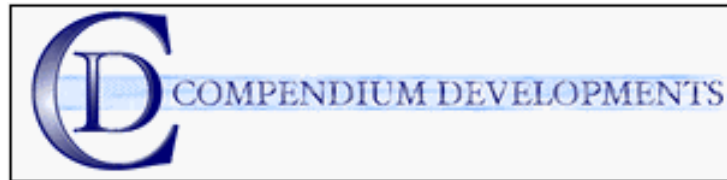


# NLP for Testers

– a short introduction



Alan Richardson  
Compendium Developments

<http://compendiumdev.co.uk/nlp>

(Supporting Paper and Web Links)

# What NLP Have you Experienced?

- Trainings
- Books
- Anything at all?

# What is NLP?

# How is NLP advertised?

- Improve your relationships,
- master rapport with anyone in moments,
- sell *anything* to *anyone*, **and** do it *ethically*,
- gain more flexibility,
- cure *any* phobia in **seconds**,
- get *more* of what you really want,
- Create instant motivation and confidence

What is it really?

# Neuro Linguistic Programming



[www.richardbandler.tv](http://www.richardbandler.tv)

## Neuro

Nervous system through which experience is received and processed through the five senses.

*“...the study of the structure of subjective experience.”*

## Linguistic

Language and nonverbal communication systems through which neural representations are coded, ordered, and given meaning.

