Exploring Neuro-Linguistic programming (NLP) Techniques for Reducing Public Speaking Anxiety: A Study of Practitioner Approaches during Training

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ARTICLE INFO	ABSTRACT
	The application of Neuro-Linguistic Programming (NLP) techniques has garnered attention as a prospective method for mitigating speaking anxiety in public. This research investigates the utilisation of neuro-linguistic programming (NLP) techniques by a proficient instructor within the framework of the 'Art of Public Speaking' training program, with the primary objective of alleviating the anxiety linked to delivering speeches to a public audience. The current study was conducted at Cita Dines Hotel Makassar on August 4th, 2022. The methodology employed in this study encompassed a thorough gathering of data, which was achieved by actively participating as a trainer assistant, employing observational techniques, conducting detailed interviews, and carefully documenting the training sessions. The collected data underwent a rigorous analytical process guided by Burn's theory on Neuro linguistic Programming. This theoretical framework encompasses various strategies, such as rapport, Flexibility, Outcomes and VAKOG model (Visual, Auditory, Kinesthetic, Olfactory, Gustatory). The proficient incorporation of these NLP tactics by the trainer not only emphasised their importance but also demonstrated their efficacy in improving the quality of training sessions and promoting meaningful interpersonal connections. This study provides insights into the practical implementation of neuro linguistic programming (NLP) techniques and their capacity to improve the difficulties commonly encountered in public speaking.

1. INTRODUCTION

In different sections of society, many people experience anxiety when speaking in public. While speaking in public can offer valuable opportunities for personal and professional development, anxiety that arises can often prevent a person from delivering the message confidently and effectively. According to the National Institute of Mental Health (2016), it

has been reported that a significant proportion of the population, specifically 74%, experiences speech anxiety or fear when speaking in public settings. Lee (2014) asserts that Spielberger's conceptualization of anxiety as a result of the interplay between an individual's genetic predisposition (trait) and their emotional and mental condition at a specific moment is relevant in diverse contexts, such as public speaking. Moreover, Slagell and Amy (Kamridah et al., 2016) contend that the concept of public speaking pertains to the communicative act in which a speaker conveys ideas to an audience predominantly through oral discourse. Nevertheless, there has been a lack of emphasis on an additional related phenomena that could impede the efficacy of individuals' communication during public presentations (Witt, Roberts, and Behnke, 2006).

The prevalence of social phobia is notably high when it comes to anxiety experienced in the context of speaking. According to Lanerfeldt (1992), speaking anxiety is a phenomenon that significantly affects an individual's self-confidence, as it typically leads to feelings of inadequacy when unable to effectively communicate and demonstrate one's knowledge. In a similar vein, Basic (2011) illustrates speaking anxiety as a psychological phenomenon characterised by apprehension towards verbal self-expression, which can be identified by observable physiological indicators. It is highly probable that these indicators may impede and hinder an individual's capacity to articulate, as those experiencing such anxiety are likely to be unable to concentrate on the act of speaking.

Anxiety is the emotion felt by individuals and they thought that they are under a threat and cannot cope with a situation as stated in Brosnan et al (2010). When people deal with a stressful situation, it has an impact on them physiologically, cognitively and behaviorally as implied by Lang in Lee (2014). Fear or anxiety causes a number of physiological reactions such as increased heart rate, sweaty palms, numbness etc. Such autonomous reactions have been observed in speaking situations (Beatty and Dobos in Lee, 2014). Therefore, the researcher concluded that anxiety is demonstrated as a sort of fear which is manifested by visual signs.
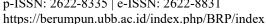
According to Rahmawati and Nuryono (2014), the utilisation of Neuro-Linguistic Programming (NLP) has been suggested as a potential approach for addressing issues pertaining to public speaking anxiety. According to Bandler and Grinder (1976), NLP encompasses two distinct components, namely neurological process and linguistic process. Neurology is the scientific study of how the human brain's functioning mechanisms enable individuals to understand their acquired experiences and translate them into physiological functions. According to Bodenhamer in Fachry (2009), the linguistic process involves the use of coding, classification, and meaning attribution within communication systems and other symbol systems. Once these two processes have been developed, individuals will endeavour to acquire the ability to respond appropriately in certain situations. This entails the establishment of automatic patterns or programmes within both their neurological and verbal systems.

