





In this guide we are focusing on the energy of communication. However we speak to ourselves and in our outside world influences and impacts the experiences we have.

It can be the difference between harmony and free flowing outcomes to resistance, fear and misunderstandings.

I've specialised in communication since studying and working in marketing. The ability to communicate a message in various forms is essential to the outcome (a lead or a sale for example.) After 10 years I then studied and became a neuro linguistic programming (NLP) practitioner and coach. This essentially works under the process that everything we learn we can unlearn and learn again in a new way. The core part of this is linguistic; the language. The way in which we communicate and its impact on our outcomes.

Over the last 10 years I've worked bringing the two insights of communication together to help many individuals and business owners break free from limiting language and self talk. Opening new doors and releasing the natural art of speaking our truth.

"The biggest communication problem is we do not listen to understand. We listen to reply."

[Stephen R. Covey]

## Simplicity

Looking at the simplicity of the communication model below it makes sense that we have one person sending a message through a channel, either a phone, text, email, video call, letter, and that it is received.

This model develops though to illustrate the interruptions we all experience, and this is called noise, distractions or interruptions.

So what we're going to focus on is cutting through the noise to refine what we say and be more aligned towards the outcomes we want.

Sender > Message > Channel > Receiver

[Communication Model: 1960]



# Breaking down communication

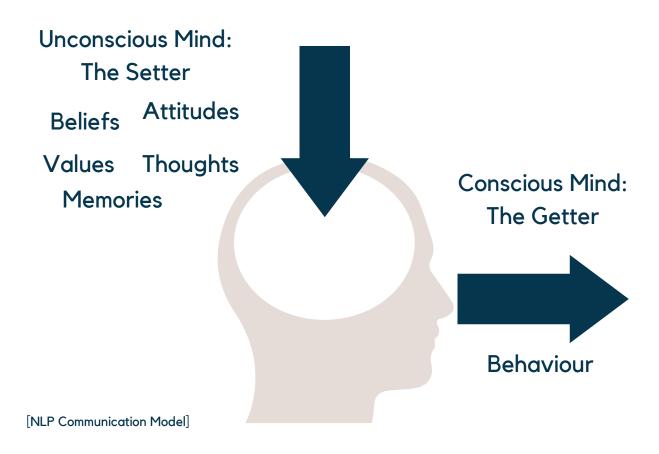
You could say it would be far simpler if we all communicated in the same way! (And you know that's just not the case!)

Yes we use words; but how we use those words and what influences our words, are all unique.

Communication becomes something we do need to understand and learn more about, for us to perfect in our own way, to work better for us, day to day.

"Good communication is the bridge between confusion and clarity."

[Nat Turner]





## **Unique communication**

In the NLP Communication Model it shows how our values, attitudes, memories and thoughts influence our behaviour. So it's no surprise we each have our own unique representation of our communication. Not just what influences what we say, but also how we say it.

- Words
- Tone
- Body Language

When we are talking about feelings or attitudes these apply and our communication is:

7% actual words spoken

38% tone of voice

55% body language

\*\*The formula was arrived at by Mehrabian and Ferris in 1967 to explain the weight that a listener places on elements of a communication ONLY when a speaker is talking about their feelings and attitudes.

"The most important thing in communication is to hear what isn't being said."

[Peter Drucker]

For a moment here reflect on your experiences of conversations with different people in different places. What do you notice?



## Speaking our truth is so much more than words.

So far we've seen it's our unconscious mind storing our values, beliefs, memories, and attachments to words that impact our conscious behaviour. The difference between what we set ourselves out there to get. Then there is how we communicate, through words, tone and body language.

What's next is the type of words we use most in our communication and how these influence the way we listen and respond to others.

### **Our Representational System**

We have 4 key representational systems. Learning which ones you lead with, and noticing what the people you spend the most time with also have, will help boost your communication.

#### **Auditory:**

Speaks with references to sound and responds to references of sound

- I hear you
- That sounds like a great idea
- Have you heard the latest
- · Listening to what you've said

#### Visual:

Speaks and responds with references to things they can see

- I see this working really well
- · I like the look of that
- I see what you are saying
- Have you seen the latest



#### **Kinaesthetic:**

Speaks and responds with references to things they feel

- I love that idea
- That feels much better
- · I'm really touched by your help
- · This room feels so welcoming

### Auditory/ Digital:

Speaks on an internal dialogue to understand what they are saying and hearing

- I understand what you're saying
- Thinking about it.
- · I need this to speak to me
- Considering what you are saying

#### **Your Turn**

It's now your turn to reflect on which key representational system you lead with;

- What do the words look like to you?
- How do the words feel to you?
- What are the words playing out to you?