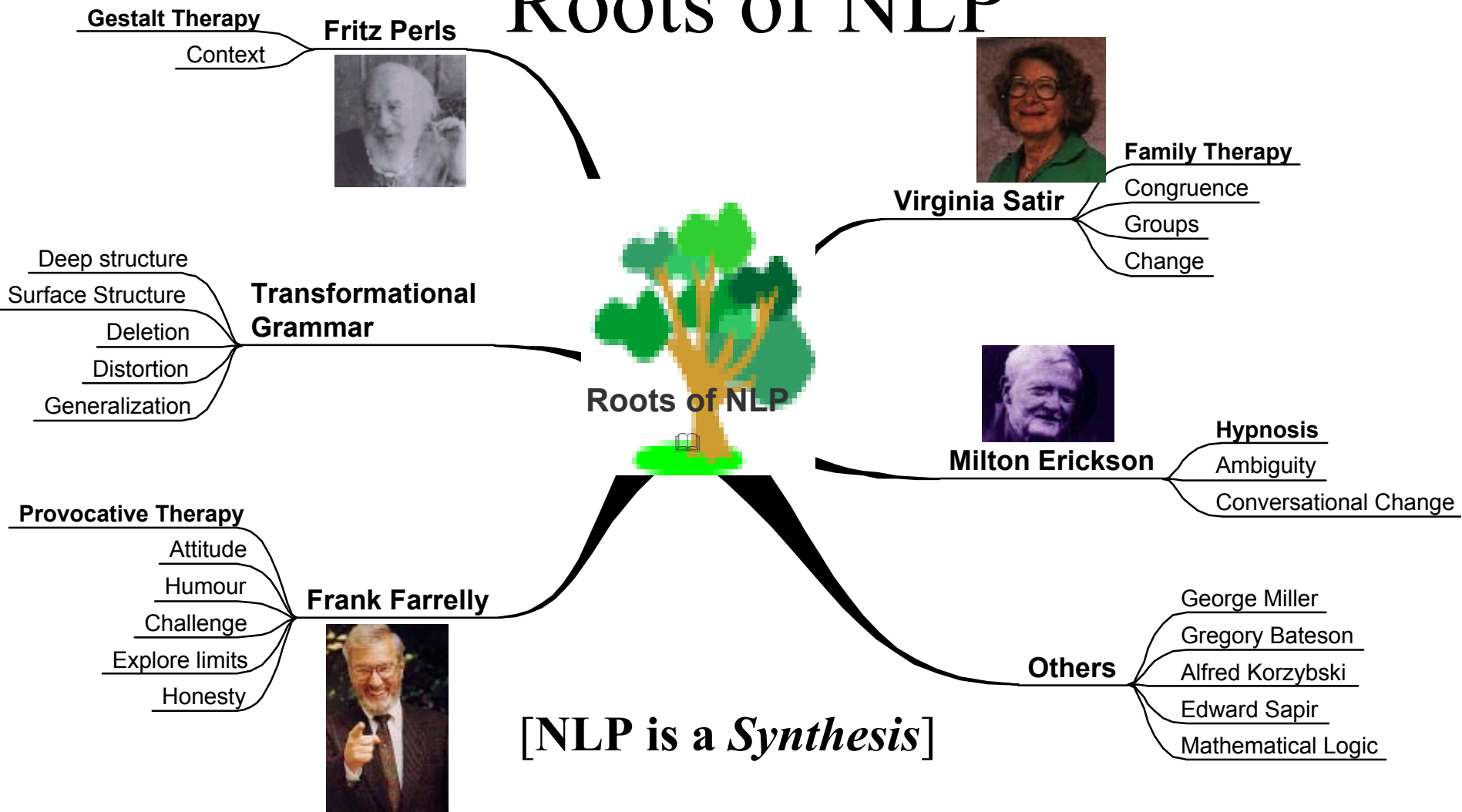
## Programming

The ability to organize our communication and neurological systems to achieve specific desired goals and results.

<http://www.purenlp.com/nlpis1.htm>

**No,**  
What is it *really*?

# Roots of NLP



“The Structure of Magic” volume 1,  
Richard Bandler & John Grinder



*Most techniques and  
tools of NLP have  
been derived by...*

# Modelling

“The NLP modeling process involves finding out about how the brain (“Neuro”) is operating by analyzing language patterns (“Linguistic”) and non-verbal communication. The results of this analysis are then put into step-by-step strategies or programs (“Programming”) that may be used to transfer the skill to other people and areas of application.”

*Modeling with NLP,  
Robert Dilts  
Meta Publishing, 1998*

# Presuppositions of NLP

- The Map is not the Territory
- Life and Mind are systemic processes

# NLP and Testing are related

- Questioning
- Modelling
- Communication
- Effectiveness
- Attitude
- Synthesis Knowledge Systems
- Literalism
- Identify Ambiguity
- Honesty

# Exercise: Attributes of a tester

- Identify...
- Attributes or Qualities of a tester
- Descriptions of a tester

# Results

- Adjectives? Phrases?
- Were the attributes positive?
  - Any useful negative attributes?
- How many apply to you?

# Attributes vs States

## Attributes

- Person ‘has’
- Context?
- “IS” of identity

## States

- Person ‘feels’
- Context  $\Leftrightarrow$  State
- Behaviour

# Exercise: Convert attributes into states

- Can you generate and feel those states in yourself?
- Can you say things to other people to generate those states? (*Elicitation*)
- When would those states be appropriate?
- Can you identify a time when you used those states positively? Negatively?

