NLP COMMUNICATION MODEL QUESTIONS AND ANSWERS

1. What is the NLP Communication Model?

The NLP Communication Model explains how individuals receive information at two to four million bits per second through their five senses: sight, sound, touch, taste, and smell. This information is then deleted, distorted, or generalised based on mental filters, and stored as internal representations in the memory. These internal representations influence emotions, behaviours, and outcomes.

2. How does the communication process work according to the NLP communication model?

According to the NLP Communication Model, the communication process works as follows:

A. External experience: Sensory information (what we see, hear, feel, taste, and smell) is received from the external world.

B. Internal representation: The sensory input is filtered and processed into internal representations, influenced by mental filters.

C. State: Emotional and psychological states further shape perception and response.

D. Communication: Internal representations are expressed through verbal and non-verbal communication, filtered by beliefs and

emotional states.

E. Feedback and response: The recipient processes the communication through their own filters and creates an internal representation, which influences their response.

3. What does the NLP Communication Model suggest about effective communication?

The NLP Communication Model highlights that effective communication goes beyond simply transmitting a message. It involves understanding how the recipient perceives and interprets the message based on their unique sensory preferences and mental filters.

4. What are mental filters, and how do they impact communication?

Mental filters are mechanisms that delete, distort, or generalise information based on past experiences, beliefs, values, and attitudes. These filters influence emotional states, which in turn affect physiology, behaviour, and outcomes.

5. How can understanding mental filters improve communication?

By recognising and understanding the mental filters of the person you are interacting with, you can tailor your communication style to align with their perspective. This ensures that your message is received and interpreted as intended.

6. What role do emotional states play in the NLP Communication Model?

Emotional states, influenced by mental filters and internal representations, impact physiology, behaviour, and outcomes. For instance, a negative internal representation can create undesirable emotional states that affect behaviour, while positive representations can lead to favourable emotions and actions.

7. What is internal representation, and why is it important in the NLP Communication Model?

Internal representation refers to how filtered information is stored in the mind after it has been deleted, distorted, or generalised. It becomes the framework through which individuals perceive the world and shapes their emotions, behaviours, and physiological responses. For example, a belief stored as "they don't love me" will lead to emotions and behaviours aligned with that belief, while a positive representation, like "I am loved," creates empowering emotions and actions.

8. What does the acronym "BENDWIMP" represent in the NLP Communication Model?

"BENDWIMP" outlines key mental filters that shape how individuals interpret information:

A. Beliefs: Personal convictions and assumptions about the world.

B. Events: Past experiences that influence understanding and behaviour.

C. Needs: Fundamental human needs such as safety, belonging, and esteem.

D. Desires: Aspirations and long-term goals.

E. Wounds: Past traumas or emotional scars that shape behaviour.

F. Identity: Sense of self and how one relates to others.

G. Meta-programs: Preferred ways of processing information and making decisions.

H. Purpose: Overall direction or mission in life.