

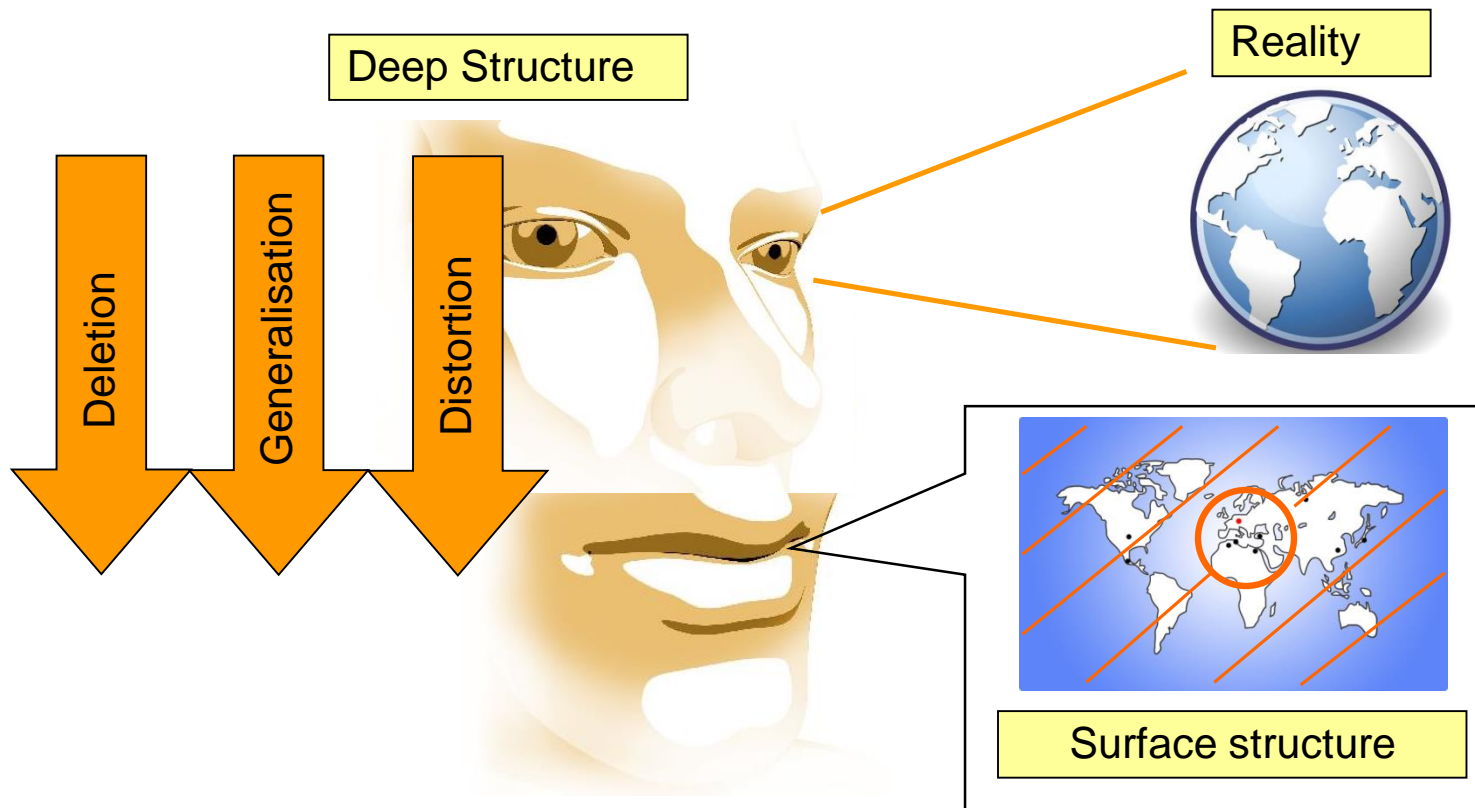
## Meta-Model of language

Fundamental for the use of the Meta-Model of language is the idea that language has a significant influence on human thoughts and actions. Language however is not experience (= direct experience), it is an illustration (= representation, model) of our own experience.



Emotional Connectivity

CHANGE BY CHOICE



### Goal:

The Meta-model of language makes us aware of the influence of human thoughts and actions. It shows us how the language of human experience creates borders, but also how it can break down those borders. The model helps identify effacement, distortion and generalisation in language and in accordance with it, to scrutinize. Through this we can recognize and engage our own thought and behavioural patterns.

