

Evidence – the Central European Model

Peter Schuetz

NLP is a wonderful and highly successful model to productively work with people in the contexts of leadership, coaching, mediation, self-experience, education and psychotherapy.

Unfortunately, a lot of energy - primarily in the level 1-3 www.icpnlp.org market- has gone into marketing and sales of naive and short time NLP courses with little depth.

Another line has been followed in some central European countries since 1985, where 37 day professional practitioner curricula have established a high quality normality (level 4 and 5 www.icpnlp.org).

Flying, JiuJitsu, orthopedic surgery, laboratory medicine, cryptography, law, Master electricians, fire brigade captain, pharmacy and many other professional fields have established their credibility through genuine processes in checking, competence, licensing of trainers and training institutions, ethics and disciplinary procedures and very often scientific qualifications. The current jungle of self-referential NLP is mostly far or very far away from these procedures. Practitioner of medicine is a qualified physician or specialist; Practitioner of law is a good lawyer or barrister. Are most NLP Practitioners currently on a similar level?

Productive inclusion of the peer groups, structured video-feedback; training with 4-5 different qualified trainers (m/f) and a clear checklist has moved the operational competence check to a new and clear level. Since 1997 this has transformed the training quality and credibility and can be modelled.

This is the instruction for professional NLP practitioners (level 4) for graduation:

In addition to successfully participating 90% of the 37 days, please submit a competence video in outcome coaching. One of the parts for a positive graduation (green diploma) is the competence video. For this please videotape an NLP coaching session and document it. Kindly observe our recommendations for video-technique and handling a professional NLP coaching conversation with:

- Our outcome model (handout: professional outcome coaching)
- With a client/business colleagues (no NLP course participants or persons who are familiar with NLP, no close friends or family members)
- Simple issues fitting for coaching/counseling (no difficult clinical diagnosis)

This task has goals on several levels:

1. To supply you in your NLP training - independent from your daily mood - with a pretty much objective feedback on your level of training & competence (quality as B).
2. To get you in intensive contact with yourself plus your outside perception as coach.
3. To familiarize you as a coach/leader familiar with video-technology and the advantages of this medium for working with people in coaching, mediation & leadership talks.
4. To enable us to correctly assess both your current status of training as well as the aspiration level of your peer-group.

(Quality als C or Meta-B - the quality of the peer group members, they can be regarded as C or Meta B)

Please look at the recording by using the checklist, first yourself, with the client, then with the peer-group, to ensure that your work is on professional practitioner level. If not please ask your PG (peer-group) for feedback on what is still missing and produce a better-quality video, till it does fulfill the criteria on a good level. (Our experience since 1997 show that on average four videos are submitted to the peer-group, till the quality is satisfactory.) Learning of professional outcome work does take time

Then let your peer-group certify (at least three signatures) that they hold your work as ok to be on a professional practitioner level. Please send a copy of the videos (plus a copy of the SCORE Protocol and the Ok feedback from the peer-group) to our designated auditor on a fitting medium (SD card or USB-Stick). Please keep the original video!

- Video 8, Hi 8, VHS VHSc will not be audited and mailed back.
- The date goes along with the schedule of the course, so that after your written feedback you still have sufficient time to integrate this for further learning and your graduation

After the third submitted video we will charge another € 85 (as outlined in the training contract). We wish you lots of success!

Video-technology and applications

The positive intentions of these requirements are to enable the auditing of your work within the available time frame in good video quality.

Noncompliance to these standards may lead to your video being sent back and not rated as not possible to audit.

1. Please produce a safety copy for yourself. Material given to carrier companies have been known to get damaged in the mail or lost.
2. Please make sure that you have a very good light and sound situation. Kindly do a video and sound check before you meet your client.
3. Please use the mike that is built in your video-camera and check at the sound. Otherwise use an external-tested mike.
4. Direct the camera to fix focus, so that both your face and your client's face are taped.