According to O'Connor (2013), NLP refers to the impact of language on individuals' cognitive processes and subsequent actions. Furthermore, it can be seen as a comprehensive examination of interpersonal communication among individuals. Additionally, the author asserts that Neuro Linguistic programming (NLP) serves as the technique for replicating and

reproducing exceptional performance. Burn (2005) asserts that NLP can be seen as an academic discipline that explores the concept of human perfection, focusing on effective communication and the ability to influence others. Based on the aforementioned arguments, one can infer that NLP represents a methodology for achieving personal greatness that can be replicated by means of language and behavioural patterns.

According to Salami (2015), the field of Neuro Linguistic programming (NLP) has gained significant popularity in recent times. This may be attributed, in part, to the widespread utilisation of NLP by Anthony Robbins, as evidenced by the success of his bestselling books, Unlimited Power and Awaken the Giant Within. It is worth noting that Robbins has employed NLP not only in therapeutic contexts but also in other domains. According to Bavister and Vickers (2009), NLP finds application in various domains such as management, sales, communication, coaching, sports, and health. Consequently, in contemporary society, individuals from many professions and age groups, including doctors, nurses, taxi drivers, salespeople, coaches, accountants, instructors, animal trainers, parents, workers, retired individuals, and youngsters, have integrated NLP applications into their respective domains (Ready and Burton, 2010).

In their pursuit to understand the differential success of individuals as change agents, John Grinder and Richard Bandler embarked upon the task of categorising the linguistic and communicative patterns that were associated with effective influence and persuasion. This endeavour eventually culminated in the development of Neuro-Linguistic Programming (NLP), as documented by Lakin (2000). After observing this phenomena, the researcher has acknowledged the urgent necessity to further explore the domain of Neuro-Linguistic Programming (NLP). Therefore, a research initiative was undertaken during the 'Art of Public Speaking' workshop on August 4th, 2022, which was facilitated by Mr. Fiko Andriansyah, the acclaimed Chief Executive Officer of Beda Consulting and a proficient practitioner of Neuro-Linguistic Programming (NLP)

This study aimed to examine the Neuro-Linguistic Programming (NLP) approaches employed by the trainer and participants in the 'Art of Public Speaking' training programme with the objective of mitigating anxiety associated with public speaking. The objective of this study was to identify and analyse the tactics of Neuro Linguistic programming (NLP) that were employed, with the purpose of comprehending the ways in which these techniques contributed to the mitigation of apprehension in scenarios involving public speaking.

2. Literature review

2.1. Neuro Linguistic Programming (NLP)

NLP, also known as Neuro-Linguistic Programming, is a discipline that encompasses both art and science. Its foundation is in the examination of individuals who have achieved exceptional outcomes in various domains, as articulated by O'Connor (2013). Tosey and Mathison (2003) assert that the origins of Neuro-Linguistic Programming (NLP) can be traced back to its development at the University of California at Santa Cruz during the 1970s. The individuals responsible for the creation and primary authorship of the work were Richard Bandler, who first pursued studies in mathematics and computer science, and John Grinder, an esteemed professor specialising in languages. The title, as provided by Bandler

and Grinder, is commonly interpreted as referring to the concept of an individual as a comprehensive mind-body system. This system is characterised by interconnected neurological processes, linguistic abilities, and acquired behavioural strategies. This interpretation is based on the work of Dilts et al (2000). NLP places significant importance on comprehending the structure of experience rather than its substance (Bandler & Grinder, 1975).

According to McDonnell (1993), it is said that NLP provides individuals with the means to observe and understand the behaviours and cognitive processes exhibited by highly proficient individuals. It is further suggested that by emulating these behaviours, anyone can achieve comparable levels of success. Kamp (1996) notes that NLP is primarily action-oriented rather than discourse-oriented, which poses challenges in articulating its underlying methodology. According to Ready and Burton (2010), the origins of NLP can be traced back to therapeutic contexts, specifically the work of Bandler and Grinder. These researchers focused their attention on studying the practises of three highly esteemed psychotherapists: Virginia Satir, known for her development of Conjoint Family Therapy; Fritz Perls, the founder of Gestalt psychology; and Milton H. Erickson, a renowned figure in the field of hypnotherapy. Additionally, it is asserted that the field of Neurology is closely connected to the cognitive processes occurring within the human mind. The term "linguistic" pertains to the utilisation of words in communication, encompassing both verbal and non-verbal forms such as body language. In the field of programming, there is a focus on addressing the enduring patterns of behaviour that individuals develop and subsequently engage in repeatedly (2010). The core concept of the revolutionary principal, referred to as "modelling," is fundamentally based on Bateson's epistemological perspective of individuals' understanding of the universe (Tosey & Mathison, 2003 as cited in Pishghadam and Shayesteh, 2014). Modelling, which serves as the fundamental process in the field of Neuro Linguistic Programming (NLP), involves the examination of language patterns, behaviours, and ideas in order to reveal underlying cognitive strategies that contribute to specific abilities (Tosey & Mathison, 2003).

