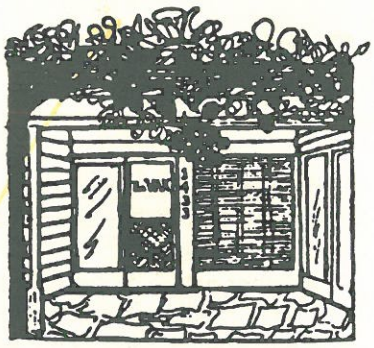
THE VAK



International NLP Newsletter

Volume VIII, Number 3 *Summer 1990*

HANDLING HECKLERS

Robert Dilts and Todd Epstein

One of the most common issues for any trainer is how to handle hecklers and polarity responders. The only way hecklers can work against you is if you take the heckling personally, and they get the rest of the group on their side. We typically deal with a heckler the same way we handle resistance in an individual. Usually the objection is on a different logical level than the intention that is creating it. So we try to identify and respond to the level of the intention behind the heckler's objection.

One of the ways you can prevent hecklers is to set up their issues ahead of time. It's important to know the typical kind of heckler you are likely to get—for instance, the kinds of objections that will come up in a medical vs. an educational group. If you know the context you are working in and the typical kinds of issues, then in the setup you can reframe those types of objections before they happen. You can use the tools of sleight of mouth, reframing, and out-framing to turn the

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Conference Notes

Wyatt Woodsmall

The National Association's seventh annual convention drew more than 400 NLPers to Baltimore, where they selected from a menu of 43 presentations.

One of the actions taken at the conference was a decision by the membership that NANLP undertake a project to help increase literacy throughout the world. In this way NLP practitioners can utilize their skills to help people in every

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LETTER FROM HUNGARY

Laslo Honti

This is an open letter to you, readers, in order to help you get to know me and, through me, to view part of the world which has received increased awareness and sympathy in the West. And I want to provoke specific responses and feedback from you. I want to learn from you and I want to connect with you.

It's been a long time—41 years—that I have lived in this special culture called Hungary. I am just as old as the political system of Stalinism in this country.

When Gorbachev opened up the Perestroika Age—the Age of Transformation—we in Hungary learned we did not have to be so afraid and we can question the old dogmas. After the first ecstatic weeks a much harder time came, and that is what is going on now.

A deep identity crisis is happening for the people of Hungary. It is very hard for a lot of people to say, "I disown what I did in the last 41 years." It is very hard to say, "I only said it because it was required," or "I was not telling the truth. I forced people around me to lie. I know I am lying, and I also know that you know I am lying and I make believe as if it were real." What is real then? We do not know yet.

I know that people do this lying all around the world most of the time. But here in Hungary now we have a hard time to do a public self-disclosure about all these feelings. But we feel we have to because it is the norm now.

Like any other transformation, the New Hungarian Transformation is a crisis, a chaos, a revolution-situation where anything can happen. It is a turning point, and we do not know our new direction yet.

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Conference Notes

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community and country. John Parmater (614-457-6759) will be directing this effort.

Another action of the conference with wide-reaching implications for NLP was the creation of a new committee on external relations. The function of this committee will be to educate the world at large about the ethical and professional uses of NLP. Unfortunately, NLP continues to have a bad reputation in certain communities due to the irresponsible actions of certain people associated with it. One function of this new committee will be to begin to counteract negative publicity. In carrying out this task the committee would like to know of any newspaper or magazine articles or radio or TV programs mentioning NLP in either a positive or a negative light. One of its tasks will be to identify any negative or inaccurate public statements about NLP and to see that an appropriate response is made. If you have any information, please contact the head of the committee, Steve Pile, at 713-869-9022.

Where are NANLP and NLP going in the future? NANLP has been continually hounded by financial problems. Some conferences in the past actually lost money, and expenses are owed to previous board members for attendance at board meetings. One year, 28% of the budget was spent on reimbursements to board members. As a result, NANLP is continually in the hole. It was necessary to suspend the services of the management firm for five months last year due to budget shortfalls. With the election of this year's board, a top priority will be to get on a firm financial footing and determine new ways to generate revenue.

NANLP is changing its current board structure to add three new regions, and Canada will be divided into eastern and western regions. NANLP will have to address the possibility of a name change to reflect the actual makeup of the organization. It has been proposed that NANLP change its name to "The International Associations of NLP" and that it invite representative associations to join it from every country that has NLPers. Next year will be the first year than the annual conference will be held outside the U.S. It is scheduled for Toronto, Canada, April 25-28.

NLP has survived its first decade. Will it survive the next decade? And what role, if any, does NANLP have to play? NLP and NANLP face unprecedented challenges as they enter the last decade of the twentieth century. NLP is slowly dying a death of gradual assimilation. People in other fields are incorporating NLP into what they are doing and usually without attribution. If NLP is to survive as an independent and generative field, it will have to strengthen its sense of identity and cease its factionalization. NANLP can play a key role in this process.

