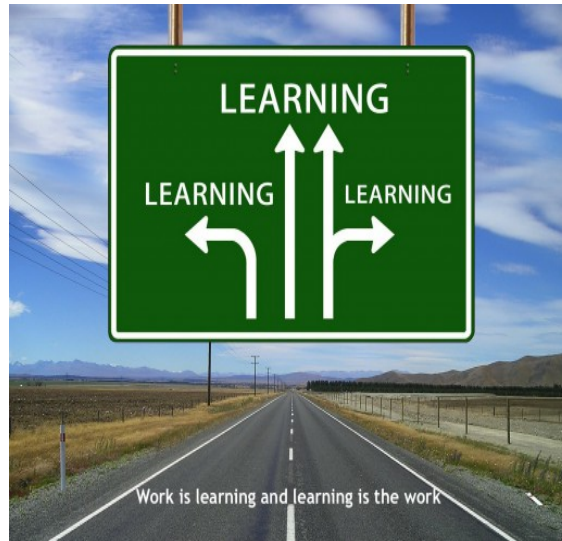


Neuro & Mindful Leadership – Think & Act Like A Leader

Why is the soft stuff so hard?

Conflict Resolution

Using the Meta
Mirror (perceptual
position) process



Advanced
Communication

Remember deletion,
distortion and
generalization?

If the only tool you have is a hammer, you tend to see every problem as a nail. ~ Abraham Maslow

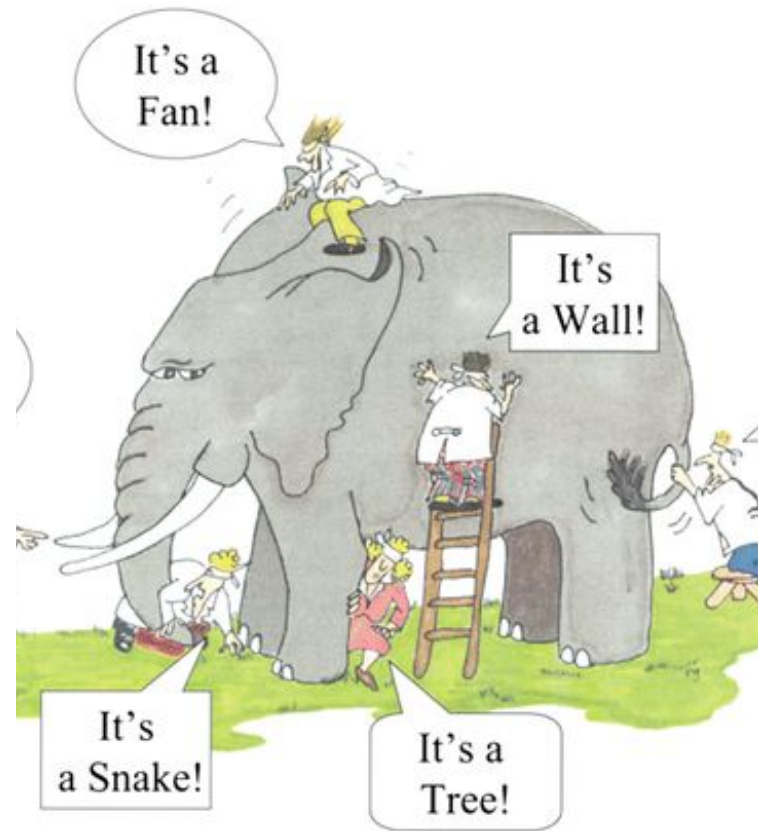
The Map is Not the Territory – We all have different maps of the world

Exercise 1 - Meta Language

- Our deletions, distortions and generalisations will influence how we look at the world

Exercise 2 – Meta Mirror Process

- How we can begin to understand other maps of the world



What is a deletion?

Previous example: The F's challenge

What to look out for: Deletion in communication

What is distortion?

Previous example: OPPORTUNITYISNOWHERE

What to look out for: Distortion in communication

What is a Generalisation?