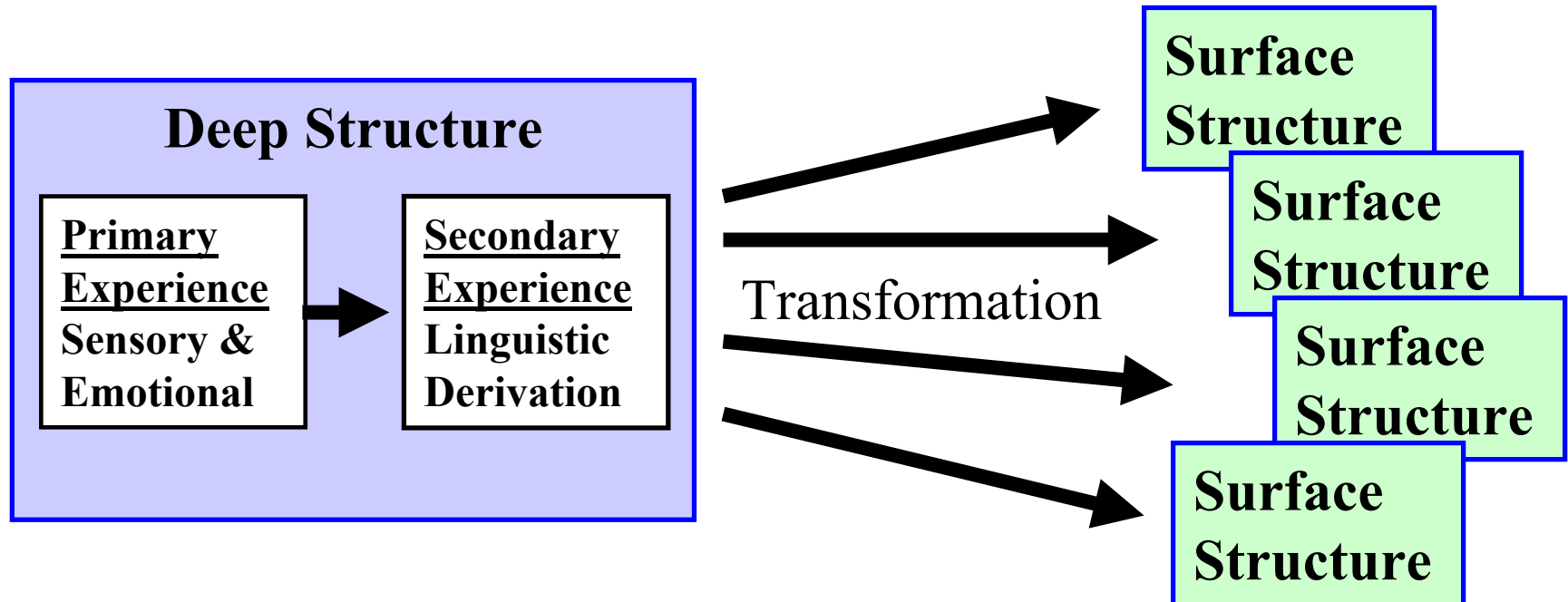
# Meta-Model

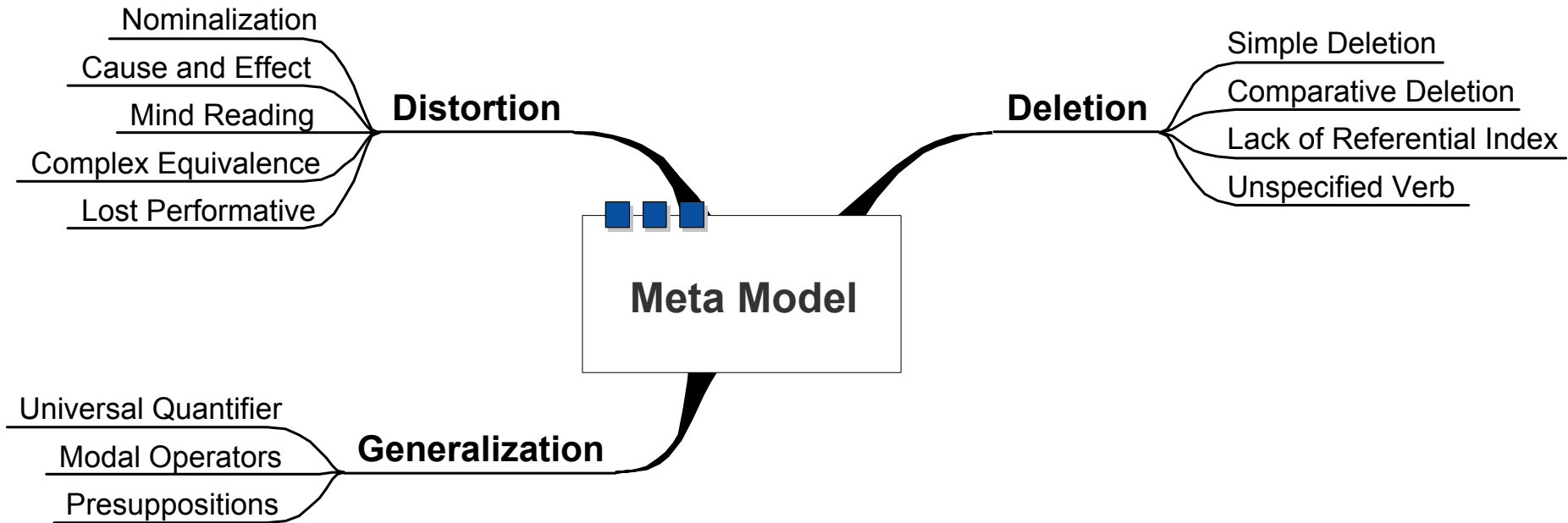
- Identify Ambiguity Early
- Apply to the communication we give
- Apply to the system
- A Model of Analysis (Req, Spec, etc.)
- Apply to our beliefs and values about testing



