ❖ Presence of mind

- ❖ Ability to mix up with youth
- ❖ Assertive when situation demands

Beliefs and values

- ❖ The fact that he is spending his time towards a good cause while earning his livelihood, motivates him.
- ❖ Listening to music helps to relax an unproductive state of mind
- ❖ Brief stories revitalizes any class on any topic
- ❖ Any consistent feedback from multiple sources is a justified opinion.
- ❖ Time management is an important factor for a result oriented session
- ❖ Lecture session is like a detective plot where students identify cues & hints and then arrive at a logical answer.
- ❖ Russell's paradox is interesting technique to engage minds

Identity

- ❖ A professor who does his job sincerely and passionately to the best of his capabilities.

Purpose

- ❖ To promote higher education and healthy values among the next generation
- ❖ To achieve serenity and peace in life



E-5 Surajit Sengupta

He was one of successful footballers of 1970s. He made record scoring 12 goals in 1974, captained his team in 1978, represented India in international tournaments including Asian Games, was coach and manager of All Star XI team. He was an orthodox right winger and was inordinately popular for entertaining his spectators with amazing football skills. Currently he is a non commercial coach and editor of a Bengali Sports magazine.

Environment

Being an experienced footballer, being known as a well balanced person and for his pragmatic views and being an editor, he is in regular meetings and discussions with players, club officials, club members, high profile personalities, supporters, press people and his own office people in diverse environment.

Behaviour

- ❖ Feels calm and collected. (Ki)
- ❖ No specific thought in mind. (Ki)
- ❖ Looks at the audience with a pleasant smile. (Ve+Ke)

- ❖ Involves and concentrates in the discussion / conversation being spontaneous, with a relaxed mind subconsciously accepting the flow as it comes. (Ae+ Ki)
- ❖ Matches his inner and outer rhythm. (Ki+Ke)
- ❖ Feels one with environment, being in the moment, being himself. (Ki)

His overall strategy

(Ki)> (Ki)> (Ve+Ke)> (Ae+Ki)> (Ki+Ke)> (Ki)

Non verbal cues (as observed during the environment)

Upright posture, little leaned forward, averting gaze straight and defocused, softly knitted brows, arms crossed, legs rested on the ground, spoke in mid tone in soft voice with smooth and rhythmic intonation.

Capabilities

- ❖ An honest, fair, selfless, sensitive, trustworthy, level headed, ethical, insightful human being with a cool and pleasant personality.
- ❖ A voracious reader and a devoted learner
- ❖ A good listener and a smooth talker.
- ❖ Speaks without being pretentious.
- ❖ Understands and empathizes others point of view.
- ❖ A good judge of character.
- ❖ Expertise to pick young football talents from different classes of the society.
- ❖ Creative and tasteful

Beliefs and Values

- ❖ When a player falls while running a race targeting to touch a rope 100, 200, 400 or 42 km away, he has to get up on his own to reach the rope, nobody is allowed to help him. Thus, any field of sports teaches the technique to develop strength and willpower to get up on your own from every fall in life.
- ❖ Healthy entertainment like listening to songs, reading books, watching movies, enjoying sports, nourishes unproductive state of mind.
- ❖ To a player, playing football is like performing an art.
- ❖ Play the game, think of if its end result at the end.
- ❖ "The playing of football will bring one closer to heaven than the study of the Gita." ~ *Swami Vivekananda*
- ❖ Loud roars of audience is part of a game and also part of any player playing the game.



Identity

- ❖ An artist footballer.
- ❖ A non commercial coach.
- ❖ An editor of a Bengali sports magazine.

Purpose

To contribute back to Indian football through coaching and editorial column.



E-6 Anindya Chatterjee

He is a versatile luminary. He is a singer, music composer, lyricist, writer, actor and a film director. He was awarded with National Film Awards and Filmfare Awards East for best lyrics and best singer respectively. Among these all identities, he is most popular as a lead vocalist of a famous Bengali Band.

Environment

Audience, primarily music lovers and mostly from Bengali community; at venue with varied ambiance - international - national, city based - countryside, open air - closed door, corporate - college; of different sizes from 400 to 20,000.

Behaviour

- ❖ Cheers and applauds motivate him. (Ae+Ki)
- ❖ Feels subtle anxious excitement, being in the moment of another opportunity, to prove himself and to the world as a singer, a composer and a performer as a whole. (Ki)
- ❖ Feels alone, subconsciously knowing the presence of other band members and the audience. (Ki)
- ❖ Starts with a popular number. (Ae)
- ❖ Eyes moves across the audience to see the picture of his song being elicited in their expressions. (Ve)
- ❖ Listens and coordinates in himself, while leading the audience to sing along, holding the mike towards them. (Ae+Ki+Ae)
- ❖ Feels connected. (Ki)
- ❖ Feels lively, being himself, being in the moment. (Ki)

His overall strategy:

(Ae+Ki)> (Ki)> (Ki)> (Ae)> (Ve)> (Ae+Ki+Ae)> (Ki)> (Ki)>

Nonverbal cues as observed during the interview:

Eyes straight and down with soft gaze, relaxed facial expression, looking up while smiling, soft and pleasing intonation; seated in a comfortable posture, legs retested on the ground and spread little in the front, hands rested on the elbow, formed into a shape of a steeple in front of the chest and fingers loosely interlaced with another.