The time has come for NANLP to assume a leadership role as an independent discipline that has a major contribution to make in helping maintain the health, sanity, and well-being of the planet in the next century—or to disappear like other short-lived intellectual endeavors. Can NANLP grow and expand its influence by meeting the needs of all members of the NLP community and by forging a new sense of cohesion and purpose that will allow a scattered and disparate community to reunite and go forward in the mutual interest of all? Only time will tell.

Wyatt Woodsmall is codeveloper of Advanced Behavioral Modeling and president-elect of NANLP.

Books Books Books



Laura Grinder has a great idea. She's collecting NLP books—those extra copies or oldies you no longer need—and sending them to Soviet and East Bloc groups who have asked for information about NLP.

Books are hard to come by in many of these countries because of currency exchange problems and limited resources. So, if you can help Laura spread the word, ship your books (mark the package "books" to get the low book rate) via the U.S. Postal Service to Grinder Resource Center, 322 Plateau Ave., Santa Cruz, CA 95060. Laura will see the books get boxed and shipped to our new friends overseas.

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Handling Hecklers

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objection around. Find a way to get the heckler's objection to be a demonstration of exactly what you are teaching.

One way of dealing with hecklers is to try and put yourself into their perceptual position. Ask yourself, "What is going on inside this person? What's the positive intention?"

One of the most difficult hecklers we ever had to deal with was at a business seminar a number of years back. He was the vice president of a very large company. He claimed he didn't see any of the eye movements, didn't believe any of "this NLP garbage," and was very vocal about it.

Now the questions we asked ourselves were, "Why does this guy need to do that? Where is he coming from? What is his positive intent?" We realized that, number one, if he decided to accept NLP and implement this type of training, it was going to mean a lot of money to his company. So he had to have some strong filters operating, and we were going to be guilty until proven innocent. Number two, one of his subordinates had brought him to the seminar. We realized that he probably felt he was being dragged there by an underling who told him NLP was the greatest thing in the world since sliced bread, and this might have created a personal issue between them. This guy might have been acting negatively about NLP just to teach his subordinate a lesson. Number three, he'd been in business for many years and to him we were just "young punks" who had never managed a multimillion dollar company. From his perceptual position he was probably thinking, *who were we to tell him anything about business.*

Keeping this in mind, the solution actually became quite simple. What we did was to tell him about how NLP had been used to model excellence in experts from many different fields and he was obviously an expert. Perhaps he didn't believe in NLP, but maybe we could use NLP to find out what he did when he was in his most expert mode. Then we brought him up in front of the group and had him show us what he did when he was managing. Then we would point out how well he was pacing predicates or covertly anchoring and would ask him, "How did you know to do that?"

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Dynamic Learning Center for *Neuro-Linguistic Programming*
Robert Dilts & Todd Epstein

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Dear Friends,

Robert Dilts and Todd Epstein are committed to 'Creating a World to Which Others Want to Belong'. They travel the world advocating Neuro-Linguistic Programming (NLP) to make it more global, rigorous and humane. Here in Santa Cruz, the common ground where NLP continues to thrive, Robert & Todd present several interactive seminars each year. These programs propell and expand the kind of spirit and enthusiasm that NLP deserves and is capable of achieving. Their leadership and creativity in the field fuels the fire of innovation and makes it possible to chart an exciting future for NLP. We welcome the participation and affiliation of all who share our goals and aspirations for advancing NLP to the respected role it will inevitably fill.

Come join the adventure into the future of NLP,

Teresa Epstein
Seminar Coordinator

Dynamic ~P.O. Box 1112, Ben Lomond, CA. 95005 (408) 336-3457

Letter from Hungary

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Everyone is afraid of a military take-over in Russia or that Gorbachev will be killed. It is not a well-established democracy yet. We feel very vulnerable, but crisis and vulnerability are really places to begin new transformations. This is why I feel I have to be very active now, to express the new possibilities of the New Age for Hungarians and for others.

The year I was born, 1948, was called the "Year of Turning" because after a short period of liberal democracy Stalinist terror took over. So in my 41 years I lived in a country of fear, threats, carelessness, depression, and loneliness. Later I learned that Hungary is the most cheerful cabin in the concentration camp of the Eastern Bloc, where suppression and relief, hope and depression, and mostly frustration kept coming in waves.

I do believe the New Age, where people live freely, lovingly, and with global responsibility is just coming in Hungary. And I know that this New Age is forming with the help of networking and open communication of the hearts of people. I feel that I am more similar to my friend in the New Age Movement, who is Jewish, born in New York and lives in Hawaii, than to my brother who lives in a city in Hungary and sells hamburgers.

In 1989 I and friends who had been meeting in groups since 1980 created the GAIA Foundation. Now we have regular workshops throughout Hungary and about 800 members. We organized visits to Hungary by Carl Rogers, Virginia Satir, Ronie Laing, and others. I was in training with Virginia Satir, in family therapy and human systems development, in gestalt therapy, NLP, and hypnotherapy. My work style is not eclectic, however; I have developed my own approach.

