Using Report, Mirroring, Alinging, Guidance Technique from NLP for Improving the Activity of the Organization

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Abstract
The new technique allows the construction and use of situational models, the optimization of the information collected, and secondly the reducing of application time of the information obtained and their application in a given context. Using keywords and cognitive processes will lead to the identification of resistances in the communication process which will lead to a simplification of the communication process both in terms of content and the message.
Keywords: optimization, efficient, personal situational model, support situational model, environmental situational model

1. Introduction

"The programming aspect of Neuro linguistic programming is based upon the idea that the processes of human learning, memory and creativity are a function of programs – neurolinguistic programs that function more or less effectively to accomplish particular objectives or outcomes. The implication of this is that, as human beings, we interact with our world through our inner programming [9]."

2. Objective

Within the report there will be sought the best conditions in a short time, regarding the alignment it will be sought the guidance as flexible as possible towards the other person's behavior; regarding the guidance it will be sought the fastest directing, as effectively as possible for a certain person so that objectives are achieved with the lowest resource consumption; regarding the mirroring it will be followed the best imitation of the other person, so that the environment created to be strong enough to overcome some communication barriers, and secondly to promote the creation of a climate most favorable for success.

3. Theoretical Background

In the ARGO technique there were used from the NLP tool, the report, the mirroring, the alignment and the guide because: all the elements aim at obtaining a certain connection between those who communicate seek to overcome some communication barriers between people, to achieve certain goals with a consumption.

The technique can be defined as "a set of methodological prescriptions used to achieve an effective action, group of processes used to accomplish a paper or obtain a determined result [6]." The mirroring and the report can be considered techniques because: the mirroring by its action wants to achieve a particular result, regardless of the environment where the communication process occurs or of the person who is spoken with, and the report uses the action of two elements - mirroring, alignment - and non - verbal communication in order to obtain a certain result. Guidance can be regarded as a process because it allows the direct obtaining of a result by verbal or non - verbal guidance. The alignment can be seen as a process because: it allows the direct obtaining of a result by using personal, environmental and support alignment.

"Report is being like other person. When people look, sound, act and move like other they

tend to like the other [2]."The report is that technical of NLP which links two or more people, based on the mirroring technique and alignment instrument of the NLP instrumentation. "Report represents the capacity of creating and keeping of a relationship which overcome the body language. The report doesn't refer only to establish a connection when the person is there but at the distance using their style of communication and their expectations [3]."

Mirroring is that NLP technique by which a person's behavior is in harmony with one of the others, in order to overcome certain barriers in the communication process. "One sign of rapport between people in conversation is that they tend to adopt the same physical posture and mannerism – their silhouettes seem to suggest the same profile, as they talk at a street corner or lean over a desk towards each others. This is sometimes known as mirroring [1]." There are two forms of manifestation of this technique: natural and physical mirroring. Natural mirroring seeks the reproduction of the other person's behavior as detailed as possible, while physical mirroring seeks the creation of a stronger mental link with that certain person. "Mirroring is the matching of certain behaviors of the other person. The mirroring technique follows: matching voice tone and tempo, matching breathing, matching rhythms of movements with a different movement and matching body posture [4]."

The aligning represents the NLP process by which two persons can synchronize their behavior, language, gestures to create a communication atmosphere as familiar as possible and thus, the communication barriers can be overcome easier. "Aligning represents a way to see the world who someone else perceived [5]." There are three kinds of alignment: '1) personal alignment, here the reporting is made between the elements and that certain person; 2) alignment of supported process, the reporting is made at the desired purpose or objectives; 3) environmental alignment - where the purposes and actions of the individuals or groups match a larger system - environment, organization, community, culture [7]."

The guidance represents the NLP process by which a person directs another person using certain semantic constructions, in order to take a certain decision. "Guidance is the process of directing another person along the path leading from some present state to a desired state [10]." The guidance has the following functions: "it establishes and maintains a certain state with another person while an action occurs, it favors the feedback receiving depending on the type of communication used, it helps dimensioning the verbal and non-verbal capacities of that certain person [8]."

4. Changes proposed for The ARGO technique

It will be sought both the evolution of skills regarding the receiving of perceptions about the world using this technique, and the optimization of the way of processing of the information obtained. It will be decreased the time to achieve the alignment, in order to be synchronized: gestures, behavior, language, by creating some situational models and applying them in most similar moments. Starting from the definition of personal situational model we developed a relationship, covering all crucial elements in this case.

Situational models

Personal situational model

$$MSP=AP+OF+ON+G+ED$$

Where, MSP= Personal situational model

　　　AP= Personal alignment

　　　OF= Physical mirroring

　　　ON=Natural mirroring

　　　ED= Guidance elements

　　　G= Guidance

Argumentation for the personal situational model

In the personal alignment, the physical and natural mirroring provide the main elements for the synchronization of the information between the person and the environment, because those

elements follow the same characteristics, but from different perspectives and methods. By natural mirroring the barriers of communication are overcome, this having the role to imitate the behavior of the other person. The physical mirroring is only a support, of establishing a connection to build confidence. On the other hand, the guidance seeks to direct the activity or the attention of a particular person to a certain objective. By using the guidance elements in the verbal communication, we can thus turn it towards the desired result.