NLP, or Neuro Linguistic Programming, is commonly regarded as the field of inquiry concerned with the examination of subjective experiences that arise from an individual's unique perspective on the world (Moore, 2009 in Pishghadam and Shayesteh, 2014). Indeed, NLP has gained significant recognition as a communication and personal development technique, finding application among various professional practitioners (Tosey & Mathison, 2003).

a. Pillars of NLP

According to Ready & Burton (2010) The initial concept to grasp is that NLP encompasses four fundamental components, commonly referred to as the pillars of Neuro-Linguistic Programming. Gaining a comprehensive grasp of these principles from the outset will equip individuals with the fundamental knowledge necessary to delve into various NLP procedures. Each of these concepts bears relevance to one's interpersonal interactions and personal experiences (Burn, 2005). The four foundations can be delineated as follows:

1) Rapport

Burn (2005) argues that establishing rapport is crucial for successful communication. The establishment of mutual regard among individuals is frequently attained by intuitive means. The task necessitates attentiveness and mental effort, so encouraging individuals to be fully engaged in the present moment rather than harbouring desires to be elsewhere. The establishment of rapport entails the demonstration of sincere attention, the observation of an individual's response to the speaker's discourse, and the identification of significant keywords or phrases spoken. Rapport is not solely manifested through spoken communication, but also through nonverbal cues such as movements and body language, often occurring at a subconscious level. The manner in which a speaker engages in communication is contingent upon various situational factors and the chosen mode of communication, such as telephone, email, or in-person interaction. In order to establish a positive connection, it is important for an individual to possess an understanding of several aspects of communication, such as nonverbal cues including gestures, body language, vocal intonation, and linguistic choices

2) Outcomes

A fundamental competency in neuro language programming (NLP) involves effectively discerning an individual's intentions and skillfully extracting their desires from others. neuro language programming (NLP) revolves around the consistent consideration of desired results in various circumstances, hence prompting individuals to engage in intentional behaviour. Moreover, the outcomes of neuro language programming (NLP) diverge from targets, goals, and objectives due to their meticulous deliberation and adherence to certain criteria that render them realistic, motivating, and attainable. The establishment of an outcome facilitates individuals in recognising the disparity between their current state and their desired state. Furthermore, it is important to note that an outcome should not be confused with a task, as the former refers to the desired result or objective that an individual aims to achieve. Alternatively, a task refers to the necessary actions that must be undertaken in order to accomplish the desired outcomes (O'Connor, 2013).

3) Sensory Awareness or Sense

One of the exemplary components identified by NLP is referred to as sensory awareness, which pertains to the capacity to comprehend how individuals ascribe significance to their surroundings and construct their subjective experiences based on sensory perception (Ready & Burton, 2010). There exist five primary sensory modalities, namely vision, audition, somatosensation, gustation, and olfaction. Regularly engaging all the senses can enhance the efficacy of communication, facilitating the assessment of situations, analysis of events, and interpretation of surrounds. Each sensory modality can be enhanced by providing more specific information. The

aforementioned subtle differentiations are commonly referred to as sub modalities. Individuals have the ability to refine the submodalities by making adjustments to the level of detail, hence altering their emotional responses when confronted with good and bad circumstances. For instance, the act of transforming a mental image from colour to black and white serves to diminish its vividness, enabling the individual to adopt a more detached perspective towards the circumstance and detach themselves from the associated emotions. Alternatively, one may employ the use of humour as a coping mechanism in a difficult circumstance by employing the technique of visualising the individual with whom they are interacting as a fictional animated character. Modifications can be implemented either in real-time or retrospectively, as individuals permit . their cognitive faculties to reflect upon past events (Burn, 2005)

4) Flexibility

This word refers to the process of identifying alternative approaches when the existing method being employed by an individual proves to be ineffective. Flexibility is a crucial aspect in the practise of Neuro Language Programming (NLP). According to Ready and Burton (2010), the process aids individuals in discovering novel viewpoints and incorporating them into their skill set.

b. Neuro-Linguistic Programming Techniques

The foundational notion that underlies the creation of Natural linguistic Processing (NLP) is The Milton Model. This technique, often referred to as the Erickson Hypnosis Model (Harris, 2003), employs indirect linguistic patterns. Bandler (1975) posits that the genesis of concepts and practises within the field of Neuro-Linguistic Programming (NLP) is rooted in two foundational assumptions.

