



CASE STUDY TELECALL

During the case study call, we will be discussing two case studies. Please familiarise yourself with these case studies and identify what patterns of emotion, thought and behaviour you notice and what possible NLP processes you could use with these people. We will presuppose that a Personal History and Achievable Outcome have already been done to gather information about the Present State and Desired State.

Case Study 1

Present State:

Present state: John is a 28 year old employed qualified accountant who is finding it hard to get a new job. He thinks he wants to switch careers but isn't sure what he wants to do - what he's passionate about. He doesn't really want to be an accountant anymore as it so something he just fell into after school. He currently feels angry and confessed about things. He was let go at his last job for under performing. His relationship with his father is an issue for him too. He never seems to be able to please his father and doesn't think he ever will no matter what he does. John also experienced losing his older sister in a car accident 8 years ago which makes him cry when he thinks of her.

Desired State:

John is looking for career clarity and to find out what he's really passionate about. He wants to feel confident in making decisions and to not be driven to keep wanting to please his father. He would also like to remember his sister without getting upset.

Case Study 2

Present State:

Sally is a 45 year old cafe owner. Shes a mother of 2 and is finding it hard balancing work and home life. She is experiencing staff problems in that she always snaps at them under pressure. Hence she turns over a lot of staff and wastes precious time finding and training new people when she would rather be at home with her family. Her sex life is not what it was because she is simply too busy and too stressed at the end of the day. Her sleep is poor and her kids (aged 5 & 7) are starting to show symptoms of bad behaviour as well.

Desired State:

Sally wants to feel she can spend more time with her family and have her staff run the cafe when she's not there. She wants to believe she can and deserves to have a successful business and happy kids and husband at the same time.