THE SELF-FULFILLING MODEL

Everything in your life depends on human relations. If you can manage your relationships, the effectiveness of your communications, and satisfaction-giving and -taking transactions, you can manage your life.

Over the years I developed a great number of theories and models, the most important being the "Quantum Theory of the Development of Human Systems." At the same time it is a model of personality structure and of personal and social growth and helping technology.

OUR SOCIAL NATURE AND THE GROWTH OF RELATIONSHIPS

We have not realized yet, in my opinion, what social beings we humans are. We receive our food, caring, threats, punishment, and frustration from people. Therefore we have a very ambivalent relationship with one another. We are afraid of each other and we love each other. All the blessings in our life come from humans, as do all the pain, damage, and suffering. How can we solve this life-death ambivalence?

We try to solve it in a way: first, we suppose the worst. If we do not know our partner well enough, we are afraid and we try to protect ourselves from possible attack. We can only slowly and gradually open ourselves and gradually cooperate.

When we first get together with a stranger we begin to define and establish a special distance with him or her. Having done this, it determines all our interactions—all our symbolic actions are to be decoded according to this special level of our relationship.

I found that there are five discrete levels in the development of human relations. Within a specific level there is a possibility for development, but this development does not concern the basic definitions of the relationship. However, after a certain point, we, the partners, redefine-define our relationship and jump to a new level. Entry levels have their own set rules. What is true in one level is not true in the next.

These are the 5 levels on the line of development of human relations:

1. Chaos and Terror
2. Role-Playing
3. Power Struggle
4. Humanistic
5. Transpersonal and Communion

Partner relationships, parent-child relationships, families, working organizations, and small cultural communities, as well as large ones, go through the same development steps. I think that all human problems are created by stagnation in this process. Development is promoted by satisfying the basic need of each level and inhibited by frustrating the basic need. The frustration is caused by fear, which produces strong ambivalence, which in turn produces vicious circles, double-binds, and paradoxical communication.

Not only needs and motivation are organized into hierarchical levels, but all the other main psychological structures as well. Corresponding to the development levels are five levels of organization in our input processing and also five levels in organizing our behavioral output. Along the line of development people disclose deeper and deeper layers of their self-structure and

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Thin-Skinned

Genie Z. Laborde

When I was a child and first heard the expression, "He's thin skinned," I had this picture of a skeleton with organs and the whole thing covered with gauze, as thin as a butterfly's wing. As I learned more about illness and the roles our immune system, emotions, and experiences play in making us sick and keeping us well, I was reminded of that strange creature covered with butterfly gauze.

We think our bodies have thick skins to seal us off from the rest of the world. That is not true—the world infringes on us. Our experiences enter through our eyes, ears, and hands, then register in our brains, and sometimes cause disease. Our moment-to-moment experiences make us sick or make us well, make us contented, or kill us.

Shakespeare wrote,"Men have died and worms have eaten them, but not for love." I disagree. I came close to dying from love once, and so I personally experienced the connection between love and death. I have since researched this connection and found evidence that it is very strong. Love and wellness go hand in hand.

I have known several people who died for love—or from a lack of love. I suspect most of those who die early die from internal responses to a misdirected love or the need for love. Love from others, for others, and for self all seem to be essential for health. We are thin-skinned and have a deep need to love ourselves inside that skin. When we cannot love ourselves we die. We die or fall sick for other reasons, but I've often thought the deepest reason is a lack of love of self.

This lack of love of self often leads to self-disgust, depression, a cold, an allergy, a cancer, or "galloping consumption." (What an interesting name for an illness. The person was consumed by dis-ease, and quickly.) The very name "dis-ease" carries the formula to reduce your periods of sickness, circumventing your thin skin and increasing your pleasure in living. Encourage ease inside your skin. Eliminate what causes dis-ease.

The following steps work for me and they may work for you. They sound easier than they are.

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BUSINESS CORNER

Jim Mantock

Maybe it's time you planned on getting fired . . .

Studies of peak performers reveal that before they make a change, they determine the worst possible consequence. If they decide to go ahead, they take action to minimize the damage of that worst outcome. When you decide to take a job, the worst possible outcome is generally the loss of the job. Why not take steps right now to deal with that possibility?

Job security is at an all-time low. No industry is exempt. No level of performance provides a guarantee. One of my best friends was on a rapidly rising career path. He was recognized as the number one designer in the company. There was a merger, and shortly thereafter he was told to find a new company.

Companies that had "no layoff" policies for decades are firing by the hundreds now, and it's going to get worse before it gets better. Global competition is forcing firms to remove entire layers of management and to delete "secondary" functions, such as public relations and research. Corporate buyouts occur almost daily, and after the restructuring, the unemployment rolls swell. The breakout of peace in Europe will have an enormous impact on the economy. It's easy to construct a scenario that envisions defense companies and their suppliers removing more than 100,000 jobs in the next five years.

Your greatest employment risk is probably not poor performance but being in the wrong place at the wrong time. Since you can't control many of the factors that may result in your dismissal, what should you do?