1) Human behaviour universally exhibits discernible patterns that can be replicated and subsequently modified through intentional reprogramming.

2) Human behaviour universally exhibits discernible patterns that can be replicated and subsequently modified through intentional reprogramming.

The field of Neuro Linguistic Programming (NLP) examines the excellence and calibre with which exceptional individuals and organisations achieve remarkable outcomes. These methods can be imparted to others, enabling them to attain similar levels of achievement. This process is commonly referred to as "modelling" (O'Connor, 2013). NLP research focuses on the examination of how humans organise their subjective experiences and construct their internal world, attributing significance to these experiences. Moreover, NLP (Neuro-Linguistic Programming) is a psychological approach that facilitates effective communication with the subconscious or unconscious mind of the listener. It encompasses a diverse range of techniques, each serving distinct purposes.

These techniques can be employed individually or in conjunction with one another, resulting in innovative and impactful methods of penetrating the cognitive processes, as elucidated by Casale (2012). According to Burn (2005), the NLP strategies commonly employed in the management of public speaking anxiety can be outlined as follows:

1) Rapport, The establishment of rapport entails the utilisation of several techniques such as matching and mirroring, pacing and leading, as well as the alignment of behavioural and linguistic patterns. According to Lakin (2000:11), rapport can be understood as an inherent process of adapting and aligning oneself with others in order to establish a sense of trust

2) Flexibility, This term refers to the process of identifying other approaches when the existing course of action proves ineffective. Flexibility is an essential attribute for effectively engaging in the practise of Neuro Linguistic Programming (NLP). According to Ready and Burton (2010), the process aids individuals in discovering novel viewpoints and incorporating them into their existing collection of knowledge

3) Outcomes, According to O'Connor (2013), an outcome refers to a desired state that persons lack in their present condition. NLP outcomes are distinguishable from targets, goals, and objectives due to their meticulous consideration and adherence to certain parameters that render them realistic, compelling, and attainable.

4) VAKOG, The VAKOG model refers to the sensory modalities of Visual, Auditory, Kinesthetic, Olfactory, and Gustatory. The following are sensory perceptions. Regularly utilising all the senses can enhance the efficacy of communication, aiding in the evaluation of situations, analysis of happenings, and interpretation of surrounds (Burn, 2005).

Nevertheless, Neuro Linguistic Programming (NLP) encompasses a broader scope beyond a mere compilation of techniques. Additionally, it can be understood as a cognitive perspective characterised by inquisitiveness, investigation, and enjoyment (O'Connor, 2013).

2.2. Speaking Anxiety

According to the American Psychiatric Association (APA, 2000), anxiety disorders can be classified into six primary groups. These categories include phobias, panic disorder (with or without agoraphobia), generalised anxiety disorder, obsessive-compulsive disorder, acute stress disorder, and posttraumatic stress disorder. One prevalent manifestation of anxiety is communication-related anxiety.

According to Basic (2011), speaking anxiety is characterised as a psychological condition involving apprehension and unease when communicating verbally. This condition

is identifiable through physiological manifestations, which can impede and hinder an individual's capacity to engage in effective oral expression. Consequently, individuals experiencing such anxiety may encounter difficulties in maintaining focus during the act of speaking. According to Margaretha Lanerfeldt, a speech therapist, speaking anxiety significantly affects an individual's self-confidence due to its tendency to result in feelings of failure when one is unable to effectively communicate and demonstrate their knowledge. Several symptoms, such as irregular pulse, sweating, stumbling, and an unwillingness to act, can impede an individual's capacity to engage in actions and verbal communication. According to Lanerfeldt (1992), this phenomenon frequently manifests as a self-perpetuating cycle, wherein a negative encounter with speaking becomes ingrained in one's memory and subsequently influences future opportunities.