In this way, the personal situational model helps to achieve a far better synchronization between the information obtained from the environment and the person who perceives it, thus reducing the necessary time both for receiving the information from environment and for interpreting it, thus these processes are optimized and made more efficient in terms of resource consumption.

Based on the definition of the situational support model we created a relationship that covers all the crucial elements in this case.

II. Support situational model

$$MSS=APS+G+ED$$

Where, APS= Alignment of the support process

ED= Guidance elements

G= Guidance

Arguments of the support situational model

In the support alignment, the guidance provides the necessary support for the orientation of actions in order to be achieved the targeted objective, regardless of how this is done or of the resource consumption. These deficiencies are eliminated by using the guidance elements in verbal communication, they aim to optimize both the time to achieve an objective and the methods used; they are directly proportional to the importance of the objective. To achieve the objectives there are used both guidance elements in order to guide the influence of making certain decisions, but also with guidance, so that different processes should be directed to a predetermined objective. The consumption of resources is also operated largely by guidance elements, which are those that can make the difference between reaching an objective in a short period of time or with a high consumption of resources.

Starting from the definition of the environmental situational model we developed a relationship that covers all the crucial elements in this case.

III. Environmental situational model

$$MSM=AM+OF+ON+G+ED$$

Where, AM= Environmental alignment

OF= Physical mirroring

ON= Natural mirroring

ED= Guidance elements

G= Guidance

Arguments for the environmental situational model

In the environmental situational model, the natural mirroring and the guidance represent key elements which provide the necessary support for the synchronization within the group and the organization. The physical mirroring aims to establish a trust relationship, with more support role. The natural mirroring seeks to imitate the other person's behavior, thus many of the communication barriers are overcome in the organization. Guidance has a role to orientate the actions of the individuals within a group or organization toward a common point. This is supplemented by guidance elements, which act on the verbal communication, influencing it in particular by key words or phrases, so wanting to remove both the barriers of communication in the group or organization and the reaching of the set goals.

The situational environmental model provides a close link between the organization's objectives and those of the group or individual. Thus, it is aimed the establishment of a link between the objective and the factors that can influence, so that the probability that it might not be

reached to be the lowest.

The alignment adjustment according to the context and the most efficient use of the three types of alignment:

- personal alignment– the information timing will be made by: gestures, language, behavior;
- process support alignment – primarily, it will be followed the objectives to be achieved. How they can be achieved and with what resources consumption;
- environment alignment - it will follow the synchronization of individual actions with those of the group or the organization, in order to avoid goals failure;

The mirroring adaptation according to the de facto situation, thus:

- natural mirroring– implementation the process of imitation in less time and with a less resource consume;
- physical mirroring– will provide data on the existing mental links in a higher quantity

Guidance - will seek to increase both the speed of introduction of various elements in sentences and the response speed after the introduction of grammatical constructions with a guidance role in the the phrases. It will be followed the establishment of a framework with as few barriers of communication as possible and the creation of a relaxed atmosphere conducive to the target set.

5. The analysis of the implications of changes on the ARGO technology

Following these changes, the report will be optimized in terms of the collected information, and secondly by creating situational models is greatly reduced the time for obtaining the information.

The optimization of alignment usage by person, process and environment. Thus, alignment by person involves mainly gestures, language and behavior - these elements will be synchronized, so that the communication barriers to be overcome easily. The alignment by process seeks the means, the resources by which an objective can be achieved with a minimal consumption of resources. Environmental alignment aims at the synchronizing between individual and group or organization actions, so that the actions to go to the same end and aim for the target set. In this way the information is tailored and customized for each person as a categorized according to a main criterion. In this way the alignment becomes more efficient, using a smaller amount of resources to achieve the same result.

The mirroring will not be treated simply as a technique but as two parts of the same program, and could be obtained on the one hand: reducing the time to achieve process imitation, and on the other hand by the information provided, the mental connection that will be built will be more sustainable, because it is now based on a much larger data. By increasing the speed regarding the introduction of constructions with guidance role and increasing the speed of response it can be obtained a favorable response in a very short period of time, without requiring the use of additional guidance resources. Based on the components of the technique presented, it can be developed a graphic representation of it, regarding the use of the major components. These are shown in Figure no 1. Figure presenting the relations within the ARGO technique.

In the technique, verbal and non-verbal communication, and the sensory acuity lead to improved situational models because they manage to filter through some situations that a person goes through and eliminate from them those elements that may affect their performance. On the other hand the verbal communication, the non-verbal communication, the mental processes and the responses that a person gives after interacting with the environment, lead to a more rapid identification of the resistance in the communication process. Thus, identifying and removing these resistors are aimed at improving both the communication process and the actual time allocated for this process.

