IT'S A MINDGAME, DEAR FRIENDS!

How using Lucas Derks' Social Panorama helps us to resolve people's readiness to be mobbed.

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BY **ADRIAN SCHWEIZER**

When one is mobbed the others are obviously to blame: the fellow-workers, who can't stand you, the boss, who doesn't like you. What if it is a case of us giving them the opportunity to vex us by means of our mental maps on which we unconsciously arrange them. Indeed, life might just be a self-fulfilling prophecy. That this might be so, I would like to show by means of some real-life cases I have come across over the last few years. In that way I will demonstrate that Lucas Derks' Social Panorama is a super tool to stop mobbing or even to prevent it from originating.

I am unable to help

A few years ago a manager, let's call him Doctor de Quervain, asked me if I could help him. He said something like:

> 'I have a new colleague, who, like me, is a department manager. Instead of working with me, he hatches plots against me. Moreover, he maligned my secretary a few days ago. It seems to me that he is doing all this just to become the successor to our boss. A job that is, of course, mine by rights.'

We agreed on a coaching session of one day, which I usually don't do. His budget didn't allow for more, and as we hadn't met before for coaching I couldn't, as I normally do in similar cases, propose re-imprinting either. Therefore I decided to work out his and his opponent's interests, to develop their common vision and mission, and to support him in his endeavour to supply himself and his opponent with suitable resources in order that mission, vision and mutual interests could be accomplished in a better fashion than their current behaviour reveals.
Directly after that we discussed new behavioural strategies and developed plans to that effect. Unfortunately, and I must confess this to my disgrace, the intervention proved to be no use at all. My cliënt felt just as mobbed as before.
About a year later I got acquainted with Lucas Derks' Social Panorama and had myself trained in it by Lucas. Lucas' basic idea is that after some time of growing familiarity we construct a personification of our counterpart and that with such a 'materialization' we no longer react to the person as he 'really' is but largely to his subjective personification in our map. These personifications come into being because we mentally put people around us in a three-dimensional space, and they are mainly defined by their position, size and the direction they look (see figure 1).
Lucas' view on this, simplified, runs as follows: When we succeed in modifying the submodalities of these personifications — e.g. by moving their position further away from us or by influencing their direction of view — our social interaction with the real persons in the real world can change fundamentally.

figure 1: the subjective perspectives
drawing by Lucas Derks

The solution of the problem
is recognized by the disappearance
of the problem

an opportunity to improve things

Shortly after I had finished my training with Lucas I ran into my client one night in a hotel in Berlin. After some small talk I offered to approach his problem once more with a different technique, which of, course, wouldn't cost him anything, his 'case' being fully guaranteed. Doctor De Quervain laughed, agreed, and a coaching room was quickly found.

I asked my client to tell me how his subconscious would represent his opponent in three-dimensional space, supposing it could. Subsequently the following dialogue ensued.

Client: My opponent is standing about 20 cm in front of me, gaping at me, and I'm looking up to him. He is broader and taller than normal. He blocks my view on my goals.

Coach: Thank you, How does that make you feel?

Client: Afraid and angry!

Coach: OK. Please, imagine a person you are getting along fine with.

De Quervain imagined his friend Frank. He was standing to his left. Both were looking in the same direction, namely forward, to their common goal. Next, I asked him to observe himself from the outside and tell me what the motive or positive intention is behind the feeling of fear and anger towards his opponent.

Coach: What do you think is boosted by your being anxious and getting angry? Or put differently: What would you stand to lose if you were to develop neither fear nor anger? I give you nine options: Is it freedom, security, appreciation, power, harmony, intensity, integrity, assistance or knowledge?

Client: None of those! I surely don't gain anything by being afraid!
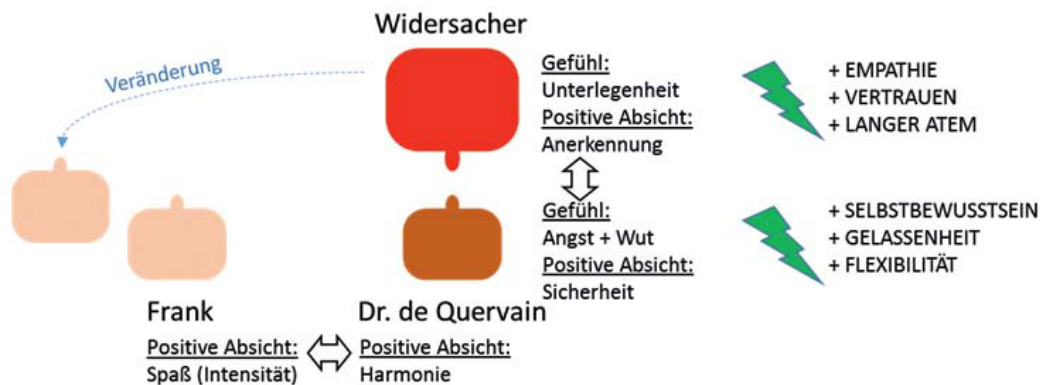
Panorama von Dr. de Quervain

figure 2   => zie vertaling in kader hieronde

After that I asked Doctor De Quervain to feel inside his body, i.e. to associate with his bodily feeling, and listen once more to the nine positive purposes.
Coach: Tell me, please, with which of these purposes do you sense a kinaesthetic signal in your body?

