

It's not you, it's me – How to build better customer relationships

BY NEWCHAPTERLEARNING

Have you ever been in a situation with a colleague, friend or family where your relationship seems strained. Are they reacting to you in a less than favourable way & your relationship, work or project just isn't progressing because of it. Why not have a go at sitting back and looking at the situation through their eyes. Why might they be behaving as they are? What might be influencing their response? If you were an independent observer what might you make of the situation?

Meta mirroring is an Neuro Linguistic Programming (NLP) model, which will help you do just that and help you get a better perspective on things.



Robert Dilts is the man behind the Meta Mirror Model. Dilts says that the way a person treats you is actually a reflection of the way you treat or look at yourself. This technique gets you to talk through a scenario from your own perspective, from that of the person you're experiencing challenges with and finally from an independent persons perspective too.

The Meta Mirror Model gives you a more in depth and reflective view, making it easier for you to see any possible issues that you might not have identified before and from there help you to find a solution.

The Meta Mirror can help you change your way of thinking, spot where you were going wrong, help you better understand the other person and improve relations by finer communication skills.

What are the steps in the Meta Mirror? The Process

- 1) Think of a communication that you had with someone that went wrong – you might want to know what went wrong and if there was an alternative.
- 2) Go back to that time. Think how you felt, what you saw, what you said and what your intentions were. What about the other person, what did they do or say and what affect did it have on you?
- 3) Break state .i.e. stop thinking of yourself in the first person, put yourself in the other persons shoes. Perhaps even move to another position in the room.
- 4) Now come back to the situation and put yourself in the other person's shoes (2nd position) – what are they thinking, seeing, hearing, feeling etc.? What was their reaction when you said something? What are their priorities?
- 5) Break state again (turn your attention to something else)
- 6) Go back to step 2 – now you have a better understanding as you have been on the other side.
- 7) Break state.
- 8) Step into a neutral position .i.e. put yourself into the shoes of a third person who has been observing the first two people above talking about their experiences. This detached position will

help you put things in perspective. Be distant and just observe and absorb all of the information. It is important you are free from any bias or emotion at this stage.

9) Break state.

10) Go back to 2 again – a higher perspective evolves at this stage.

11) Break state.

12) Go to step 4 – shift back and forth through all the positions and take what you've learnt from each position. Now, think how you could have improved or changed your communication.

At this stage you have access to insights that you didn't have before. Now you can change your behaviours in the future to reflect what you've learned.

13) Go back to 2 (1st position) and see what you could have done differently in this situation to enhance the outcome.

14) Go to step 4 (2nd position) and see how differently the other person might have reacted if your communication had changed.

15) Finally reflect on what you're going to do now, how are you going to make this learning have an impact on future interactions.

See it in action in this [YouTube video](#) and then why not try it out yourself and let us know how you get on.

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