

Example of Logical Levels

Environment

An office without cubicles, story cards on the wall, laptop stands

Behaviour

Typing, listening, talking

Capabilities

Developing software in Java, solving difficult problems with simple solutions

Values and beliefs

Good software is simple software
TDD improves the quality of the code.

Identity

I am an Agile Software Developer

Beyond

Great software can make life of people easier and more enjoyable

Reading List

Introducing Neuro-Linguistic Programming Psychological Skills for Understanding and Influencing People

Joseph O'Connor, John Seymour
Thorsons Publishers
ISBN: 1855383446

The User's Manual for the Brain

Bob G. Bodenhamer, L. Michael, Ph.D Hall
Crown House Publishing
ISBN: 1899836322

From Coach to Awakener

Robert Dilts
Meta Publications
ISBN: 0916990451

The NLP Coach

Ian McDermott, Wendy Jago
Piatkus Books
ISBN: 074992277X

NLP for Software Development Coaches

As a developer your life is made easy. Great open source tools and IDEs make programming easier and fun. But what is in your toolbox as a Software Development Coach? What tools can you use to motivate your team to work test-first? What can you do when people don't want to pair with each other? How can you get the best out of a developer?

Neuro Linguistic Programming (NLP) studies the structure of how people think and experience the world. It looks at how successful people do what they do best, and models their behaviour. NLP contains numerous powerful models and techniques that are used by life coaches all over the world. We have found a number of these techniques to be very useful for a Software Development Coach.

During this 90 minute session we will describe two NLP techniques (Building Rapport and the Logical Levels model) and you will get to experience these techniques for yourself and to play with them. The last 10 minutes of the session will be used to de-brief and to share our experiences.

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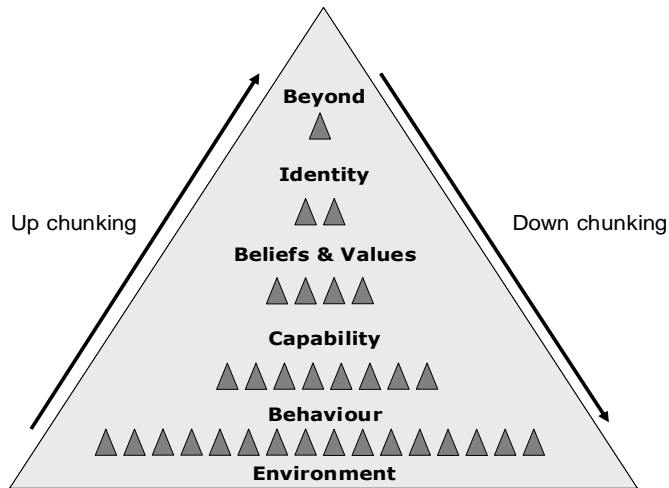
Presented on:

XP DAY
2004
BENELUX



Logical Levels

During the session we introduced the model of the logical levels (G. Bateson / R. Dilts) as a model to analyse conflicts. Moving up and down the levels helps you to identify on which level you disagree, and more important on which level you agree. It also helps you to come up with more options.



For each level you can questions starting with:

Beyond: **what for**

Identity: **who**

Beliefs and values: **why**

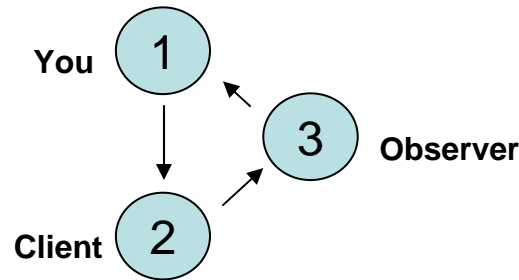
Capability: **how**

Behaviour: **what**

Environment: **where / when / with whom**

Meta-mirror

During the session you went back to a difficult situation that you had with a client. We used a variation of a NLP technique called the Meta-Mirror to look again to that situation from three different perspectives. This is a very powerful technique that helps you to better understand what is going on and to give you options how to behave differently the next time you are in such a situation. The following script is an example of questions that you can ask yourself when you use this technique.



Position 1: Yourself, the Agile Coach

Recall the situation

Be aware of where you are

With whom

Look around

Listen to the client speaking with you

See his body posture, his gestures, his facial expressions

Notice your feelings

Now be aware of what you are doing

What do you say?

Be aware of your body posture

How are you expressing yourself?

What do you think about your client?

What is important for you?

Now, here in this situation?

What is true for you, the Agile coach?

When you are ready step out of position 1 and break state. When you are ready move to position 2.

Position 2: The client

Be aware of where you as the Client are

Look around

Listen to the Agile Coach speaking with you

See his body posture

Notice your feelings

Now be aware of what you as the client are doing

What do you say

Be aware of your body posture

How are you expressing yourself?

What do you think about the Agile Coach?

What is important for you as a client?

Now, here in this situation?

What is true for you, the client?

When you are ready step out of position 2 and break state. When you are ready move to position 3

Position 3: The Observer

Here you are as the observer, watching the Agile Coach and the client talking to each other.

Look how they are interacting, what are they saying to each other?

What do you notice about what they are really expressing?

What do you notice as the observer about the relationship between them?

How is the atmosphere in the room?

Just be aware of what you notice

Now take these observations with you and step forward in to position 1.

Position 1: Yourself, the Agile Coach

Now having all this new information about the situation, what is different?

Just be aware of what you notice