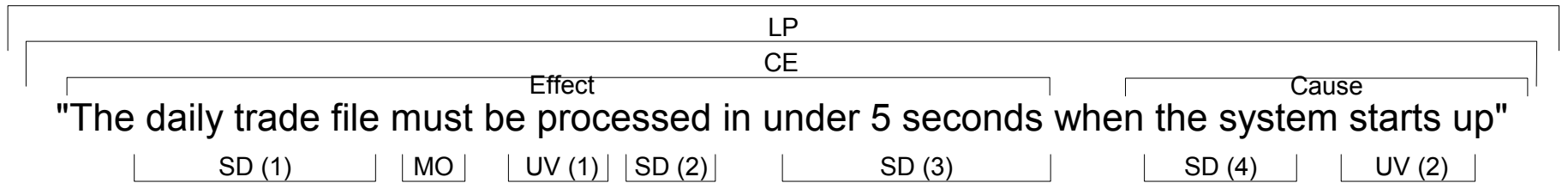
# Deep Surface

- Meta-Model based on transformational grammar model
- Words affect experience

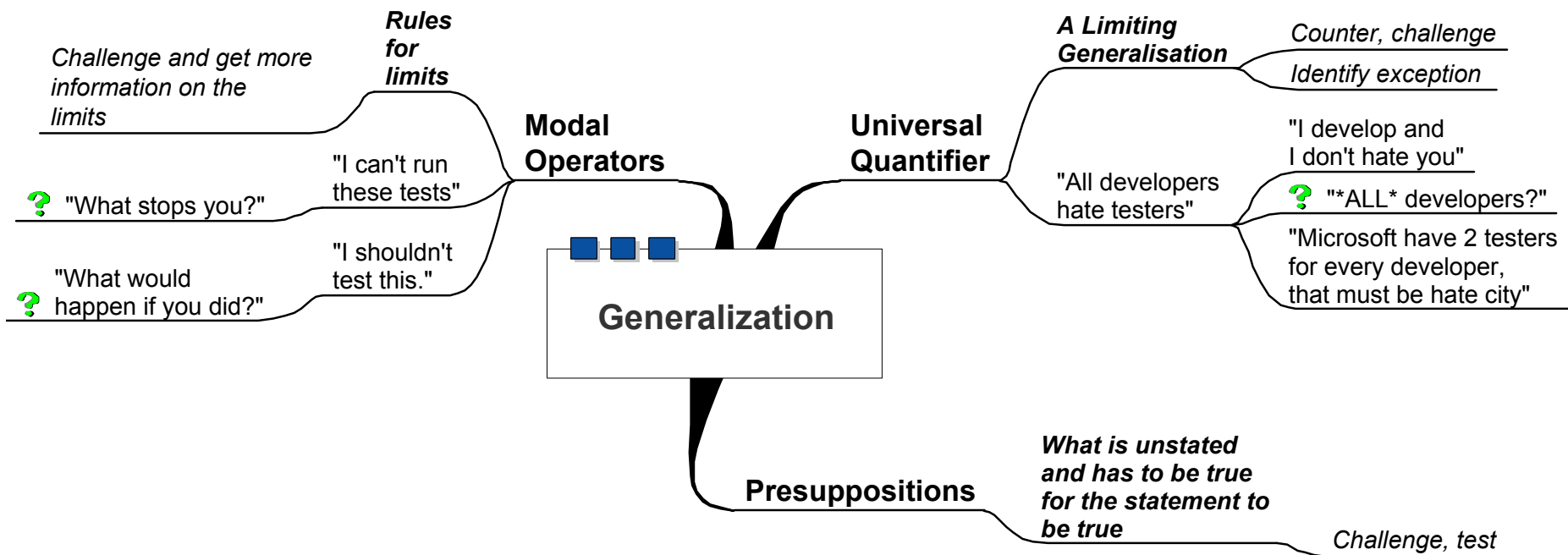




- Transformations (Distortion, Deletion, Generalization) can create ambiguity
- Ambiguous statement:
  - “The daily trade file must be processed in under 5 seconds when the system starts up.”