Begin looking for a new job before you need it. The key is to adopt an approach that requires a minimum of time and gives you maximum flexibility.

The Department of Labor has estimated that over 75% of all new jobs are found through friends and relatives—in other words, by networking. Networking is incredibly easy when you're not looking for a job. Here's how you do it: set aside one lunch or dinner every two weeks and go to a meeting attended by people who could help you find a job. Your only tasks are to sit next to someone you don't know, talk with him or her, and get a business card. You can talk about anything you like, *except* getting a new job. You're not there to sell anything (yet); you're there to have a good time!

Within a few months you'll know a large group of people on a first-name basis. They'll be very comfortable with you—you won't have tried to sell them anything. When you're laid off and call on these people for help, most of them will go out of their way. If you wait until you're laid off to attend the meetings and ask for help, most will sympathize, but few will go to bat for you.

Why? People need to be convinced you're OK before they'll expend any extra effort. It's been my experience that there is a process that will convince most folks you're OK (or not OK if you blow it). First, they must speak with you in a relaxed setting and enjoy the interaction. Second, they must see you three or four times over several months. At these encounters you are expected to have a short "How are things going?" conversation. This can be before or after the meal. That's all it takes!

Should you bother? At one of the meetings I attend I asked one of the regulars why he attended. His response said it all, "I have son at home I'd rather be with, but I can't afford not to be here. Who knows what will happen. I do it to secure his future as well as mine."



Jim Mantock is a partner of The Harbinger Group, a sales and management training firm located in Dallas, Texas. Formerly, he was a department manager at Texas Instruments, Inc. He is also co-author of CONNECTING: $ales Rapport Thru NLP.

If you have a business application to share or a problem you'd like addressed, give Jim a call at 214-506-9682 or write to P.O. Box 493, Coppell, Texas, 75019.

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Thin-Skinned

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Forgive Yourself

Each time you wish you had said something different or acted in another way, let it go. Forgive yourself for the lack of perfection in your words and actions. If you have hurt someone in a physical way, get professional help. You could also make it up to that individual in a concrete way now and never do this again. The price for you is too high. If you have hurt someone in an emotional way, write a note, phone, send flowers—but do something. Then forgive yourself.

Get Acquainted with Your Own Sense of Self

This means knowing yourself and staying true to what is right for you, without hurting anyone else. Each of us has an inner core, an essence, a higher self that knows why we're here and what we need to do to express our essence in the world in which we live.

Essence has been defined as our original face before we were born. Be quiet a moment and listen, for the essence speaks in a "quiet voice," and you can learn to hear it. When confronted with a choice, ask yourself, "What do I want?" not "What should I do?"

Our essence speaks in wants and desires. Essence actions never hurt others intentionally. Sometimes others must grow in order to appreciate the soundness of your essence as it expresses itself. Once you learn to listen to your essence, you will recognize the need others have to grow, and you can be gentle with them. They have thin skins, too.

Monitor Your Thoughts and Your Body

The best way to know yourself is to notice your emotions, your desires, your needs—moment to moment. You have probably noticed that these emotions and needs are not permanently satisfied. They come

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Laura Grinder Associates

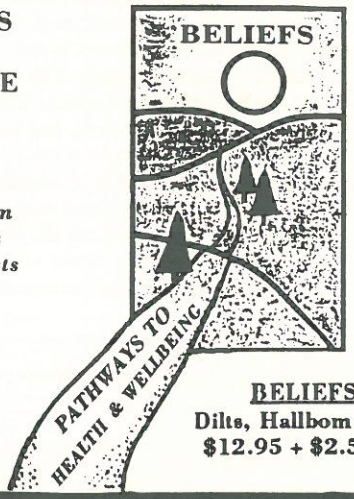
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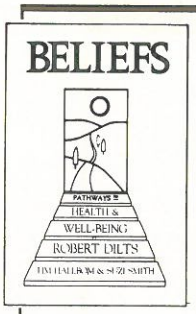
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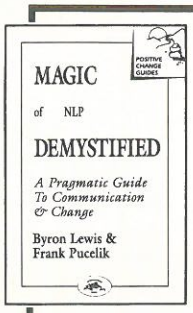
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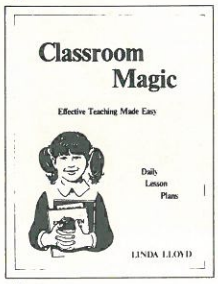
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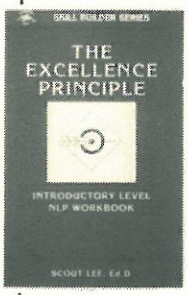
NLP expert Robert Dilts calls *Magic of NLP Demystified* "an especially readable and visually stimulating addition to the field of NLP."