Situational models and the use of a communication process with little communication resistance plus constructions with guiding role aim at guiding a certain person towards a particular

action or to accept certain conditions.

Sensory acuity, sensory models and cognitive processes lead to the formation of three types of alignment - personal, of the support process, environment, each reacting to some specific environmental conditions.
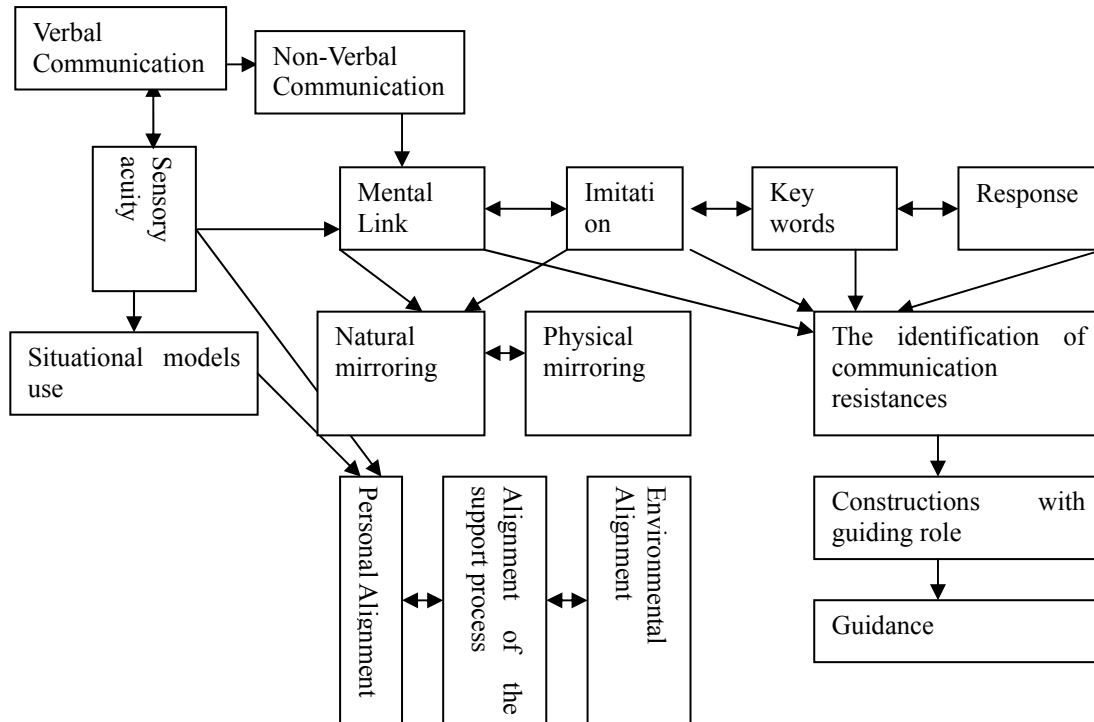

Figure 1 The figure shows the operation of ARGO technique, the figure is made by the authors

In this way, the communication process becomes more efficient components that can lead to interference are removed, there are made some strong links between the representational systems and the forms of communication, so that the person concerned to be able to give a specific answer for every situation in question, and by using certain grammatical structures, there is provided a specific guidance of individuals to achieve a particular objective, predetermined.

6. Conclusions

The new technique allows the construction and use of situational models, the optimization of the information collected, and secondly the reducing of application time of the information obtained and their application in a given context. The use of constructions with guidance role will help on the one hand to overcome communication barriers, and on the other hand, they will ensure an easier achieving of goals. Regarding the personal situational model, it aims the synchronizing of information between the person and the environment, as these items follow the same characteristics, but from different perspectives and methods. In this way it is reduced the time needed both for receiving the information from the environment and interpreting it, these processes are optimized and made more efficient in terms of resource consumption. Regarding the support situational model, deficiencies are eliminated by using the guiding elements in the verbal communication, they aim at optimizing the time to achieve an objective and the methods used, and they are directly proportional to the importance of the objective. The consumption of resources is also operated largely by the guiding elements, which are those that can make the difference between reaching an objective in a short period of time or with a high consumption of resources. In the situational environmental model, the natural mirroring and the guidance are the key elements which provide the necessary support for the synchronization within the group and organization. The situational

environment model provides a close link between the organization's fixed objectives and those of the group or individual. Thus, it aims to establish a link between the objective and the factors that can influence it, so that the probability that it might not be reached to be the smallest.

Using keywords and cognitive processes will lead to the identification of resistances in the communication process which will lead to a simplification of the communication process both in terms of content and the message. On the other hand by using within the communication process the constructions with a guiding role there are firstly achieved both the objectives set before, and there are overcome some obstacles in the communication process, making it more flexible and more adaptable.

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