Capabilities

- ❖ Intuitively creative and versatile performer
- ❖ His voice captures emotion well and gets them across to the listener
- ❖ Cool and composed
- ❖ Disciplined with leadership ability
- ❖ Eye for details
- ❖ Strong sixth sense to gauge the psyche of the audience
- ❖ Respect for self and others
- ❖ Caring and nurturing

Beliefs and Values

- ❖ Any form of art creates different degree of illusion.
- ❖ A performer is in demand as long as he has a recall value.
- ❖ State of mind and level of energy together with audience participation makes a performance successful.
- ❖ There is satisfaction leaving the audience with thirst for more songs in the end.
- ❖ As an established singer, performing in a closed door environment with class of audience is motivating than singing outdoor among boundless gathering.
- ❖ It's imperative for a performer to discover his own joy and glee while performing.
- ❖ A performer is committed to his audience.
- ❖ Graph of a decent performance culminates in a crescendo.
- ❖ Every day is a new day.

Identity

A creative persona, passionate in delivering his art of work.

Purpose

To give his best in any performance.

To deserve fair appreciation, from the world, for his ingenuity.



The model of my IT: Speaking to the world, being myself

Environment:

Audience of 'n' number of size in any given environment

Behaviour:

- ❖ Be aware of your physical presence in the moment. (Ke + Ki)
- ❖ Take deep breath, silence your mind. (Ke + Ki)
- ❖ Display pleasant countenance, and maintain throughout. (Ke)
- ❖ Watch and feel the audience with interest; sense the vibrations in the whole environment . (Ve + Ki + Ki)
- ❖ Establish eye contact with each one in the audience or with as many as you could . (Ve)
- ❖ Initiate with a warm greeting and a compelling note (Ae)
- ❖ Pause few seconds to receive the reciprocation. (Ae + Ki)
- ❖ Maintain the flow, phrasing the ideas well, with relaxed comfortable body language and a stable voice. (Ae + Ke)
- ❖ Be aware of the instincts in you. (Ki)
- ❖ Share interesting facts, relevant to the topic, with touch of humour (if context permits) intriguing the audience . (Ae)
- ❖ Check the expression of the audience and feel the vibe in the environment . (Ve + Ki)
- ❖ Continue or modify your course, being subconsciously motivated by the purpose . (Ae + Ai)
- ❖ Be one with the entire system (Ki + Ke)
- ❖ Be yourself. (Ki > Ke)

Nonverbal actions

Straight and relaxed posture with poised stance; eye contact and a good smile evoking positive feeling; communicating at right pitch and modulation complementing confidence , sincerity and credibility.

Capabilities:

- ❖ I am in good health and capable of projecting a pleasant and graceful disposition
- ❖ I understand others point of view
- ❖ I am respectful towards any situation and opportunity
- ❖ I preferably non judgmental and maintain confidentiality
- ❖ I am composed and peaceful
- ❖ I am honest & truthful

Beliefs & Values:

- ❖ You have all the resources you need
- ❖ Mind and body are one system
- ❖ You make the best decision available to you at the time
- ❖ There is no failure only feedback
- ❖ “A man is not called wise because he talks and talks again; but if he is peaceful, loving and fearless then he is in truth called wise.” — Gautama Buddha

Identity :

I am an able human being with five active senses.

Purpose:

To contribute towards making the world a better place to stay

Strategy for speaking to the world being yourself -

Close your eyes, take a deep breath and imagine yourself standing in front of a group of audience. You could see their face. You are making eye contact with each of them, with smile. You are looking at them with curiosity and understanding them. Then slowly shift your concentration to yourself. You are the speaker. Focus is on you . Feel your inner instincts. There is an enthusiasm in you. Say a silent prayer to pacify your mind. Pause your thought for a while and feel the silence. Now, take another good look at the audience again and run a gaze on the sweep of the assemblage with a positive attitude as you are ready to start. You are initiating with an interesting note striking a chord in the heart of the audience. You are speaking with a pleasant intonation, relaxing your facial muscles and standing in an open posture. Your hands are making meaningful gestures as and when necessary. You are maintaining a rhythm in your flow being subconsciously motivated by your purpose. You are checking the expressions of your audience. You are matching and acknowledging them, their understanding, interest and energy. You are feeling inspired being connected with them. And you are feeling one with the entire system. You are cherishing and valuing the moment, being thankful to the Almighty for this great opportunity. You are in congruence with yourself.