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12-7/1	Master Practitioner Training	WinterParkCO	CO
15-16	Self-Hypnosis and Auto-Suggestion for Health	New York	NYT
15-24	Advanced Training	PajaroDunesCA	GLA
21-7/1	NLP Business Certification Trg	WashingtonDC	NTI
25-7/1	Peak Performance Teaching	Rocky Mts.	LP
26-28	Inaugural Meeting: Academy of Behavioral Technology/by invit.	Santa Cruz	DLC
28-29	Time Line & Healing/Tad James	Toronto	PG
29-7/5	Pathways to Leadership/ Robert Dilts & Todd Epstein	SantaCruz CA	DLC
30-7/1	Ericksonian Hypnosis/Tad James	Toronto	PG

JULY

7-8	Personal Change for Couples	New York	NYT
7-22	Modeling Cert Training	WashingtonDC	NTI
9	NLP Apprenticeship	Oakland	FP
11	Open House	New York	NYT
13&15	Reframing	New York	NYT
16	NLP Apprenticeship	Oakland	FP
16-26	Dynamic Trainers Training	Santa Cruz	DLC
16-8/16	Imperative Self Certification	San Francisco	FP
20	Free NLP Intro [see ad, p. 17]	Los Angeles	NPA
20-29	Hypnosis Training	Cape Cod	NYT
23	NLP Apprenticeship	Oakland	FP
30	NLP Apprenticeship	Oakland	FP

AUGUST

3-5&6-7	NLP and Feldenkrais	New York	NYT
5-29	Modeling "Shamans" of Bali/ Anne K. Entus	Indonesia	MET
6	NLP Apprenticeship	Oakland	FP
6-23	Summer Residential Training	Santa Cruz	GDA

Schedule Deadline for the Next Issue

August 1, 1990

NLP Sources

CO* NLP Comprehensive
2897 Valmont Road
Boulder, Colorado 80301
303-442-1102

CPD* Center for Professional Development
1840 41st Avenue, #102-155
Capitola, California 95010
408-426-8344

CQP Centre Quebecois de Programmation Neuro Linguistique
180 Victoria, Longueuil (Quebec)
Canada J4H 2V5
514-679-3571

DLC* Dynamic Learning Center for NLP
Box 1112
Ben Lomond, California 95005
408-336-3457

FP Future Pace, Inc.
P. O. Box 1173
San Rafael, California 94915
415-485-1200

FW Freedom Workshop
Box 5881
Berkeley, California 94705
415-428-1184

GDA* Grinder DeLozier & Assoc.
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Santa Cruz, California 95062
408-475-8540

GLA G. Laborde Associates
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Palo Alto, California 94301
800-228-4069 / 415-326-5613

GRC Grinder Resource Center
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Santa Cruz, California 95060
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HG The Harbinger Group
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LP New Learning Pathways
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303-758-6361
California: 415-547-3766

LS Learning Strategies Corporation
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Minneapolis, Minnesota 55426
612-925-5565

MET* Metaformation, Inc.
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Montreal, Quebec H4A 3L7
Canada
514-486-1282

MGA Michael Grinder & Associates
16303 N.E. 259th Street
Battle Ground, Washington 98604
206-687-3238

SCHEDULE OF NLP-RELATED ACTIVITIES

AUGUST

7-17	Easing Education into the 21st Century (see ad, p. 18)	Ottawa, Canada	
11-26	5th Annual Trainers Training	WashingtonDC	NTI
13	NLP Apprenticeship	Oakland	FP
15-17	Communication Excellence/E. Rice	West Virginia	GLA
16-21	Ericksonian Hypnosis Summer Residential (see ad, p.15)	New Paltz NY	ACT
20-31	OTCC Fall Fun-Shop	San Juan Is.	OTC
20	NLP Apprenticeship	Oakland	FP
25	One Day NLP Overview	New York	NYT
27	NLP Apprenticeship	Oakland	FP

SEPTEMBER

11-13	Sales Excellence	Palo Alto CA	GLA
15-16	Secret of Creating Your Future/ Tad James	Dallas	PG
22-23	Secret of Creating Your Future/ Tad James	Chicago	PG

OCTOBER

4-8	Advanced NLP & Trainers Trg	Santa Cruz	DLC
13-14	Secret of Creating Your Future/ Tad James	Atlanta	PG
16-18	Intermediate Syntonics	Palo Alto	GLA
19-28	Advanced Training	PajaroDunesCA	GLA
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MP Metamorphous Press
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NAN National Association of NLP
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Indianapolis, Indiana 46204
317-636-6059

NEI* New England Institute for NLP
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Amherst, Mass. 01002-9805
413-259-1248

NIC* NLP Institute of Chicago
P.O. Box 25184
Chicago, Illinois 60660
312-271-9578

NLC* NLP Centres of Canada
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613-232-7782
Toronto: 416-283-3461

NPP NLP Products & Promotions/ Richard Bandler
13223 Black Mountain Rd. #1-429
San Diego, California 92129
619-538-6216

NTI* National Training Institute for NLP
801 South 20th Street
Arlington, Virginia 22202
703-979-3835

NYT* New York Training Institute for NLP
155 Prince Street
New York, New York 10012
212-473-2852

OTC Other-Than-Conscious Communication
P. O. Box 697
Friday Harbor, Washington 98250
206-378-5393

