

## **Meta-Model**

A meta-model is a set of questions that are developed for the specific purpose of finding the *exact* meaning in a person's communication. For example, often when we communicate, we generalize, or we may even distort information or leave it out altogether—intentionally or unintentionally, consciously or subconsciously. Individuals who use meta-models are able to systematically verify and clarify both verbal and written communication in order to communicate even more clearly and precisely.

## **Sensory Acuity**

Our thought processes are very closely tied to our physiology. For example, people can sense that you're happy, scared or angry without you even saying anything. Body language sends out strong cues about how we're feeling. That is, our posture, our eyes, our head position, etc. all say a lot about us. Most body language is fairly obvious, but sensory acuity takes these observations beyond the obvious and uses physical feedback in addition to verbal communication to be as discerning as possible. Verbal cues even give some suggestion of which sensory modality a person operates from most strongly. For example, if someone says, "I hear what you're saying" versus "I see what you mean," it suggests that his or her auditory sense is more dominant than his or her visual one. It is helpful to give this concept consideration since miscommunication can often simply result from two people trying to talk about the exact same thing, only in different ways. Some experts argue that if certain thought processes are reinforced enough, over a long enough period of time, they can actually alter a person's physiological state.

## **Milton-Model**

The Milton-Model, named after Milton Erickson, the father of modern hypnotherapy, is a set of linguistic patterns that are designed to guide an individual without actually disrupting the way s/he is experiencing the particular activity internally. For example, the command "Recall a time when you were crying" doesn't dictate whether the person was sobbing uncontrollably or weeping softly in the memory. This skill of describing feelings, places, events and activities in a manner that is specific and yet still universal allows the

user to develop rapport with his or her subject. It also helps move the subject into a trancelike state. As a result, the Milton-Model is commonly used to induce hypnosis.

### **Meta-Programs**

Meta-programs are essentially the “looking glasses” through which we view the world. The classic “Is the glass half full or half empty?” is a perfect meta-program example. Meta-programs control our personality and therefore how we behave. For instance, do you tend to be more of an active or passive person? Do you focus more internally or externally on the world around you? Is your orientation more focused on the past, the future or the here and now? Two people may regard the exact same thing from totally different angles, to the extent that that “exact same thing” may actually become a very different thing altogether. For example, do you move *towards* your goals, or do you move *away* from the things that are *not* your goals? One may simply seem like an inverted restatement of the other, but each has its own distinct nuance.

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