Client Coach

camera

5. Please provide a trace- paper for the SD card or stick, that lists the date, your name, code of your course and the length of the film. E.g. course code: Miller Franz 20 Min.
6. The positive vetting of your work done by the peer group also has to list names and signatures of all PG members who agreed that the work is fitting to the standards
7. Please add this paper to the envelope and send it together with the score protocol to the auditor. Keep copies for yourself

Competence video-outcome work/ SCORE-Protocol

For the competence video documentation based on NLP professional outcome work and its evaluation from the peer-group. As a basis please use the 10-page manual: "Professional Outcome coaching from our professional NLP training"

Timeframe: 20-30 minutes. Please document the relevant topics of the SCORE by using A's quotes and add the SCORE to the protocol.

Please design a well-thought suggestion for Intervention and explain the reasoning behind it, so that we can better understand your logic & perception of reality. As a maximum, we will evaluate the first 30 minutes of the recording. If you also have recorded a possible warm-up, please document the real start (minute) of the coaching session on the accompanying documentation for the SD card/USB Stick.

While in most cases it is possible to do a good NLP coaching session within 20-30 minutes, it is not so important that the conversation ends with a good solution.

We primarily look for a clean process. Based on what we deem to be good verbal & nonverbal rapport. It is important to establish precise goal state & behavior plus the ecology, using rep-systems,

the positive intentions of current present state & behavior and the intention to deal with that constructively along the criteria checklist.

Also, it is important for us to see and hear how you handle the nonverbal dimensions of your intervention (speed & tonality, body posture).

The SCORE-Protocol on the next page can be used for documenting the conversation and for a thorough analysis of the competence video in the peer group.

The SCORE-concept describes those five areas that have to be checked in professional-outcome work to enable development & change.

Symptom: The problem or complaints of the client.

Questions on present behavior, present state, prognosis of present behavior.

Cause: What enables and supports the problem?

Questions on the positive intent, blocks to reaching the goal, prices.

Outcome: What the client wants-internally and/or externally. *Questions on goal state & action, meta-goal, first step.*

Resources: What the client needs.

Questions on inner and external resources.

Effects: The consequences of the goal.

Questions on Meta goal & systemic ecology (biological, emotional, social, economic, legal).

SCORE-Protocol for a competence video-outcome

Intervention submitted by:

NLP&NLPT-Professional Practitioner-Kurs OEXNN

[Our courses have numbers - OE is for Austria, then the year, then a letter A-E]

Client:

Date: Length:

Topic (10-15 Words):

SYMPTOM

- Present state /Problem
- Present behavior /VAKOG
- Prognosis of present behaviors

CAUSE

- Problem-Trigger
- The positive intentions of the present behavior/ and or its handling
- Price(s)

OUTCOME

- Goal state / behavior
- Most relevant description
- Goal / Behavior VAKOG
- Meta-goal
- Future Pace/first step

RESOURCES

- That are available
- That are needed
- From where?

EFFECTS

- Desired
- Non intended
- Handling of those effects

INTERVENTIONS :

- Reasoning for those interventions

This protocol contains the relevant quotes from the client (A) regarding the SCORE parts.

Date: Name & Signature of the members of the peer-group.

Competence video outcome work / Criteria checklist

The following criteria have to be fulfilled to submit a competence video outcome work for evaluation at Professional Practitioner-Level (Level 4 www.icpnlp.org)

1. The wish of the client does get checked along the clear criteria of the outcome frame; positive, specific with sensory specific evidence, contextualized, under the own influence and described /shown as action.
2. The present state and present behavior as well as the good intentions are worked out precisely.
3. The 'prices' that have to be paid for reaching the goal are clearly defined ... and it will be clearly established which prices will have to be payed and how much the client is ready to pay the prices Including all the consequences.
4. The systemic ecology (intended and unintended effects) are checked in detail including all relevant consequences.

