

Megan Hills interviews

## Heather Kirk

Group Human Resources Manager

Reckon Ltd

(Products: QuickBooks and Quicken)



## NLP: a manager's best friend

**Heather Kirk had two colleagues – a manager and senior manager – who were meant to work closely together.**

In reality, the communication gap between them was cavernous. 'There was such extreme conflict; one of them was going to have to leave if something didn't change.' Heather says.

She responded by suggesting an NLP approach. Heather first found out whether each person preferred visual, auditory or kinaesthetic communication. 'One was kinaesthetic and the other was visual,' Heather explained. 'The visual person would respond better if you said "I can see that you have everything in order" whereas the kinaesthetic person would respond favourably to "I feel everything is in control."'

After acting out various scenarios the lights went on and both colleagues understood. Their different styles were causing the conflict. The result of Heather's influence? 'They are still working together,' Heather smiled, 'applying more effective words and actions that are much better received.'

**Heathers' Three Tips for managers wanting to use NLP influencing tools:**

### 1. Understand your own sensory preference

And be aware of how it influences the way you see the world.

### 2. Find out the sensory preferences of your employees

Use appropriate words when talking with them - particularly in their performance review so you can fully engage them.

### 3. Practice with other managers after NLP training

Keep the language alive within the company after training – it's fun as well as effective.

### What Heather Kirk says about Eleanor Shakiba

"The NLP component differentiates TLS from other management trainers, particularly for those who have become desensitised from years of standard training models.

You can book bite-sized chunks of training when you need it and it's always great value. The training is fun while having solid academic credibility behind it, and is carefully tailored to your company."

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