

Verbal and Non-verbal Messages during an Interview

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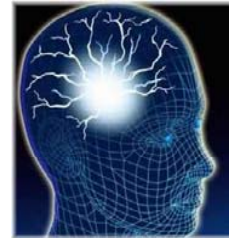
Introduction and Outline



- DFW-TENG presentation in 2009
 - NLP Intro, internal states and Anchors
 - Article(s) in DFW TENG Yahoo files section
- Verbal vs. Non-verbal Messages
 - Relative Importance
 - Modality Review – V A K AD
 - Non-verbal messages of Interviewer
 - Non-verbal messages of Interviewee
 - Examples and demos
 - Volunteers and Summary

NLP TIPS FOR JOB INTERVIEWING

The following elicitation questions will help you get the job once you've been granted an interview. You could also use them when interviewing for a promotion or looking for a job upgrade. Remember that rapport skills are very important for interviewing situations as well (and these skills are taught in the NLP Level ONE classes). The following questions combined with good rapport will increase your likelihood of getting the job.



1. **Before we start the interview, may I ask you some questions?** This question is very important! If you start asking questions without permission, it could break rapport. It's also an easy question, because people just about always say yes to it.



2. **When you think about the best person that's ever worked for you, what was it that made them so good?** This question causes the interviewer to think about their favorite employee while looking at and talking to you, so they begin to associate those good feelings with you!

3. **When you think about the ideal person for this position, what characteristics does this person have?** Remember these characteristics and emphasize them in the interview. For example, if they say they want someone with a lot of energy for the position, act energetic! Tell them about your experiences that reflect the characteristics they want in the person they're going to hire. At this point you want to thank them and begin the interview. There is one more question that you want to ask at the end of the interview. When the interviewer asks you if you have any questions, ask any other questions you may have and save this one for last.

4. **What has to happen in order for you to hire me today?**
The interviewer will then give you the steps that are required in the sequence they require them to happen! This is very valuable information that you might otherwise have difficulty getting. The word "today" at the end of the question is very important also, as you may actually get them to change their timetable for when they hire someone just by adding that one word at the end! If you are interviewing, use these questions because they work and remember to have fun!

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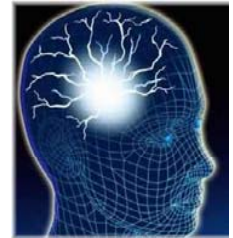


Jan—Mar 2009

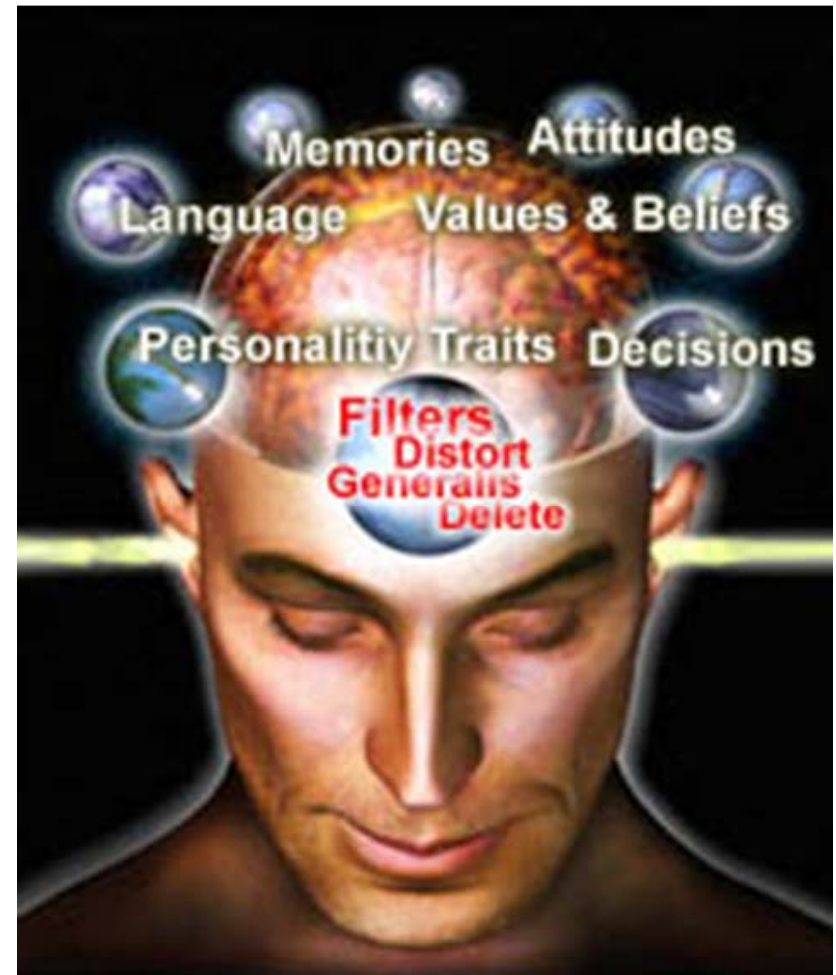
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COACH