Furthermore, according to McCroskey (2013), it has been observed that certain individuals exclusively encounter anxiety within specific circumstances. The predominant subject matter under consideration pertains to the act of delivering speeches or presentations in a public setting, sometimes referred to as public speaking. Individuals may experience anxiety when they engage in the cognitive activity of envisioning the process of public speaking. However, Beaty in Opt and Loffredo (2000) similarly refers to "communication apprehension". The author elucidates that a manifestation of fear or anxiety experienced when delivering speeches or presentations in a public setting, stemming from a process of social learning. According to Burgoon and Ruffner, as cited in Dewi and Andrianto (2003), communication apprehension refers to the adverse response experienced by individuals during many forms of communication, including personal, public, and mass communication.

According to Bruce and Saeed (1999), the primary social phobia prevalent in the United States is an intense dread of public speaking. Additionally, it is important to note that public speaking anxiety encompasses a collection of evaluative emotions pertaining to the act of delivering a speech (Daly et al., 1989). According to Daradjat (1969), public speaking anxiety can be understood as a complex interplay of emotions that arises when individuals encounter distress, dissatisfaction, and conflicting thoughts. According to Bodie (2010), public speaking anxiety is currently conceptualised within the field of communication studies as a form of social anxiety that is peculiar to the context of delivering an oral presentation, whether in actuality or in anticipation. Therefore, it may be inferred that public speaking anxiety is a condition in which an individual experiences discomfort and is transient, occurring either through the act of envisioning or engaging in public speaking. The occurrence may manifest through either bodily or psychological reactions.

3. Methodology
The research methodology employed in this study is qualitative in nature. The primary objective of this method is to ascertain the NLP techniques utilized by the trainer. This is

achieved through the process of observation, which is a qualitative means of data collection. Additionally, the observation is conducted in relation to qualitative media.

The subjects involved in this study consisted of individual who specialize in NLP, with a particular focus on Mr. Fiko, a public speaking trainer and the CEO of BEDA Consulting. BEDA Consulting was founded in 2012 in Makassar and functions as an institution specializing in coaching, training, and development. The organization places significant focus on fostering personal growth. Mr. Fiko holds a certification as a practitioner of Neuro-Linguistic Programming (NLP), which has been officially endorsed by the Neo NLP Society.

The data included in this study were acquired through active participation as a trainer assistant, employing observation techniques, conducting interviews, and meticulously documenting the training sessions. Upon completion of data collection, the researcher proceeded to analyze the data using Burn's (2005) theory on Neuro-Linguistic Programming (NLP) approaches. The objective was to identify the specific strategies employed in the domain of public speaking. The framework encompasses several strategies, including rapport building through pacing and leading, matching and mirroring, adaptability, desired results, and the utilization of the VAKOG model (Visual, Auditory, Kinesthetic, Olfactory, Gustatory).

4. Result and Discussion

In this section, the researcher provides an explanation of the NLP techniques utilized in alleviating public speaking anxiety by the trainer while the training session held from 8 a.m. to 12:00p.m. Additionally, the researcher discusses the NLP techniques employed by the participants subsequent to the presentation of materials or following the "Art of Public Speaking" training session held from 1:00 p.m. to 5:00 p.m. The study was conducted by the researcher at Cita dines Hotel Makassar on August 4th, 2022. According to Burn (2005), the strategies were categorized into four distinct groups, which include rapport (specifically pacing-leading and matching-mirroring), flexibility, results, and VAKOG (Visual, Auditory, Kinesthetic, Olfactory, and Gustatory modalities). The researcher discovered a total of 44 data points, which were further categorized using Burn's Neuro Linguistic Programming techniques. The data gathered from the trainer is presented in the table below.

Tabel 1.Frequency of Technique Applied

No.	NLP Techniques	Frequency
1.	Rapport	12
2.	Flexibility	7
3.	Outcomes	8
4.	VAKOG	6

a) Raport

The researcher discovered a total of twelve data points pertaining to this neuro-linguistic programming technique. Burn (2005) defines rapport as the procedural mechanism employed to capture the attention and establish trust with the nonconscious mind. A significant portion of human behavior is driven by nonconscious processes. Hence, the term NLP pertains to the capacity of an individual's cognitive processes to impact behavior, and further emphasizes that conduct serves as an indicator of the underlying mental processes (Burn, 2005).

