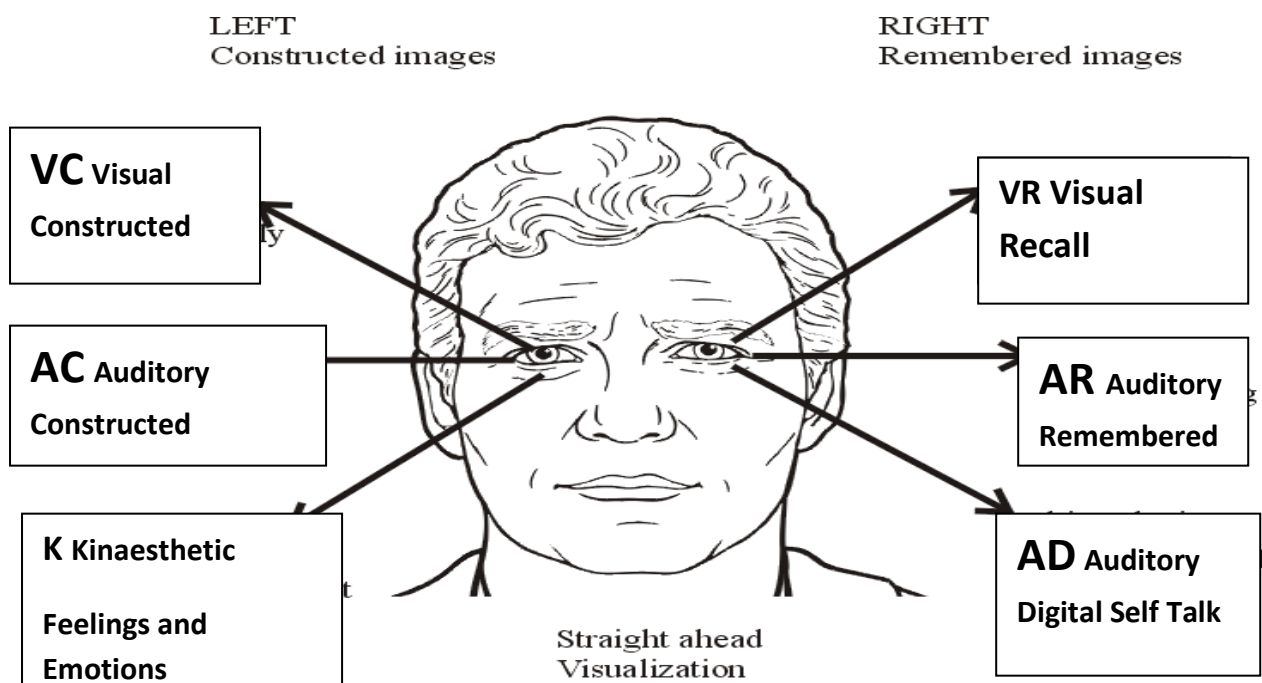


The Eyes Have It

Richard Bandler and John Grinder have become renowned for introducing the world to Neuro Linguistic Programming in the early 70's. It is a field that is now widely popularised and there are various applications that can be applied successfully within Dentistry. For example the, Visual Kinaesthetic Disassociation Technique better known these days as the Fast Phobia Cure is a quick, usually very effective, one stop technique to cure phobias including ones of Dental Fear. The area within NLP which is of particular interest is known as Eye Accessing Cues.

It's widely known that American Psychologist William James in his book Principles of Psychology' published in 1890, raised the idea that eye movement is linked to brain functioning and internal representations. Eye movements and their meaning were subsequently given much greater attention in research by Bandler and Grinder and further sterling work by Robert Dilts in 1977 at the Langley Porter Neuropsychiatric Institute in San Francisco. There they attempted to correlate eye movements to particular cognitive and neurophysiological processes.

Their results revealed that during conversation people use their eyes in a number of ways in order to search their brains for sensory represented information, and you will have seen this in your everyday experiences. Below is an illustration of what these eye movements appear to be doing. As a dental professional it is suggested that you familiarise yourself with these signals when you are in face to face conversation and looking at them head on. Once you're totally confident at this, then you might choose to organise in your mind how they might appear to access as you sit behind them on the left or right.



Eye positions as looking at another person

Open Questions

Once you find yourself feeling confident in spotting the basic eye movements then you might like to think about the many ways in which understanding this will help your work in the clinic or in your personal relationships. As mentioned earlier some people's preferred or leading representational systems are reliably habitual and you can begin to utilise what we term as open questions in order to reveal these to you. One way to help yourself here is to get good at asking questions beginning with the word 'How'.

For this exercise you could ask your partner one of the following questions;

How do you know when a patient of yours is becoming anxious?

How do you know when a patient is going to be cooperative and helpful?

How was your own last dental appointment?

How was your journey here today to the course?

How have you been getting on with life in the last 12 months?

How did you discover your talent for dentistry?

For others you can adapt some of the above questions and here are a few more to try out on those you meet in the near future?

How do you know when your day is going to go really well?

How was your date last week?

How was your food last night?

How did you get on at the course yesterday?

How have you been feeling recently?

How was your trip here?

How was your last dental appointment?