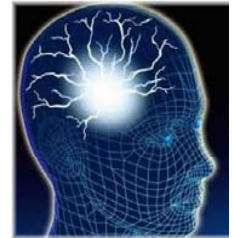
Communications Factors for Interviews



- **Ask what's Important:**
 - Find out their needs/words
 - Associate needs with you
- **Awareness:**
 - Listening vs. talking (in/out)
 - Processing Modalities - VAK
- **Emotional State:**
 - Affects memories/words
 - i.e. Confidence vs. doubt
- **Getting Along:**
 - Permission to ask questions
 - Rapport and matching
 - Flexibility vs. opinions



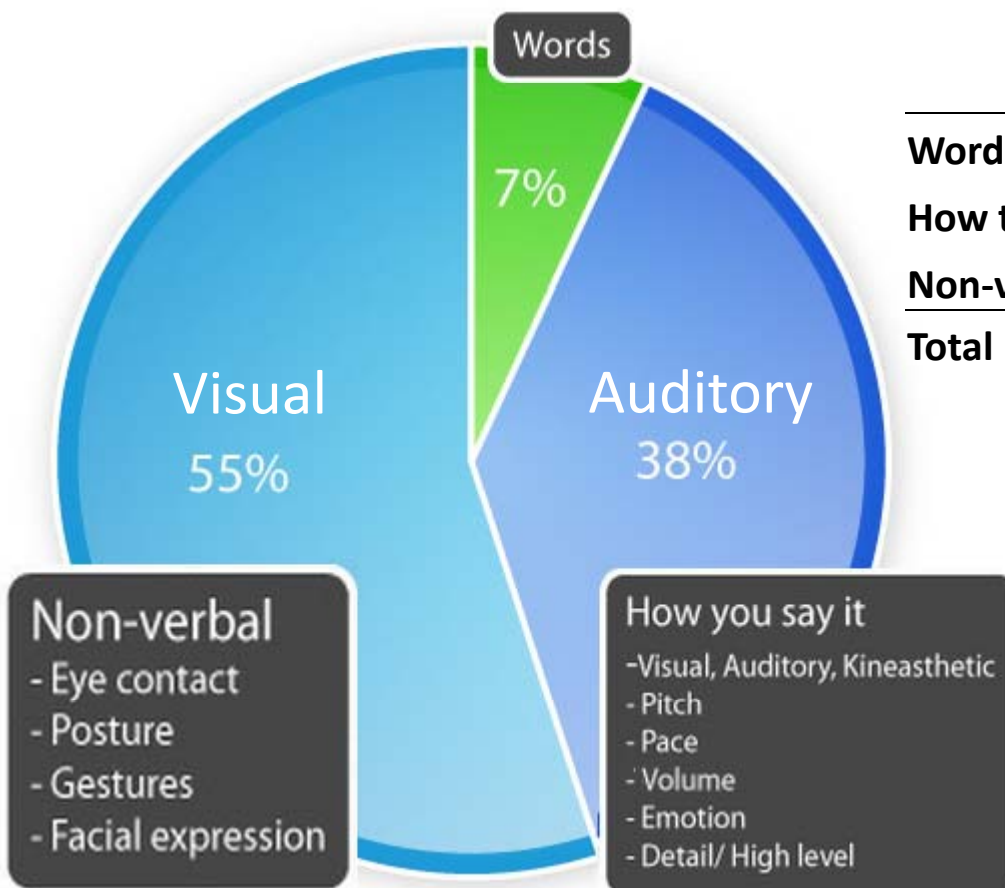
Guide Internal States & Anchor



- Match the interviewer by asking and then
 - Use his/her language and words
 - Use his/her submodalities VAK
 - Use tone, volume and speed
- Create rich internal maps
 - Associate you with his/her needs
 - Use resourceful emotional states
 - Passion, confidence, etc
 - Avoid unresourceful beliefs/states
 - Avoid words “try”, “but” and “not”