Integration of IT

I structured my model after interviewing my first exemplar which kept on evolving till the end. Each form seemed better than the previous one. I implemented the model in my college in front of the students and also while talking to the group of faculty members. My college became my lab for experimenting my strategy. At each stage I felt better than before about the model from within as I could feel the positive ripple among the audience. In an unknown context, outside my college (like while having discussion with GM of a hotel or with his team) there was an additional strategy - to accept the audience with an open mind and with the belief that I will cross the bridge when I get to it. This saved me from anxiety, allowed me to expect the unexpected and I enjoyed welcoming the moment and also being in the moment. the strategy produced an effective result. There was a 'Eureka' feeling knowing as if my model would work effectively in any given situation. Yet I guess it's a continuous and ever changing process. There are scopes to fortify the model. To make a session interesting I rely mostly on sharing facts relevant to the discussion topic. Storytelling could be another excellent mode to connect with the audience.

Sharing the model

I have shared my strategy with final year students facing campus interviews. The students who were good they had their own strategies which were more or less similar to the models of my exemplars. The average group of students who adopted my strategy eventually altered it being influenced by their respective logical level of thinking and reproduced their own models which worked for them. The success of the process lay in discovering their own ability to let go of interview phobia. Before, they were aware of technical knowledge and had required soft skill to face an interview. And now knowing this model they are equipped to manage their inner state of mind.

"When you are living the best version of yourself, you inspire others to live the best versions of themselves."
~ Steve Maraboli

Helpful references

Following referrals along with the knowledge gathered from each and every chapter of NLP at Work, acted as my guiding points for understanding the concept modeling. They gradually became more clear and evident while interviewing the exemplars and subsequently while obtaining their structure of excellence and reproducing a usable format.

- ❖ NLP teaches that language and behaviors (whether functional or dysfunctional) are highly structured, and that this structure can be 'modeled' or copied into a reproducible form.... the function of NLP modeling is to arrive at descriptions which are useful. Bandler, R., Grinder, J. *Frogs into Princes: Neuro Linguistic Programming*.
- ❖ When people are processing information they see images and hear sounds and voices and process this with internally created feelings. Some representations are within conscious awareness but information is largely processed at the unconscious level. When involved in any task, such as making conversation, describing a problem in therapy, reading a book, kicking a ball or riding a horse, their representational systems, consisting of images, sounds, feelings (and possibly smell and taste) are being activated at the same time. Moreover,

the way representational systems are organised and the links between them impact on behavioral performance. Druckman and Swets *Enhancing Human Performance: Issues, Theories, and Techniques*

- ❖ In NLP, the term *programs* is used as a synonym for *strategy*, which are specific sequences of mental steps, mostly indicated by their representational activity (using VAKOG), leading to a behavioral outcome. In the entry for the term *strategy* in their Encyclopedia, Robert Dilts & Judith Delozier explicitly refer to the mind as computer metaphor: "A strategy is like a program in a computer. It tells you what to do with the information you are getting, and like a computer program, you can use the same strategy to process a lot of different kinds of information."
- ❖ Einspruch & Forman 1985 state that "when modeling another person the modeler suspends his or her own beliefs and adopts the structure of the physiology, language, strategies, and beliefs of the person being modeled. After the modeler is capable of behaviorally reproducing the patterns (of behavior, communication, and behavioral outcomes) of the one being modeled, a process occurs in which the modeler modifies and readopts his or her own belief system while also integrating the beliefs of the one who was modeled."
- ❖ 'Experience' is a unified whole. Yet to be conscious of our map of the world we categorise, evaluate, compare, decide, reason, intuit, etc. All these processes require us to delete, distort and generalise (Bandler & Grinder). The most common way to do this is to make use of one domain - usually our everyday experience of the physical world - to make sense of another domain, usually the non-physical world. In other words, we use metaphor (Lakoff & Johnson).
- ❖ Steven Pinker in *How the Mind Works* (p. 21) uses an analogy from the world of business to define psychology, but he could just as easily be describing the modelling process:
Psychology is engineering in reverse. In forward-engineering, one designs a machine to do something; in reverse-engineering, one figures out what a machine was designed to do. Reverse-engineering is what the boffins at Sony do when a new product is announced by Panasonic, or vice versa. They buy one, bring it back to the lab, take a screwdriver to it, and try to figure out what all the parts are for and how they combine to make the device work. Pinker is not saying that people are machines; he is saying the process of making a model of human language, behaviour and perception can be likened to the process of reverse-engineering.
- ❖ David Gordon and Graham Dawes say that:
 - Modeling is a doorway into the vast storehouse of human experience and abilities, providing access to anyone willing to turn the key. For the individual who pursues modeling, this means:
 - Access to an ever-widening range of new experiences and abilities.
 - An increasing ability to bring those same experiences and abilities to others.
 - A finer understanding of the structure underlying unwanted experiences and behaviors so that you know precisely what to change in those experiences and behaviors.
 - Ever-increasing flexibility in your experience and responses.
 - A growing appreciation of the beauty to be found in the patterns of human experience.
- ❖ Modelling, and learning to model, are highly systemic processes. Modelling is a type of learning, and therefore learning to model is 'learning to learn'. Penny Tompkins and James Lawley

"Excellence is never an accident. It is always the result of high intention, sincere effort, and intelligent execution; it represents the wise choice of many alternatives - choice, not chance, determines your destiny." —Aristotle