- Processed by what? How?
- Daily trade file – contains what? From where?
- 5 seconds – based on what?
- Starts up? How, When, How often?



- **Universal Quantifier:** The system will always process the daily trade file at start up. *Even if the system is restarted in the middle of the day?*

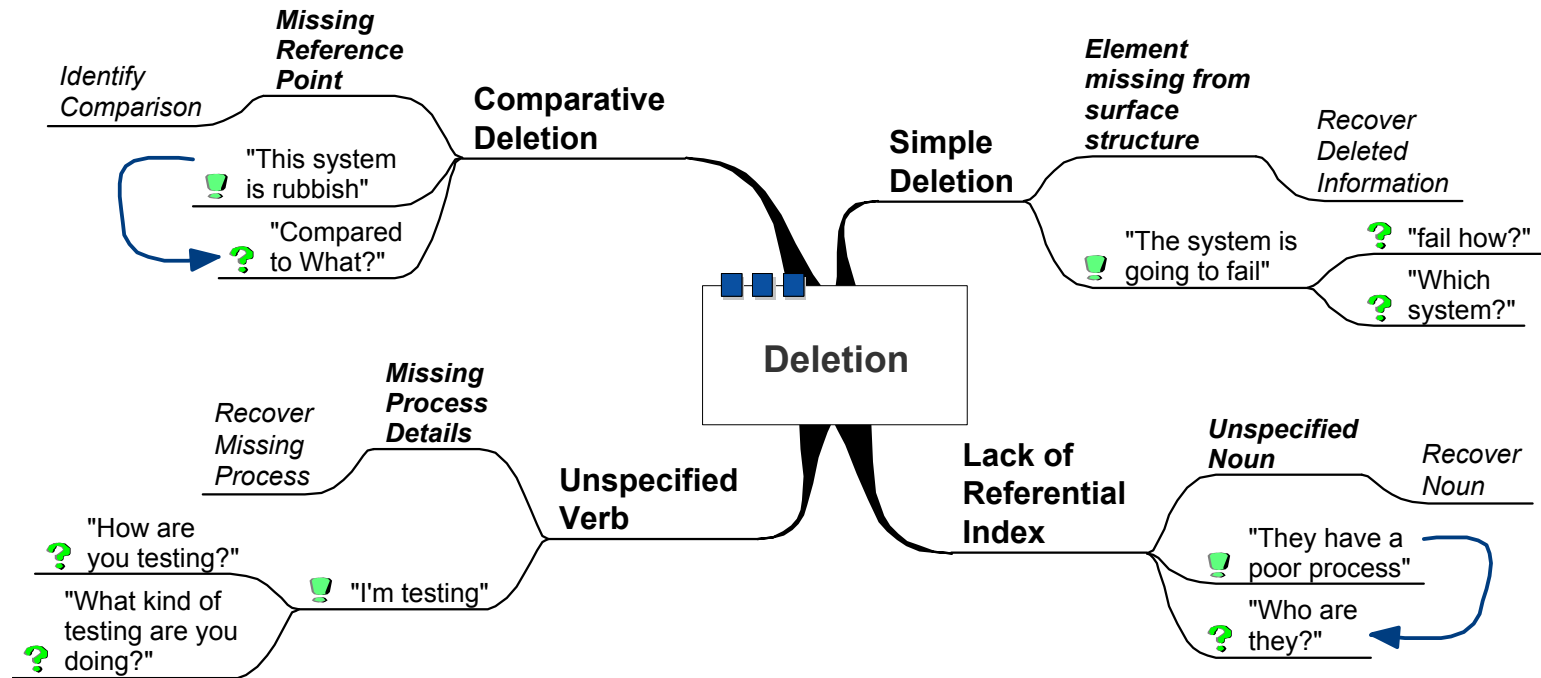
- **Modal Operator:** The system *might* ask the user to save the file.