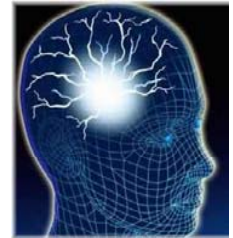
Verbal vs. Non-Verbal Messages



	Message Percentage	Relative Importance
Words (AD)	7%	1.0
How to say it (A)	38%	5.4
Non-verbal (V)	55%	7.9
Total	100%	14.3

Non-verbal is >10X more important than words

Interviewer Non-Verbal Msgs



- Watch for Eye Patterns (V, A, K, AD)
- Watch for hand gestures & arm/leg crossing
- Breathing & body positioning (lean in/out)
- Volume, pitch, tempo, pace, rhythm, etc
- Watch for emotional state expression

- Confirm by listening for Predicate words
 - See, hear, feel, think (V, A, K, AD)
- Feedback to be in Rapport

NLP Modalities & Eye Accessing Cues



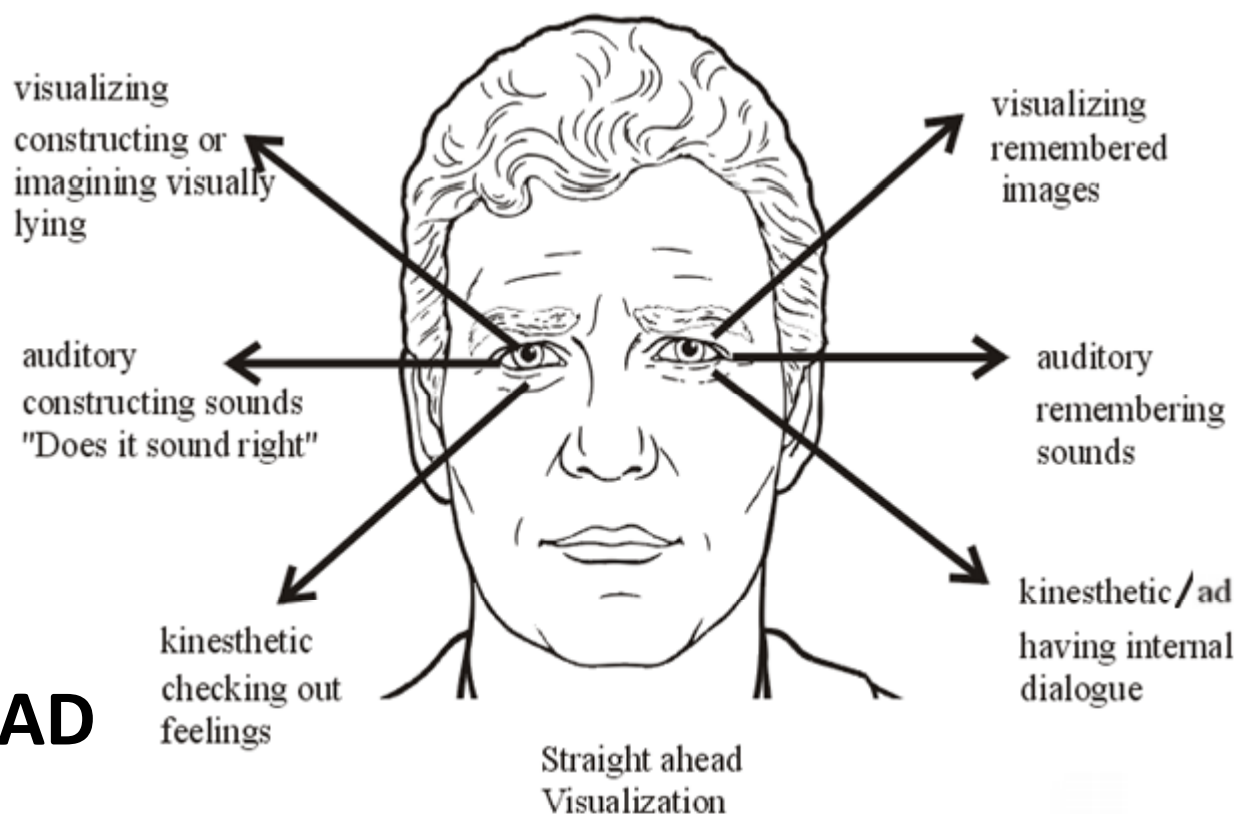
LEFT
Constructed images

RIGHT
Remembered images

- **Visual**

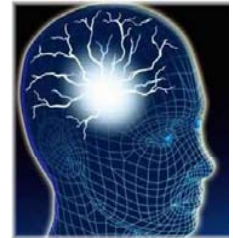
- **Auditory**

- **Kinesthetic/AD**



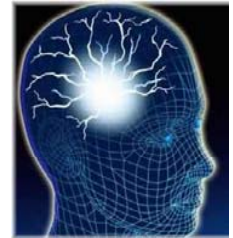
Eye positions as looking at another person

Interviewee Body Language

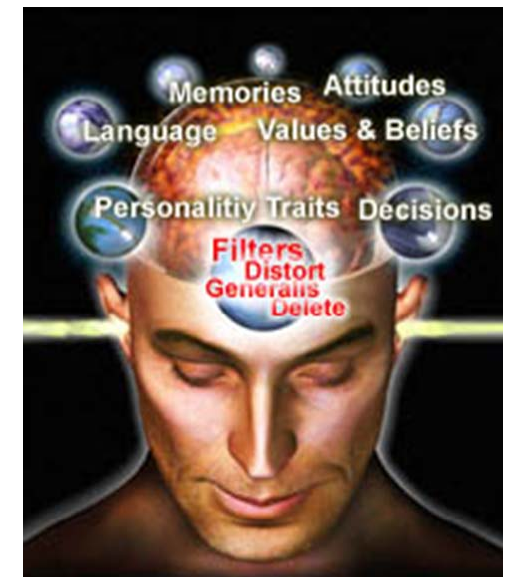


Body Part	Positive Message	Avoid
Posture	Sit up and slightly forward	Fidgeting, leaning back
Face	Relaxed, smile, Interested	Touching, frown, nervous, fear
Head/Eyes	Straight ahead w/ eye contact	Shaking no, looking down
Hands	Relaxed, open on legs/table	Face/head, claspng
Fingers	Relaxed and still	Fists, tapping, pointing
Arms	Relaxed and at Side	Crossing arms, gestures