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*Emotional Connectivity*

C H A N G E   B Y   C H O I C E

## We think much faster than we speak

- Underlying structure is known as the level of thought. When we communicate, we reduce this underlying structure in order to articulate clearly and efficiently.
- Surface structure is identified as what was actually said.

## The process sequence of the Underlying and surface structures

- **Deletion** is the process of selecting perception. Through concentration on something, something else is left unconsidered.
- Question techniques for effacement: Who? How? What?
- **Distortion** is the process in which we mould our perception to match with our worldview.
- Question techniques for distortion: “Your behaviour makes me nervous” – “You wouldn’t be nervous anymore if I behaved differently?”
- **Generalisation** is the process where individual subjective perception of universally true statements are concluded eg. “Always her”
- Question techniques for generalisation: “When exactly...?” “Who exactly...?” “What exactly...?” “Without exception...?” “Really everytime...?”

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Category	Statements	Precise questions	Goals
<b>Nominisation/ Unspecific nouns</b>	Communication Team Work Flexibility Leadership	What type of communication? How can tell if someone... Is? Through what exactly...?	Specification and explanation of the context
<b>Unspecific verbs</b>	change develop improve	What for? Where to? Why?	Expansion, completion of information
<b>Generalisation/ Universalization</b>	never everyone always nobody	Really never/all/always/nobody...? Was it really never different? Was it really always like this? Without exception?	Recognition of convictions and prejudices
<b>Rules and Modal operators</b>	must/ must (not) should/ should (not) can/ can (not) allowed/ (not) allowed	What would be your choice? And when you would do it? What are you missing? Why not?	Recognition of new ideas, chances and possibilities for actions, conquer restrictive convictions
<b>Comparisons without reference/ Superlatives</b>	more/ less better/ worse too expensive too old	In comparison to what? Better/ worse than who or what? Where for? What for and why?	Clarify what the criteria for comparison are

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## Meta-Programs (Thought processes)

Meta-Programs are constant filters of perception. They determine our perception, how our information is distorted, effaced and generalized and how we remember. Meta-programs define our interests our attentiveness, what motivates us and how we stay motivated.

### 1. Problem orientation

**Analysis** > Cause research, expose weaknesses, ...

**Solutions** > Find ideas, be creative, use resources, ...

**Criticism** > Evaluate ideas, receive/ give feedback, balance, ...

**Action** > act, don't react; implement, negotiate, ...

### 2. Goal orientation

**Movement** > "towards" a defined goal

**Stand still** > "away from" a specific condition

### 3. Goal orientation

**Future** > Imagine...; In three years ... achieved; ...

**Present** > The future is now; Carpe diem; What you can manage today ...

**Past** > We've always done it this way; Everything used to be better; Experience shows us...

### 4. Time constraints

**Associated** > The here and now involved

**Disassociated** > Internal distance to oneself and the products

### 4. Outer and inner orientation

**Outer** > How can I get? What is expected of me?, ...

**Inner** > How am I doing/ how is the group doing with it? How does this feel, ...

### 5. Direction of perception

**Similarities** > What do I already know? That was... like that... there too...

**Differences** > You're different there, that supplements itself, doesn't work at all, ...

### 6. Sorting criteria

**Person** > Who is participating? Who invented what? ...

**Thing** > What can I afford? What do I want... ?, ...

**Action** > How do we want to proceed? ...

**Location** > Where? There, where it was beautiful, I want to go back there; ...

**Time** > When will it be ready? ...

**The goal** is to get to know your and others Meta-programs. In order to ease the rapport with my opposite, it's necessary to obtain knowledge of his Meta-program.



	ME	Person A	Person B	Person C
<b>1. Problem orientation</b>				
Analysis				
Solutions				
Criticism				
Action				
<b>2. Goal orientation</b>				
Movement				
Stand still				
<b>3. Goal orientation</b>				
Future				
Present				
Past				
<b>4. Time constraints</b>				
Associated				
Disassociated				

**Goal exercise mental framework:**

- To be aware of ones own mental framework
- recognize which area of mental framework is one sided and in the future could be developed more
- recognize others mental frameworks



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