- **Presuppositions:** Daily trade file exists. *What if it doesn't?* The daily trade file can be processed. *What if it is corrupt?*

# Identify Generalizations

- “Only admin users can delete records”
- “All records must be validated by the front end when they are amended”
- “All test cases must be scripted”

*Modal Operators,  
Universal Quantifiers  
Presuppositions*

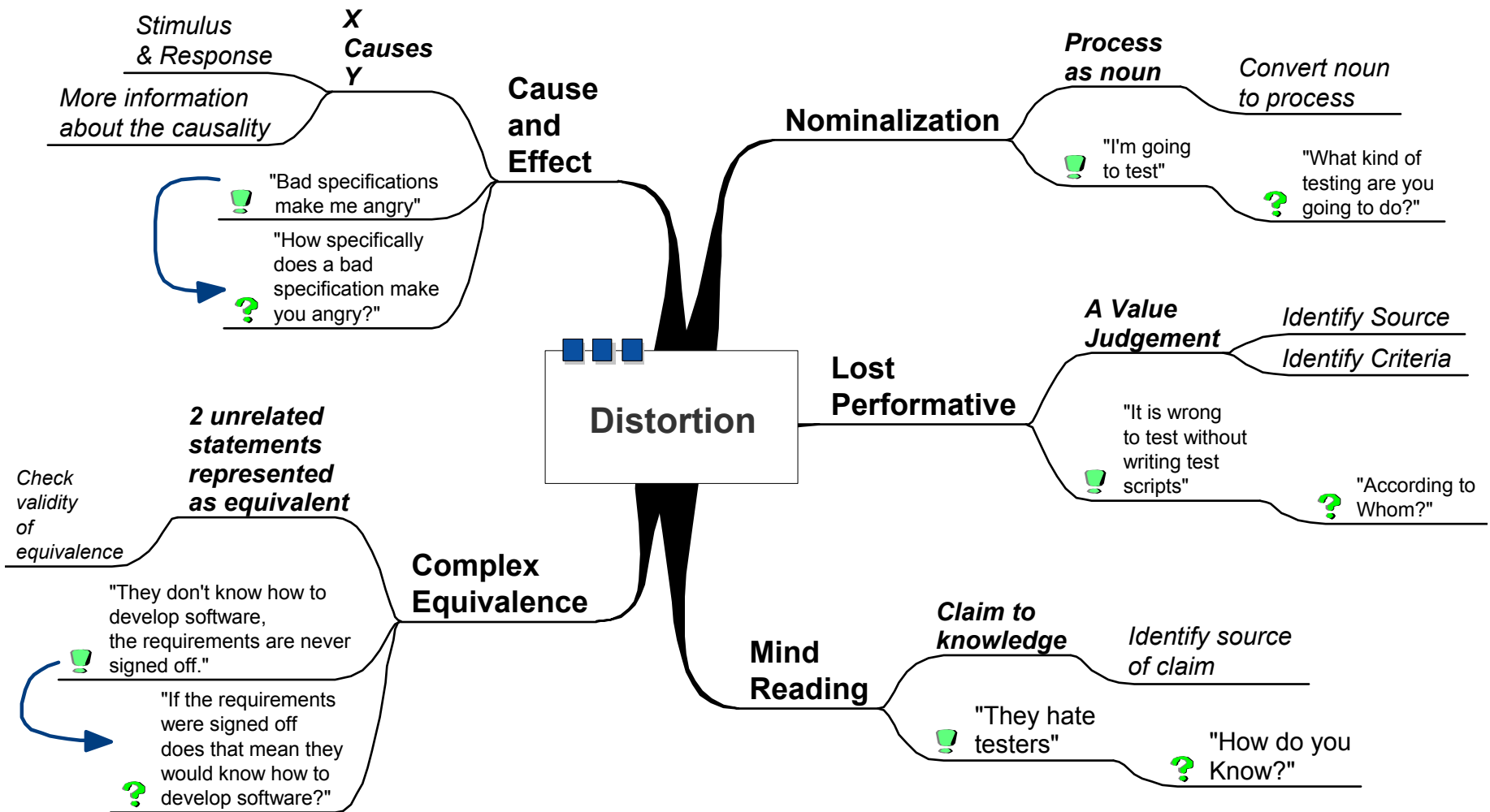


- Deletion can cause special cases not to be identified
- Deep Structure deletions identified through presupposition analysis & model building