PG ProfitAbility Group
1001 Bishop Street
Pauahi Tower, Suite 702
Honolulu, Hawaii 96813
800-NLP-7870

SCC* Southern California Center for NLP
929 Barhugh Place
San Pedro, California 90731
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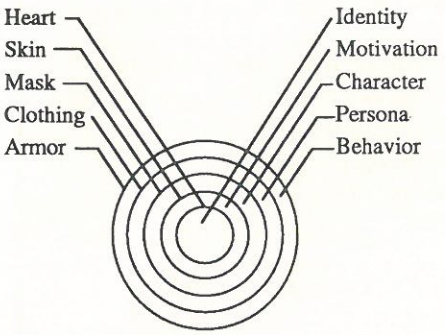
* These organizations offer ongoing certification programs. Contact them directly for training dates and locations.

Letter from Hungary

continued from page 4

consciousness structure.

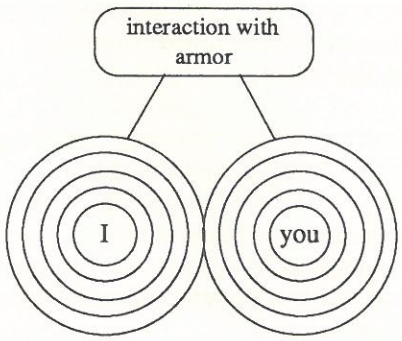
The following is a map of the consciousness and a map of the self:



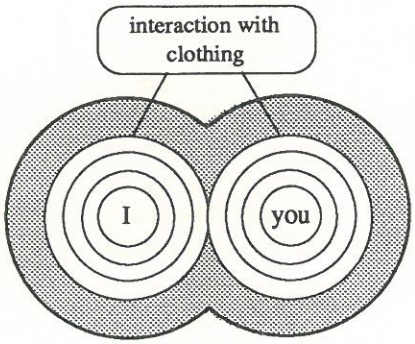
The most important determinant in people's lives is their inner-self definition of their social identity: *Who am I.* This inner definition is what develops all through the personality structure or is fixed (character fixation) in special levels. This is what determines the structure of motivation, emotions, roles, routines, skills. The level of identity is the hard layer and the level of consciousness is the soft layer in personality structure.

Here are the five levels of human systems development.

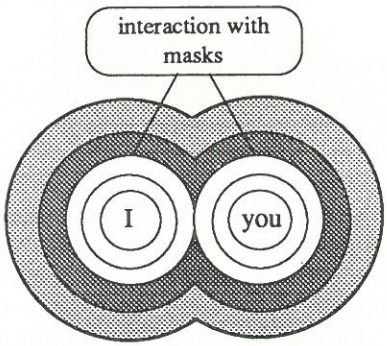
1. CHAOS AND TERROR



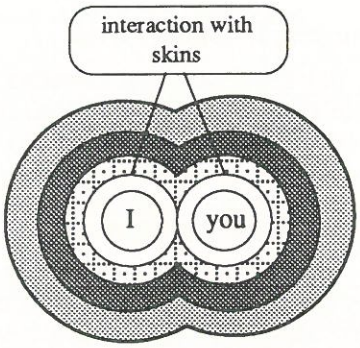
2. ROLE-PLAYING



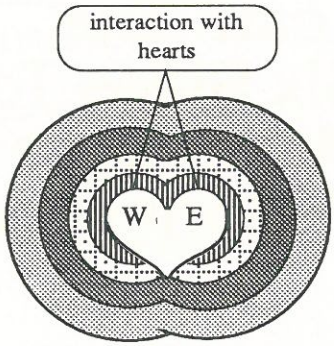
3. POWER STRUGGLE



4. HUMANISTIC



5. TRANSPERSONAL

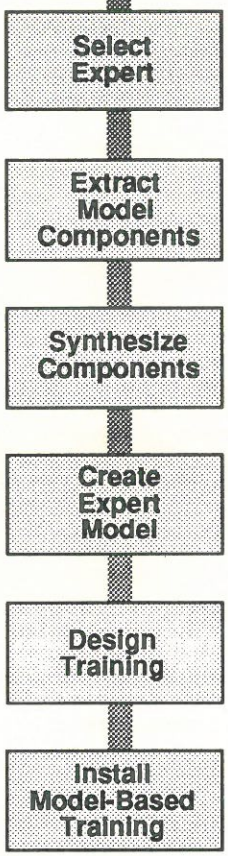


On the chaos level, we interact with armor; moving up through the levels we reach the transpersonal level, where we interact with our hearts.

Editor's Note: Laslo Honti describes himself thus: "I have changed my profession several times. I became a research chemist, a high school chemistry teacher, a psychologist, a sociologist, a Buddhist monk, a cybernetician, and then a therapist, spiritual leader, organizer, and teacher. I wrote four scientific books, more than a hundred articles, some poems, songs, chants, and hymns. I invented a new organizing method for companies, worked out a synthetic theory about the development of human systems, and a new therapy approach."