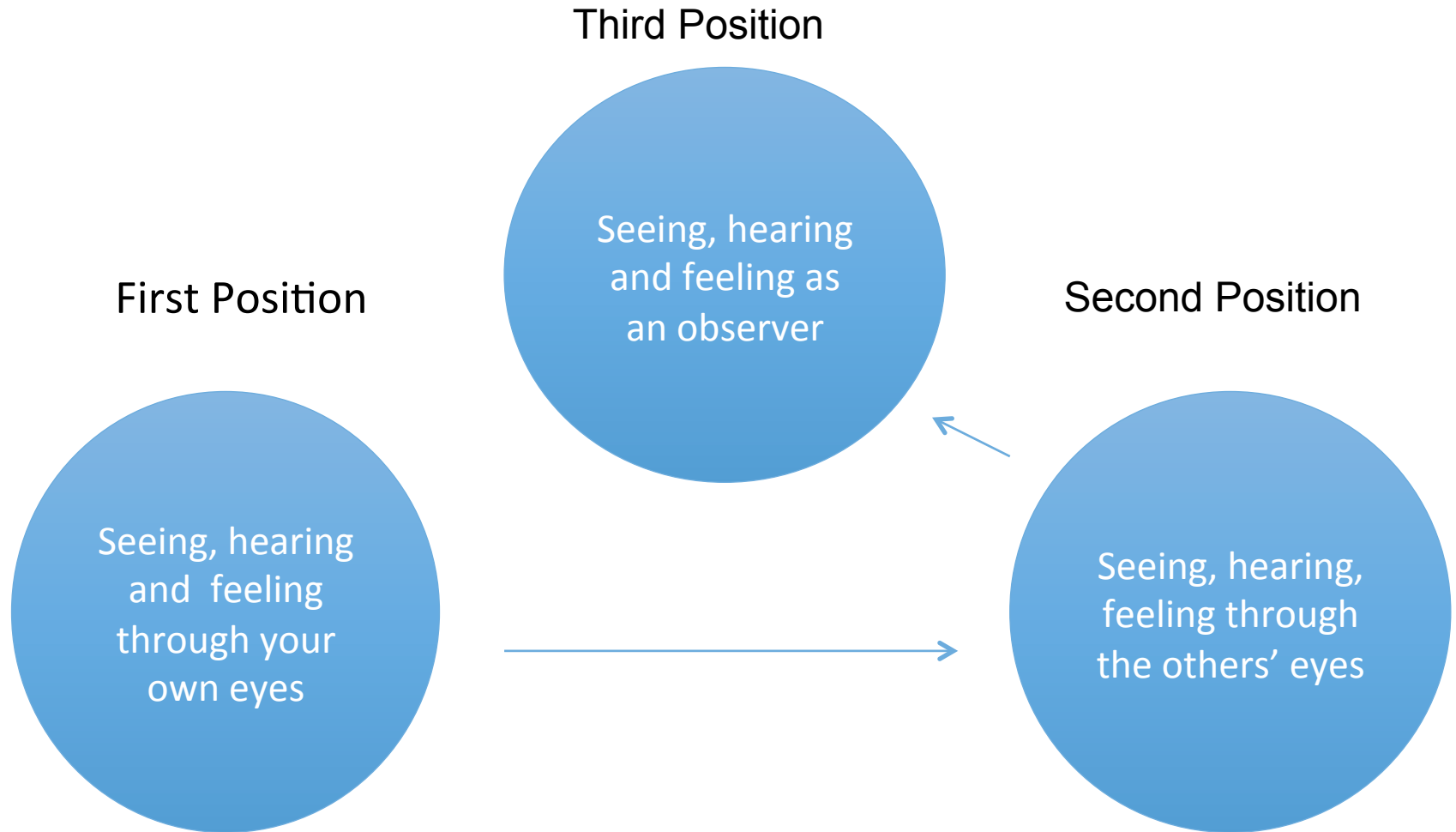
Previous example: Using numbers for letters and still be able to understand the message.

What to look out for - Generalisation in communication

Positive Psychology..... the Science at the Heart of Coaching

- Psychology V positive psychology
- Traditional psychology has focused on ways to help make ill people better.
- Positive psychology is focused on optimising and improving the lives of ordinary and extraordinary people.
- Psychology – Backward Focus..... the trail of tears.
- Positive Psychology – Forward Focus.... The trail of vision, strengths, goals and action.

Meta Mirror Process – Perceptual Positions



Reflective questions:

- Begin to notice your own deletions, distortions and generalisations.
- Begin to notice how others may delete, distort and generalise when communicating with you.
- Write down examples.
- How can this knowledge help you as a leader?
- How have you used the Meta Mirror process (perceptual positions)?