# Identify Deletions

- “This system must be the fastest on the market”
- “The admin user will amend user details”

*Simple,  
Comparative,  
Verb,  
Noun (referential index)*



- Distortions can taint beliefs and attitudes
- Good source of resistance in communication



# Identify Distortions

- “Obviously, developers deliver code late because they don’t give the testers any respect.”
- “When developers don’t do any unit testing it makes testers really annoyed”

Cause Effect  
Complex Equivalence  
Lost Performative  
Mind Reading  
Nominalization

# Meta-Model Questioning Exercise

- Work in 3s
- Person 1 ask Person 2 to describe something e.g.:
  - their testing project,
  - their application under test,
  - what testing is
- Person 2 responds, Person 1 listens, Person 1 analyses response based on the Meta-Model and asks a follow on question based on the Meta-Model analysis, repeat
- Person 3 takes a meta position for later review

# Meta-Model for Influence

- Embedded Commands
- Presuppositions
- Conversational Postulates
- Deliberate use of ambiguity
  - use their deep structure

# Meta-Model usage Guidelines

- Rapport
- What do you want to know?
- Stop at some point

# Meta-Model

Repeated

- Identify Ambiguity Early
- Apply to the communication we give
- Apply to the system
- A Model of Analysis (Req, Spec, etc.)
- Apply to our beliefs and values about testing

# Learning NLP

# What is left to learn?

- Strategies,
- Meta Programs,
- Accessing Cues,
- Anchoring,
- Belief Systems,
- Submodalities,
- Hypnosis,
- Ambiguity,
- Metaphor,
  - Isomorphic
  - Homomorphic
- Sleight of Mouth,
- Logical Levels,
- And more ...

# How to learn

- On the web (*later slide*)
- Books (Bandler, Dilts) (*pto*)
- CDs
- Videos
- Practise groups
- Study roots of NLP
- Training

*Transcribe*

*Purchases Visit:*

[www.ebay.co.uk](http://www.ebay.co.uk)

[www.abebooks.co.uk](http://www.abebooks.co.uk)

[www.nlp-london.com](http://www.nlp-london.com)



# Recommended Books

- Structure of magic vols 1 & 2
  - (Bandler and Grinder)
- Persuasion Engineering
  - (Bandler & LaValle)
- Modeling with NLP
  - (Robert Dilts)

# On The Web

- [www.purenlp.com](http://www.purenlp.com)
- [www.richardbandler.tv](http://www.richardbandler.tv)
- [www.paulmckenna.com](http://www.paulmckenna.com)
- [www.saladltd.co.uk](http://www.saladltd.co.uk)
- [www.nlp.biz/NLP](http://www.nlp.biz/NLP)
- [www.compendiumdev.co.uk/nlp](http://www.compendiumdev.co.uk/nlp)
- [www.23nlpeople.com/NLP\\_links.htm](http://www.23nlpeople.com/NLP_links.htm)

# IT Related

- Gerald Weinberg:
  - Are your lights on?
  - (More) Secrets of consulting.



# NLP is...

## **ATTITUDE**

...sense of curiosity and adventure ... desire to learn the skills to be able to find out what kinds of communication influences somebody and the kinds of things worth knowing ... to look at life as a rare and unprecedented opportunity to learn

**TECHNOLOGY** enabling the practitioner to organize information and perceptions in ways that allow them to achieve results that were once inconceivable

**METHODOLOGY** ... all behavior has a structure ... and that structure can be modeled, learned, taught, and changed (re-Programmed). The way to know what will be useful and effective are the perceptual skills

# Playtime