The trainer employed this method to establish a connection by initiating a greeting and posing inquiries, so initiating a casual dialogue with the audience. Expressing gratitude to the attendees, requesting their applause, seeking permission to engage in a more informal manner, and extending an invitation to partake in various activities. For example, such as:

"*Halo. apa kabar semuanya?? Semoga selalu dalam keadaan baik. Kalian bangun jam berapa? Kayaknya jam 5 deh, biar bisa siap-siap dan juga sempat untuk solat atau hal lainnya. Hari ini teman-teman kelihatan banget semangatnya. Ada pak Rizky yang datang jauh dari surabaya, gimana perjalanannya kemarin, pak? aman ya?? dan ada juga Mbak Fanny yang baru tiba semalam dari Toraja. Makasih Bapak/ibu Mba/mas rela jauh-jauh datang kesini dari Surabya dan Toraja*" [Hello. How's everything going? I hope you're always in good shape. What time are you guys up? I think it's 5 o'clock, so you can get ready and have time for a prayer or something. Today, the friends seem very enthusiastic. There's Mr. Rizky coming far from Surabaya, how was his trip yesterday, sir? It's safe, isn't it? And there's Mrs. Fanny who just arrived last night from Toraja. Thank you for coming here from Surabya and Toraja]

The NLP approach discussed in this context serves as the foundation for establishing trust and fostering persuasion (Lakin, 2000). Individuals tend to experience a greater sense of ease when interacting with those who share similar characteristics or traits. Consequently, in an effort to mitigate speaking nervousness, the instructor employed the technique of mirroring another individual's behavior in inconspicuous manners. He endeavored to provide solace to both himself and others, as seen by his spoken declaration:

"*Nah, tahu gak sih, kenal-kenal sama peserta itu penting juga loh. Tau gimana penampilan mereka, darimana asalnya, siapa diri mereka. Jadi jadi lebih nyaman gitu. Pas kita udah di panggung, baru ngobrol, rasanya jadi lebih enak. Kenapa?*

Karena kita tahu dan memahami siapa dan bagaimana sistuasi kita. Betul kan, teman-teman? jadi lebih santai karena kita merasa ada kesamaan gitu. Pertama kali kelas, saya coba mengajak kenalan, ngorol, untuk membangun koneksi dan kesamaan. Rasa nyaman dulu yang pertama kali di benuk, teman-teman." [Well, guess what? Getting to know the participants is critical, you know. Knowing what they look like, where they're from, and who they are. It simply makes things feel more at ease. Everything seems to run more smoothly when we're up on stage and start conversing. Why? We know and comprehend who and what we're up against. Okay, folks? It's just more relaxed because we're connected. When the session first started, I tried to introduce myself and have a little conversation in order to establish a connection and resemblance. It's all about generating that initial sense of security, people.]

According to Lakin (2000), individuals tend to prioritize establishing a personal connection with a person before committing to purchasing their service or concept. This is due to the fact that individuals are more inclined to make purchases from someone they trust. Indeed, the absence of rapport renders the transaction exceedingly challenging. Therefore, in order to establish confidence, individuals tend to seek information about the identity of the person they are communicating with. The introduction is of utmost importance. When commencing an introduction, it is crucial to provide pertinent information such as one's profession, accomplishments, life objectives, and other relevant topics.

Furthermore, it is crucial to establish rapport in order to alleviate nervousness associated with public speaking, as emphasized by Mr. Fiko throughout the interview;

"*Jadi, pas lagi harus ngomong di depan umum, contohnya, rasa gugup itu memang suka datang sendirinya; yang penting tuh gimana kita nanganin rasa cemas ini. Nah, dalam situasi kayak gini, yang paling oke adalah persiapan yang matang dan ngerti betul isi materinya supaya gugupnya bisa dikendalikan*"[Concerning being nervous When speaking in public, for example, having anxiousness is unavoidable; what counts is how we manage this worry. In this scenario, prepare thoroughly and thoroughly understand the content in order to reduce anxiousness]

b) Flexibility

According to Burn (2005), the concept of flexibility pertains to the possession of a multitude of choices, alternatives, and possibilities. The researcher discovered a total of seven data points pertaining to the field of NLP. As articulated by the instructor in:

"*Sekarang kita akan mencoba melihat situasi dari sudut pandang yang berbeda. Bagaimana pendapat Anda tentang masalah ini? Untuk mendapatkan gambaran yang lebih lengkap, saya ingin mendengarkan pendapat dari semua orang*"[Let us now try to look at this scenario from a different angle. What are your thoughts on this? I'd like to hear diverse points of view from all of you so that we can obtain a more complete picture.].

The trainer made an effort to recognize that individuals perceive circumstances based on their own subjective interpretations, therefore constructing their own unique realities. The individual exhibited adaptability in his attitude to many situations, hence fostering the development of novel perspectives. Situations are subject to transformation within a dynamic environment. Hence, flexibility entails maintaining a receptive stance towards alterations and effectively adapting to the evolving circumstances, rather than resisting them. Indeed, possessing flexibility enables individuals to acquire information from a multitude of sources, encompassing diverse perspectives and varying points of view.