In the next issue we will present part two, where the author amplifies his theory, acknowledges his own fixations, and talks about Hungary's historical role as a bridging country, and the changes taking place there now.

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Handling Hecklers

continued from page 3

Everybody in the group was able to observe his behaviors, so he couldn't say he wasn't doing what everybody else could verify. And what he was doing was a validation of NLP. So we began to deflate his objections right away. He had something related to NLP by virtue of the fact that he was alive. We were able to show him all the things he was doing in a positive frame.

You can often deal with a control issue like this by giving the heckler the spotlight and then modeling what he or she is doing from a meta position. Sometimes the reason hecklers challenge you is because they are about to buy into something, and a part of them is resisting because it is afraid they are about to fall headlong. There is an old saying that once you've turned around a heckler, he or she becomes your biggest fan. And in fact, this vice president was the first person to applaud at the end of the seminar. He led a standing ovation and offered us a substantial training contract.

The most important thing in dealing with a heckler is getting some idea of what the issue is, what the positive intention is, and what logical level these are both on. If we're doing reframing or belief system work, we can always use the person as an example of exactly the kinds of problems we are talking about. Hecklers always demonstrate some kind of pattern.

Sometimes you will get someone with a control issue. He or she will put a lot of emphasis on a particular point that is not the real issue. If you are being heckled about something like accessing cues and you sense the heckler really has some other agenda on a belief or values level, then you can stop and meta-comment on it.

Sometimes the easiest way to deal with hecklers is to change their internal states. This can be accomplished by engaging or questioning objectors in a way that maneuvers them in the direction you want them to go. If we're doing a hypnosis program, we might begin by putting the heckler into a trance as we are talking by asking a few seemingly mundane questions at the same time we are pacing and leading nonverbally.

Caring About the Audience

We believe in what we are doing and in sharing how important it really is. We don't teach things that we haven't been able to get to work for ourselves. We have to be congruent as trainers and communicate the sense that whatever we are about to teach is the most important thing the audience can be learning right now. You have to set up the expectation of learning and the desire to learn.

Even more so than platform skills, flexibility, etc., we think that a good trainer is someone who really cares about the responses of the audience. Trainers get their kicks out of teaching people. Their reward is seeing people in the program grow and benefit. If you have that, and that's your goal, then you'll keep noticing what things work better and refining what you are doing. If you don't have that as your end-product, you are not really teaching; you are just presenting information.

If we every stop caring, then we'll stop teaching.

This advice on handling hecklers is taken from NLP in Training Groups *by Robert Dilts and Todd Epstein. For more information, contact Dynamic Learning Center, Box 1112, Ben Lomond, CA 95005 (408-336-3457).*

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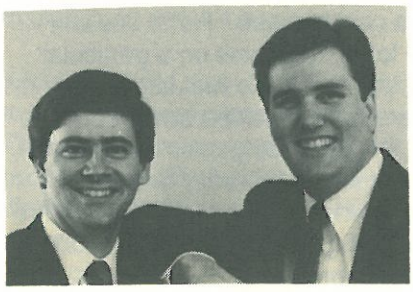
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Pack Up Your Troubles . . .

Toni Erlich

A woman attended one of my corporate communication classes, twice. The first time she spoke, we all knew we were in trouble: her voice was nasal; she spoke rapidly, petulantly; every gesture and shrug was accompanied by pursed lips or down-turned mouth.

Unfortunately, she spoke often, and frequently shrugged and half-smiled if I didn't call on her, as if in recognition of her own limitations. Her polarities fought with one another—and with me—continuously. In fact, she whined, groaned, sighed, shrugged, fought, and questioned her way through our entire three-day class. When she wasn't vying for my attention in the classroom, she dogged me during breaks, demonstrating her conflicts:

How could NLP possibly work when nothing else had? She's tried everything to get rid of her negativity, her fears. She's skeptical about NLP. Do I have any proof? Can I show her something that would make her into a different person? How long will it take? Will she remember it all, since her memory isn't as good as it used to be? She hates her job, her husband, her life. The only thing she loves is her son and he's in Japan and she's afraid to fly and doesn't have a passport.

By the second day of class we were all wrecks; laughing, but totally worn out. Exhausted, I suggested she consider taking on a special task, privately, that might help her. Her eyes widened and she agreed.

"Picture a trunk, a HUGE trunk." *(What kind, how big, like a steamer trunk? Where is it?)* "Any kind of trunk, any color, and put it anywhere you like, just be sure that it's open and empty. *(Should I close my eyes or leave them open? Should I tell you what I'm seeing?)* "No. Just picture the trunk, with your eyes closed, and calmly get a good, clear picture of your trunk."

From there, I asked her to begin packing the trunk with every negative thought she'd ever had, every pain, every hatred, anything that had ever hurt her or made her sad, and then close the lid, and shrink the trunk. Make it tiny, tinier, tiniest—until it just disappears.

When she blushed, began to smile, and suddenly opened tearful eyes, I knew she'd done it. That was July 1989. In February 1990 I returned to give a one-day class and she appeared again.