We all have a lead or sometimes two lead representational systems. And these can change over time and with different people.

Now, think of someone you know and take a guess what their key representational system is?



## Training a new 'muscle'

This new awareness of how we all communicate can start to open some new doors right? Building up this new awareness is like training a new muscle you've just started using. It can be frustrating and even a little painful at times, but you know with some work you'll perfect the skill to work much better for you.

### Self Talk

#### Lets start with our Self Talk.

Another rather uncomfortable space is our self talk and our over thinking mind chatter. Especially when we speak to ourselves in a way we wouldn't speak to our partner or friends.

Shifting your self talk to more positive statements is going right back to shifting those beliefs, values, attitudes all embedded in your unconscious mind. (Resetting the Setter.)

### You know all too well to change the shape of a muscle, you've got to work out!

Shifting our self talk is all about practice and repetition. And most importantly, finding the right words to say.

## **Your Story**

Revisiting your story the one you tell yourself, your default, and the one you share with your family and friends, is this filled with words that are taking you to live and be those experiences and outcomes you wanted? If it's not, then now might be the time to start shifting your self talk and writing a new story.

- Use this time to pay attention to what you are saying, what you don't want to hear and feel anymore.
- Then rewrite your story to build in the new supportive words that speak your truth.
- Read it out to yourself to test it out how does the new story feel? What does it look like and sound like?



# **Journalling**

It makes sense when you're writing a new story to journal your new awareness of the words you use in your day to day life.

It's in your self awareness space you build up a picture over a period of time. Not just of what you say to yourself, but what others are saying around you.

Keep a record in your journal. This process is more than a record, it will be helping reset your Setter in your unconscious mind to choose new words and lose the others!

"The journey of a thousand miles, begins with a single step."

## **Affirmations**

A mantra or affirmation is a repeated phrase which over time shifts our perspective and outcomes.

They are communicated in the present tense and are constructed in a clear and concise way to be easily understood. These are a great tool to help you when you are writing your new story.

The affirmations begin with I AM to generate the mindset shift of the present moment.

They can then be followed with a positively framed statement.

Affirmations are like a sail on a boat; helping steer your thoughts into a new direction.

- I AM speaking my truth
- I AM confident in the words I speak
- I AM wealthy and healthy in all areas of my life



# Communication energy centre

Speaking our truth is about the energy within us. All inside this guide I've walked you through where your words come from, how they are spoken and what influence they have on yourself and others.

Within you are many energy centres and seven major centres. These are called Chakras.

The energy centre for communication is located in the throat and is called the throat chakra. The gift of this chakra is accepting your originality, expressing your authentic voice and speaking your truth. It's colour is blue.

Here are a few things you can do to help clear, heal and balance this chakra as you speak your new truth.

### Breathe deeply:

As you exhale allow the breath to sound out the negative words, beliefs and emotions.

#### Sing:

Sing out through your heart happy and uplifting songs to free your vocal energy. Or chant the chakra vowel sound of EEE (EYE)

#### **Movement:**

Relax your neck, move it from side to side. Gently massage the back of your neck to free up any tension.

## Speaking your truth is all within you.

You now have these insights and tools to reflect, practice and change your story to be completely aligned with you, to speak your truth.



checklist

- Recognise your real communication influencers: your values, beliefs, thoughts, attitudes and memories.
- 2. Notice how your communication is more than words. How you show up and what tone you use are more important than the words.
- 3. Pay attention to how you use you body (and energy) when you are talking to people. What could you change to get a better outcome?
- 4. Take a look at what key representational systems you lead with.
- 5. Next look at what are the lead representational systems of the people around you.
- 6. Listen to your self talk and notice how it is converting into your story. (The story you default to when you talk yourself out of something.)
- 7. Journal to build a picture of what words and things you are saying to yourself and to friends. This is your chance to change it up.
- 8. Write some affirmations to support your daily shift in building your new muscle, starting with I AM.
- Rebalance your communication energy centre and open up your throat chakra.



stay connected







@emmalannigan

www.emmalannigan.com