5. Resources are precisely defined and potentially regarded as new / additional (sub) goals.
6. Simple interventions to strengthen resources are done as much as possible within the context of the conversation.
7. An adequate future pace, both content-focused and kinesthetically is performed.
8. During the whole conversation rapport is well expressed, both through body posture, voice, movement analogies, adequate use of sensory specific words, matching and repeating the words of the client and Pacing the Language of the client towards nonverbal accessing cues.
9. With Pacing/Leading, possibly verbal/nonverbal anchoring the client is supported in a useful state and led out of unproductive/ repetitive States.
10. The coach primarily uses open questions to gain information.
11. Limited distortions, deletions and generalisations of the client are productively challenged with the Metamodel and adequately transformed.
12. The coach stays in a good state during the whole conversation.
13. The approach of the coach with the client is adequate to the topic/goal of the client (congruence of content and relationship).
14. Changes /adaptions of the goal that develop along the coaching again are checked with the outcome model.
15. The recommendation for NLP Intervention is adequate, ecologically grounded and compatible with the world of the client.

The competence video outcome work primarily is used to show your methodical skills and knowledge therefore it is checked with that focus

Criteria for returning the competence video without being rated

It is feasible that your client might regard the conversation as pleasant and helpful. However, the video will be sent back if:

- The client does not have a goal but only wants to chat or brag (no task).
- You accept a goal, that contains meta model violations or negations
- You accept a goal that is not formulated as a future inner or external behavior regarding a current not acceptable interior or external behavior within a precise context
- You accept a goal, that fully or partly is outside of your client's influence
- You first formulate the goal yourself and then let the client confirm it
- You go on with the outcome coaching although the above criteria are ignored
- You do not use the words of the client, but you use your own words

- You do not find/work out the positive intentions of the current behavior or state and or you accept the position, that there is no positive intent
- You break the rapport by frequently interrupting the client or interrogating your client repeatedly or too early
- The accompanying paper is not filled out as required, the assessment of the peer-group and the SCORE protocol is not done correctly
- The feedback of your peer-group (at least 3 persons) on the competence video is not a clear and unambiguous yes
- Video and Audio quality does not permit a realistic assessment.

Feedback from the peer group regarding the competence video coaching for its member x y (course nr A XN)

[Name of the person who did the video-coaching and his course number]

The accompanying competence video documentation fulfills the required criteria. We hold it to be good example for professional ATC practitioner Level.

(Please note the minute of the first time when a criterion is shown)

The agenda of the client is worked through precisely following the outcome frame (positive, sensory, specific, in context, under the client's own influence and stated as action.

o no / o yes. Min: Quote:

Present state and present behavior are clearly worked out.

o no / o yes. Min: Quote:

The positive intentions of positive state /behavior are clearly defined.

o no / o yes. Min: Quote:

The prices that have to be paid, the willingness to pay them and the consequences to pay them have been clearly worked out.

o no / o yes. Min: Quote:

The systemic ecology (effects) is thoroughly checked in relevant details.

o no / o yes. Min: Quote:

The resources are clearly worked out and potentially defined as (new) sub-goals. As far as possible within an outcome coaching conversation, simple interventions (e.g. anchors, rep systems, parts work, pattern questions, submodalities) are used to support or strengthen resources.

o no / o yes. Min: Quote:

A complete future pace both verbally and kinesthetically is performed

o no / o yes. Min: Quote:

During the whole process, rapport is established by repetition of the client's words, through voice, body posture, movement analogies, pacing of the client's words and utilising of the nonverbal accessing cues

o no / o yes. Min: Quote:

Pacing and leading plus occasional verbal and nonverbal anchors by the coach support the client in a useful state. The coach helps the client to get out of unproductive or repetitive states.

o no / o yes. Min: Quote:

The author :

Peter Schuetz PhD

www.schuetz.at/pse

www.nlpzentrum.at/zpe