Recognizing the inherent variability in individual perspectives helps mitigate feelings of anxiety and foster a greater capacity for tolerance in the face of complex and dynamic circumstances. According to Burn (2005), this methodology facilitates the provision of an alternative viewpoint in the context of complex circumstances, both in corporate and personal settings. In summary, it necessitates the capacity to empathetically perceive a given scenario from alternative perspectives, as though assuming the vantage point of another individual. This methodology can be employed in commonplace scenarios whereby the application of an alternative viewpoint might prove advantageous. For example, such as:

“*Baiklah, marilah kita coba sesuatu yang menarik, bayangkan kalau sekarang kamu ada di posisi orang lain. Apa pendapat Anda tentang keadaan ini? Latihan mengubah sudut pandang ini menunjukkan fleksibilitas—kemampuan untuk melihat sesuatu dari berbagai sudut dan memahami perspektif yang berbeda*”
[Okay, let's try something new: imagine you're in someone else's shoes right now. What are your thoughts on this situation? The habit of changing viewpoints demonstrates flexibility—the ability to perceive things from diverse perspectives and understand them.]

The trainer endeavored to guide the participants in engaging in a mental exercise wherein they were encouraged to envision the incident from their own subjective viewpoints, encompassing both their emotional and visual perceptions. Taking into account other views is often beneficial in resolving difficult situations, such as when an individual delivers a speech in a public setting that raises apprehension (Burn, 2005). Gaining the ability to perceive a given scenario from the perspective of another individual can prove advantageous in both professional and personal contexts.

c) Outcomes

Burn (2005) posits that individuals strive towards outcomes, which are desired states, as opposed to becoming trapped in negative patterns of thinking. Having a clearly defined objective is of utmost significance in every given scenario, as it enables the subconscious mind to initiate the cognitive processing of information. The researcher discovered a total of eight data points pertaining to this Neuro Linguistic Programming technique. Likewise, as expressed by the instructor, such as :

“*Teman-teman, mari kita coba sesuatu yang dapat membantu kita ketika kita berada dalam situasi yang menantang. Bayangkan kita berada di kantor untuk pertemuan penting. Kita bisa memvisualisasikan hasil yang diinginkan dari*

pertemuan itu daripada merasa cemas atau terbebani. Kita lebih percaya diri dan siap menghadapi keadaan dengan fokus pada tujuan positif ini. [Guys, let's do something that will aid us in a difficult position. Assume we're in the workplace for a crucial meeting. Instead of feeling apprehensive or overwhelmed, we might imagine the desirable outcome of that meeting. We're more confident and prepared to confront the issue with a positive goal in mind]"

The trainer aimed to establish a conducive environment characterized by a pleasant and clear state. This state would facilitate participants' ability to concentrate on their thoughts and engage in good communication, so ensuring a clear outcome. Additionally, it aids in the process of making judgments and choices that align with our individual needs and values. Indeed, this NLP technique assists the instructor in mitigating their fear, as indicated in the findings of the interview, which are as follows:

"That is right regarding the symptoms of uneasiness being distinct for each individual. As a result, I am usually nervous and uncomfortable, I walk around, and then I try to ask some meaningless questions to the committee. But thank God, perhaps because I've grown accustomed to dealing with anxiety, I finally understand what to do if the situation arises again."

Moreover, those who prioritize desired outcomes are more likely to attain well-defined objectives. This methodology will assist an individual in determining the level of significance of a certain objective to themselves, how to modify it, and how to enhance its attainability.

d) VAKOG

Regularly utilizing all the senses can enhance the effectiveness of communication and facilitate the evaluation of situations, analysis of events, and interpretation of surrounds (Burn, 2005). The comprehension of utilizing sensory faculties to depict personal encounters empowers an individual to discern the ways in which perceptions are molded, hence impacting their capacity to engage in interpersonal communication. The researcher discovered four pieces of data pertaining to this NLP technique. The optimization of sensory utilization also contributes to the enhancement of communication. As a demonstrative example, it is evident in:

"*oke, mari kita lakukan latihan sederhana yang memiliki dampak besar. Semua orang dapat mulai dengan mengubah cara mereka berbicara kepada diri mereka sendiri. Bayangkan jika kita memberi dukungan pada diri kita sendiri dengan kata-kata yang penuh semangat saat kita menghadapi kesulitan. Bukan "Aku tidak bisa", melainkan "Aku mampu mengatasinya". Membangun keyakinan dari dalam dan menerima kemampuan kita adalah kuncinya. Mari kita mulai hari ini dengan berbicara secara positif tentang diri kita sendiri.* [Let's start with a basic exerciset that has a tremendous impact. Everyone can begin by altering the way they speak to themselves. Consider how we might encourage ourselves with positive words when we face adversity. "I can," not "I can't," but "I'm capable of it." The goal is to

develop internal confidence and embrace our skills. Let us begin by talking positively about ourselves today.]

The utilization of the aforementioned words/phrases provides insight on the primary sensory modality of the speaker. Utilizing the language chosen by an individual's sensory modality has been shown to foster a stronger connection and improve the effectiveness of communication. The trainer provided explicit instructions on how to optimize the participants' sensory perception. The researcher observed variations in sensory utilization across participants, which appeared to be influenced by their dominant sensory modality, namely visual, auditory, kinaesthetic, olfactory, or gustatory. The presenter employed visual aids such as photographs and videos, utilized a range of colors, and effectively conveyed information through graphical and pictorial representations. Furthermore, he effectively utilized his vocal capabilities by attentively observing and adjusting his intonation and tone. Moreover, he optimized his use of blocking techniques during his verbal communication. The subject not only remained stationary but also engaged in locomotion. The optimization of sensory utilization can also be shown through the utilization of gestures. The trainer consistently maintains proper posture while standing and effectively utilizes hand gestures.

Indeed, the trainer effectively employed his sensory faculties to mitigate his nervousness. The individual employed their olfactory sense, specifically their sense of smell, by taking a deep inhalation and afterwards exhaling via their mouth. The interview results provide support for the following statement;

"*Jadi, ketika aku lagi panik, aku suka menggerakkan tangan, suara menjadi serak, tapi aku selalu berhenti sejenak. tarik nafas.. exhale.. inhale. kemudian memberikan sugesti positif pada kepala, artinya aku stop sebentar buat nggak mikirin masalah itu, tapi justru ngasih sinyal positif. Begitulah. Cara paling simpel buat redain gugup adalah dengan ambil nafas panjang dan hembuskan perlahan melalui mulut. Biasanya bisa ngebantu banget ngurangin gugup kita*.* [So, when I'm panicking and walking back and forth, I normally pause and inhale deeply before exhaling. I reassure myself that something can be done and that everything will be OK. That is how I practice self-affirmation, and Breaking Stage means that we first pause, do not think about it, but affirm to ourselves that this is a good thing to do. So there you have it. Another simple approach to calm down is to take a long, deep breath and exhale from your lips, which normally calms us down.]

4. CONCLUSION

According to Burns' (2005) NLP techniques, which were employed in the domain of public speaking, the researcher noted the trainer's implementation of four specific NLP strategies: rapport, flexibility, outcomes, and VAKOG. The trainer strategically applied these approaches throughout the training sessions. The initial method, referred to as 'Rapport,' was utilized a total of nine times. The employed strategy entailed the trainer employing subtle techniques to establish a sense of alignment

with the participants, so mitigating his personal nervousness during public speaking engagements and cultivating an atmosphere of trust and rapport.

Furthermore, the concept of 'Flexibility' was observed to occur with a frequency of 11 occurrences. The trainer prompted the participants to engage in a cognitive exercise wherein they were encouraged to envisage events from multiple viewpoints. This approach effectively facilitated the participants' imaginative thinking and contributed to a more thorough grasp of the subject matter.

The third technique, referred to as 'Outcomes,' was observed on five occasions throughout the duration of the training program. The tool was utilized to assist participants in formulating precise and constructive goals, hence facilitating the process of decision-making and the identification of advantageous options.

Finally, the 'VAKOG' technique was identified on seven occasions during the training. The trainer adeptly utilized this strategy to maximize the sensory experiences of the learners, so fostering increased levels of engagement and comprehension. Significantly, this strategy also proved advantageous for the trainer himself.

Significantly, the utilization of these NLP techniques extended beyond the boundaries of the training setting. The trainer skillfully integrated these concepts into his everyday routine, thereby demonstrating their practical relevance beyond the context of training. In general, the trainer's adept utilization of these strategies emphasized their importance and efficacy in augmenting both his training sessions and personal contacts.

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