She looked the same, sounded the same, but behaved just slightly differently. This time, when she asked a question, she listened to the answer. She didn't argue or give 27 examples of her woes. She just quietly listened. She seemed less intense, and there's more.

As part of my agreement with the client, I wrote short notes to each participant. To this woman, I wrote a bit of a longer letter thanking her for coming, for being eager to learn, and for being willing to take on an extra task. Then I reminded her to continue to use the trunk.

On March 26 she called me. She was calm, spoke at a normal pace—but still nasal: "I got your letter and I want to tell you that I don't know what's happened to me, but I got a passport yesterday and I'm going to Japan. And for the first time in years, I'm not afraid. I don't understand it. I didn't even have to picture the trunk."

"You didn't?" I asked.

"Oh, I've thought about it," she replied. "I've thought about it a lot."

"I'm just curious about how you thought about it."

"Well, I thought about imagining a steamer trunk packed up with all my fears and. . . ."

Suddenly, she stopped talking. Then, she giggled. Then, she screamed, "You're kidding! I didn't DO anything, I just thought about it!"

"Sayonara."

Toni Erlich is owner and director of CONNECTIONS, *a management training practice in New York City.*

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Thin-Skinned

continued from page 9

up, are satisfied temporarily, and disappear, to be replaced by others. If these needs are not satisfied, they come back later, in disguise.

This is when we often experience confusion. Confusion is OK. We are sometimes too quick to move out of confusion. It's uncomfortable but useful to stay with the confusion. Write down, sort out, and set priorities, using numbers. Eventually you will find a solution and know more about yourself. Ask your arms, your stomach, your tight neck what information your brain needs to sort out the confusion.

Change Each Negative Thought to a Positive Thought

I have always thought of myself as a positive, upbeat person. Yet when I began to monitor my thoughts I discovered that I spent a lot of time in downside planning. I would decide what I wanted to happen in an instant. Then I would spend ten minutes planning what to do when it didn't occur.

Downside planning is negative visualization. If you've noticed how powerful visualization is in helping you get what you want, you will not be suprised that negative visualization works too.

You can create what you don't want if you spend a lot of time imagining it. So I've switched my time spent in positive and negative visualization. Instead of spending an instant on positive and spending ten minutes on negative, I do the opposite. I spend ten minutes fleshing out what I want with colors and sounds and feelings, and I spend only an instant on what to do if I do not get my heart's desire.

Here are the four action steps to change negatives to positives:

1. Every time you feel bad and say something negative to yourself about yourself—stop—take a deep breath and say, "I did the best I could then." Now think of something you've done or said that you feel good about. If you can't think of anything you feel good about, go do something now.

2. Once each waking hour, ask yourself, "What does my essence want now?" It may be an apple, a nap, to talk to someone you like or love, to finish a report, whatever. Do it if you can.

3. Ask your heart, "What do you want?" once a day. Ask your stomach, "What do you want?" once a day. Ask your right hand, your left hand. Select a part and every hour ask that part, "What do you want?" Take this seriously and playfully and do it when you can.

4. One last step: As you monitor your thoughts, each time you worry about your children being kidnapped or your being fired or in an earthquake, change those images to pictures of your children getting A's , and you getting a big raise or winning the lottery. These beat earthquake pictures any day. If an earthquake comes, you will know what to do.

You can change your old patterns to new behaviors. These are thought patterns that can help keep you healthy.

Have fun trying these steps. And remember that thin skin allows the negative thoughts, responses, and images to flow out and away. Let them go today.

Genie Z. Laborde is the author of Influencing with Integrity *and* Fine-Tune Your Brain. *She heads the international business consulting firm G. Laborde Associates, headquartered in Palo Alto, CA.*

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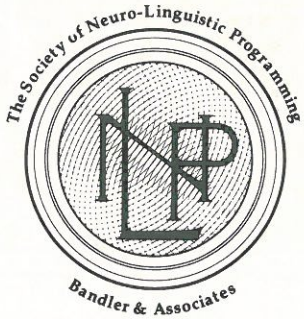
CALIFORNIA DEPARTMENT OF EDUCATION The Master Hypnotist course has been approved by the California Department of Private Post-Secondary Education, section 93411(d). Graduates receive a certificate of completion.

AMERICAN COUNCIL OF HYPNOTIST EXAMINERS The training programs offered through R.T.I. have been approved by A.C.H.E. Linnette Peal is a certified examiner for A.C.H.E. Completion of the Master Hypnotist course qualifies you for membership in A.C.H.E.

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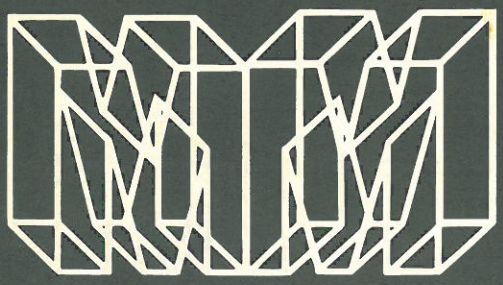
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