Legs	Feet flat on ground	Crossing legs/ankles
Talking	To answer and elicit wants	Long stories, overselling, fast
Listening	Active listening : words, wants	Interrupting, internal talk
Breathing	Full and match their breathing	Shallow, holding, yawning
Overall Energy	Enthusiastic for all day	Peak emotional sprints

Send Congruent Messages



- Match Verbal and Non-verbal messages
 - Internal beliefs/state show up as body language
 - Body and words should say same messages
- Practice with video camera or mirror
 - Face relaxed, smiling, enthusiastic
 - Hands/arms/legs down & relaxed
- Practice with Code Word/Emotion
 - Body msg while using few words
 - Useful for emotions and goals
 - Demonstration
 - Internal emotion reflects in body (2)
 - Code word delivery (volunteer)



Non-Verbal Message Take Away



- **Have a consistent internal message/state**
 - Shows up as non-verbal messages (>90%)
 - Affects choices of words and delivery (<10%)
 - State positive statements X vs. negated: not Y
- **Practice and watch for inconsistent msgs**
 - Work with others (NLP trained or not)
 - Work with mirror to maximize resourceful look
 - Work with video camera for elevator space
- **Choose & maintain positive resourceful state**
 - Have fun and be confident
 - Focus, breathing and grounding
 - Resource anchoring and other NLP techniques