Now it was unambiguous: 'I go for security.' In order to get going, as he said, and to do something for his security he first developed fear, next anger, and if he were not to change the situation, the anger would grow 'and I will soon fly at his throat!'
With the same approach I asked him then how his opponent's materialization was feeling towards him and what positive goal he was aiming at. For that he had to put himself in the latter's perspective. My client sensed in his opponent a feeling of 'inferiority' towards him and 'appreciation' as motivation for his behaviour. Finally I wanted to know what his and Frank's positive intentions were in their interaction. 'Harmony is mine and fun is Frank's,' Doctor De Quervain said.
Next I asked him which resources he, and later on also his opponent's personification, needed for three things to take effect:
a) that he himself would get more security than his behaviour was presently producing,
b) that his opponent would be able to behave in such a way that he would experience more appreciation,
c) and that Frank's positive goal of having fun could be achieved as well

For himself my client thought of 'selfconfidence,' 'equanimity' and 'flexibility.' The personification of his opponent could use 'empathy,' 'trust' and 'stamina' so that points a), b) and c) could be fulfilled (see also figure 2).

We found a situation in his life in which he possessed a lot of 'selfconfidence.' I had him associate with this resource, anchored it with a light touch on his arm and stacked it on top of the feelings of anger and fear of his own personification. Consequently the feeling transformed into 'composure.' Furthermore, I stacked the resources 'equanimity' and 'flexibility' on the personification of himself, did the same with his opponent's resources and learnt how my client's feelings towards his opponent changed several times. Finally Doctor De Quervain looked completely calm, composed and optimistic. His feelings of fear and anger had completely disappeared and in the process his
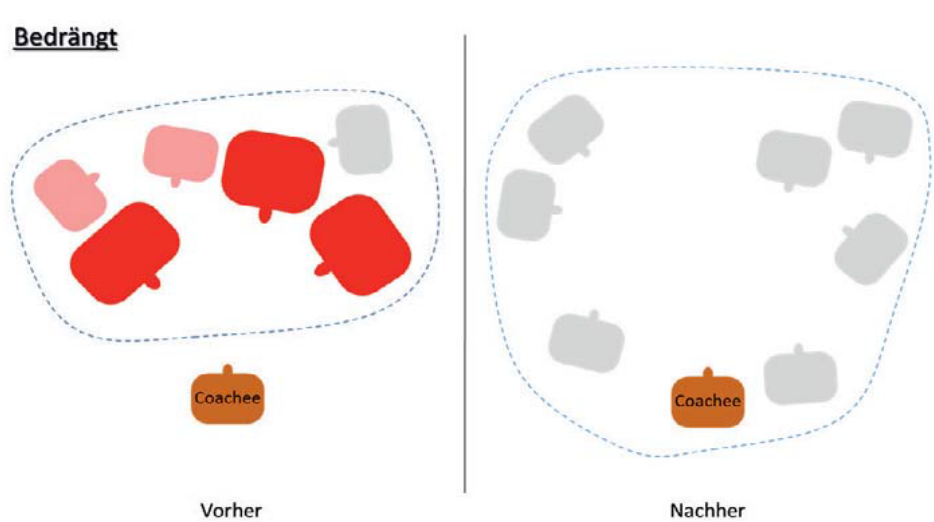

figure 3 => vertaling: distressed — before — after

opponent's personification was miraculously moving to a position close to Frank and kept shrinking more and more so that in the end they were equal in height. Moreover, De Quervain and his opponent were looking in the same direction.
We started after the evening meal and the whole intervention took roughly an hour. Then we went to the bar and granted ourselves the pleasure of a Scotch whisky: he a Talisker, myself a Lagavulin.
A few weeks later I received the following mail from him: 'My dear Mr. Schweizer, problem solved, no longer feeling mobbed, we now communicate kindly and constructively. Many thanks! Vincent de Quervain.'

other results

In another coaching session I was able to change the personification of a woman who was the boss of a female personnel developer. This female manager had been grating seriously on her emloyee's nerves for more than twenty years. The latter altered her boss's personification with the methods described above. In the beginning she had her boss placed directly before her — at half a metre's distance and much too large. Finally, her boss was standing ten metres away from her and was looking in the same direction as herself. She could respect her boss without fearing her.
In a later session my client felt mobbed by colleagues and we performed the same intervention with a panorama of the group of colleagues as a whole. Here too, my client no longer felt persecuted and now her relationship with her colleagues was totally relaxed and composed (see figure 3).
A junior partner in a chancellery who was always run down by the senior partner in the partner meeting, was coached and consequently put an end to his victimization as follows: When his senior

partner shouted at him again in front of the assembled crew he put a € 100 note on the conference table and said: 'This is yours if you can exert yourself a bit more and shout some ten decibels louder!'
Since then I have used the Social Panorama again many times – with the same results. Where there used to be a problem, now there is none. NLPers and the old Roman Seneca are probably right: The map, not reality, is for us the determinant. Or, to paraphrase Wittgenstein: The solution of the problem is recognized by the disappearance
of the problem.

final conclusions

Lucas Derks' Social Panorama counts – alongside JohnGrinder's NewCode NLP – as one of the best further developments of NLP I know of. Both techniques take the core ideas of NLP to a higher level and to a new simplicity. Over and above this, the Social Panorama offers us the possibility to experience directly whether the intervention has worked. The personifications change and, simultaneously, our feelings towards these people. Such a test, which also convinces the client, I have so far only experienced with Robert Dilts' Re-Imprinting.

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