How do you see the next 12 months going for you in your life?

How will handling your dental anxieties from today help other parts of your life?

How will you know when you have successfully overcome dental anxiety?

Understanding the world in words....

Circle the preferred style of communicating here?	Rewrite this statement using the suggested preferred style	Rewrite this statement using the suggested preferred style
Am I making myself clear, do you need me to illustrate this further VAK?	Audio	Kinaesthetic
Our ideas were met with stiff resistance VAK?	Audio	Visual
We're talking in the same terms? Is that correct? VAK?	Kinaesthetic	Visual
It's clearly your choice the way we do this but let me outline your options... VAK?	Kinaesthetic	Audio
We were given the silent treatment at her house last night VAK?	Visual	Kinaesthetic
It is smooth running from here onwards isn't it? VAK?	Visual	Audio
I like the sound of your treatment plan and estimate.. VAK?	Kinaesthetic	Visual

General Background Information on NLP

Our personal experiences as therapists seem to bear much of what's being said. Of course you needn't take our word for it but you can visit the Federal Law Enforcement Training Centre's website, in particular the Behavioural Sciences Division who are part of the US Government's Homeland Security Service. This organisation run courses on counter terrorism and clandestine warfare needn't take our word for it but you can visit the Federal Law Enforcement Training Centre's website, in particular the Behavioural Sciences Division who are part of the US Government's Homeland Security Service. This organisation run courses on counter terrorism and clandestine warfare training for the US government. They explore the use of NLP on a course called **THE NATIONAL INVESTIGATIVE INTERVIEWING TRAINING PROGRAM** in the role of detecting deception and interviewing techniques. You can view their course curriculum online here at <http://www.fletc.gov/training/cotp.pdf/view> the site is fascinating!

Another excellent source of reference I discovered over lockdown is the Behaviour Panel on you tube this is 4 of the top body language experts reviewing footage of interviews where they look at the non verbal cues of others and what they reveal about eye accessing and lie detection is jaw droppingly good. You can see the car crash interview with Prince Andrew at Buckingham Palace, Meredith Kurcher who was accused of murder and what they thought about her explanation along with several other high profile interviews. Visit their site here [The Behavior Panel - YouTube](#)

Assessing your preferred senses...

Here's a test to give you some ideas about your preferred sense. You may find those who get on with you, best may have similar preferences. Knowing a little more about your own preference will help you understand others too so that you can deliberately adapt to suit.

Which of these words do you find easiest to read?

1	<i>Easy to grasp</i>	<i>Clear as day</i>	<i>Understandable</i>	<i>Loud and Clear</i>
2	<i>Tuneful</i>	<i>Smooth</i>	<i>Glowing</i>	<i>Simple</i>
3	<i>Spot</i>	<i>Overhear</i>	<i>Identify</i>	<i>Pick up on</i>
4	<i>Perceive</i>	<i>Take a view on</i>	<i>Tap into</i>	<i>Tune into</i>
5	<i>Resonant</i>	<i>Uncertain</i>	<i>Soft</i>	<i>Hazy</i>
6	<i>Tune in</i>	<i>Picture</i>	<i>Learn</i>	<i>Move</i>
7	<i>Make sense of</i>	<i>Get to grips with</i>	<i>Be all ears</i>	<i>Illuminate</i>
8	<i>Listen</i>	<i>Absorb</i>	<i>Imagine</i>	<i>Learn</i>
9	<i>I can see it</i>	<i>It doesn't sound right</i>	<i>I don't agree</i>	<i>It doesn't feel right</i>
10	<i>Squeal</i>	<i>Idea</i>	<i>Yellow</i>	<i>Handle</i>

Which of these best describe you?

1. Which part of climbing a mountain would you most enthusiastically engage with?

<i>The process of climbing it</i>	<i>The silence at the top</i>	<i>The view from the top</i>	<i>Working out the best route</i>
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2. Which of these do you enjoy most?

<i>I prefer physical activity-swimming-jogging-eating and bathing</i>	<i>Solving puzzles and crosswords</i>	<i>Reading through a book or flicking through a magazine</i>	<i>Listening to an audio book or music</i>
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3. When you read a book

<i>I can visualise the characters and surroundings</i>	<i>I can hear the characters voices</i>	<i>I like to be given something to think about rather than just a story</i>	<i>I find it hard to sit still</i>
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4. If you buy a piece of flat pack furniture, how would you set about building it?

<i>I read and understand the instructions first</i>	<i>I open the packets and being seeing how different parts might fit together</i>	<i>I have an image of what it's going to look like when its finished</i>	<i>I often tell myself under my breath what to do next or get someone else to tell me</i>
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Words

1	K	V	Ad	A
2	A	K	V	Ad
3	V	A	Ad	K
4	Ad	V	K	A
5	A	Ad	K	V
6	A	V	Ad	K
7	Ad	K	A	V
8	A	K	V	Ad
9	V	A	Ad	K
10	A	Ad	V	K

Behaviour

1	K	A	V	Ad
2	K	Ad	V	A
3	V	A	Ad	K
4	Ad	K	V	A

	V	A	K	Ad
Words				
Behaviours				
Total				

My preferred style of NLP Predicate tends to be_____