

# **THE JOURNAL OF STRESS MANAGEMENT**

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## THE SOCIETY OF STRESS MANAGERS

The Association for Professional Stress Managers & Hypnotherapists  
Company Registration 3707691- Incorporated in England & Wales

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**STRESS: the reaction people have to an imbalance between the demands they perceive to be placed upon them and the resources they have to cope.**

The Society of Stress Managers was incorporated as a professional body on 1<sup>st</sup> February 1999. The Society is a Registered Company Limited by Guarantee and has a Council of Management with a provision for nine Directors and the Company Secretary. The Objects of The Society are:

to establish and promote a professional association for those persons qualified to nationally accredited standards in the skills of stress management and hypnotherapy;

to promote the training and continuing professional development of those persons;

to do all such things as are incidental or conducive to the attainment of these objects.

To meet these Objects The Society has adopted a 'Code of Conduct, Ethics and Practice', which sets out the principles that members of a professional association should follow at all times, both with their clients and their fellow Stress Managers. These principles include the ethical values of honesty, integrity and probity.

All members and potential members are invited to contact the Secretary of The Society of Stress Managers, Peter Matthews, for further information (see details below).

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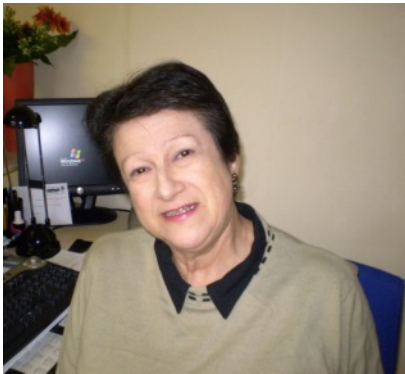
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# EDITORIAL

Mike Dillon

Welcome to the April 2010 edition of *The Journal of Stress Management*. As it enters its eleventh year, our Society is small in some respects, but in the old 1950s *Rag Trade* television programme catch phrase, "Feel the quality, not the width".

The October 2009 volume of the Society's journal contained three pictures taken at the AGM which I believe expressed a lot; remember the old saying, 'a picture says more than a thousand words'. In any case, it was possible to include only a few words about the AGM because time was very short. Nevertheless, 'due time' is I believe always an important factor in life, and I felt we should include what we had time for in the October volume of the *Journal*.

So I believe that in this volume a few more words would be appropriate. Firstly, the Society would not even exist without certain members having given their free time to serve on The Society Council of Management. As I see it, we have three stalwarts in the Society's administrative history: Peter Matthews, Gill Hines and Laurence Nicholas. Without all the time and devotion they have shown over many years, it is difficult to imagine that the Society would even have reached its tenth birthday. I am sure you will join me in our heartfelt gratitude for all Peter, Gill and Laurence have done for The Society, and also all the other members over the last ten years who have unselfishly given up their precious time (yes everybody's time is precious to them) and served on The Society Council. What the future holds, who knows? Let us hope that our Society and its members continue to play their part in the ongoing and positive development of psychotherapy – 'the treatment of mental disorder by psychological means' – stress management and hypnotherapy being two of the many

psychological treatments used for the healing of mind disorders.

It has been a winter most of us I am sure were glad to see the back of, certainly in respect of the weather. I myself, although still feeling young at heart, find that whilst the beauty of the snow falling and settling on towns and countryside creates its own particular magic, when you actually start trying to get about, by car, train or aeroplane, or even by foot, the magic begins to wear a little thin. Still, the children loved it, especially when their schools were closed leaving them free to play in the snow all day.

The heavy snow took me back to 1947, when I was 8 years old and with my friends used to toboggan on sheets of old air raid shelters down the very steep hill we lived on, then at the bottom straight across the tram lines into Peckham Park, risking life and limb in doing so, not least having the occasional close shave missing trams. Stupid, yes, but if you haven't been stupid as a kid, you haven't been a kid. Guess what? I never told my Mum what I had been up to until the snow had completely cleared. The Editor has censored her reply!

The Society's tenth Birthday celebrations reminded me why I have been a therapist for the last twenty years. I recently received in the post a client 'thank you' card. My first reaction was to reach in a rather automatic way for my current 'Testimonial File', to file it.

Then I hesitated. Why was I doing this with a 'just another one of those' attitude? This means something: read it again, cherish it. The client has taken the trouble and time to send it – don't just file it away with an over familiar attitude.

I reminded myself how such sincere words of gratitude from clients have been the greatest motivation for me during my twenty years as a professional therapist. I re-called how it thrilled me and spurred me on in becoming more and more effective in my work, when in my early years as a therapist I started getting 'thank you' cards and letters. I guess this has been the same with most therapists. It certainly was a salutary reminder to me of what my work is all about.

Below is a transcript of the card the client wrote to me:

*"Dear Mike,*

*Just a note to say a big thank you for the help you have given me! I really appreciate it. It has totally re-shaped my life and has put me on a positive path for the future. Once again thank you for your care, professionalism and patience. I will never ever forget it!*

*Thank You – Nadine."*

Just a few lines, but they mean so much. I decided not to file it away but keep it out, at least for a while, to remind me what a lucky person I am.

To conclude, I asked the members who gave a talk at the AGM to write a few words about their talk, so members who attended the meeting could refresh their memories and other members could have the opportunity to read about something they missed.

I hope you enjoy reading the *Journal* and wish you all, wherever you are or whatever you are doing in 2010, a happy, fruitful and successful year.

**PS: Please check you have a note of my new email number as shown on page 4 of this issue.**

## AGM – SATURDAY 3<sup>rd</sup> OCTOBER 2009

*The following articles provide a summary of the talks given at the Society of Stress Managers' AGM in October 2009. They provide those members who were unable to attend the AGM with some information about the contents of the talks. I hope in addition those members who did attend the AGM will enjoy these written reminders.*

# THE ART OF KEEPING AN OPEN MIND

Pauline Yardley

When I was invited to give a talk on a subject of my own choice, I thought: what has been the most important thing I have learnt in over a quarter of a century of working with my clients? I came to this conclusion. I learnt from them how important it is not to jump to a conclusion which may be wrong.

A well-known bank uses this in its advert. Different cultures require different approaches, what is considered polite to one, is an insult to another

## Knowledge, learning and listening.

Dr. George Weinberg has written that everyone underestimates how rare it is to find someone who is a good listener, who also has the ability to communicate that “I hear what you are saying and it matters”. This emphasises the healing quality of being listened to and of having what you say reflected back. In doing this, the therapist shows that they have heard, and often seen, emotional undertones – those non-verbal clues of facial and body expressions (e.g. clenched hands) that may clash with the verbal. So listening is part of being open-minded and part of communication. The *Oxford Dictionary* definition is: to impart heat, motion, feeling, news, discovery. I felt that possibly the word ‘communicative’ is more suitable; definition given: to talk openly, not reserved. I put this idea to one of my clients and the immediate response was “That is me! What a revelation! Especially with my wife and some of my employees”.

Freud has advocated that the therapist should be as a blank screen, keeping their own values, feelings and experiences separate when working with people. Not feeding into the session their own feelings or hang-ups, never appearing shocked. Now I think that is good advice. Recent research has however questioned the teachings of Freud and other early pioneers of psychotherapy. Theories and models may indicate possibilities and may lead to establishing a link to a problem. The concern is that a client may agree in order to please the therapist, the therapist inadvertently

leading with their own beliefs, even becoming dogmatic in their approach. We do know that sometimes a belief is not necessarily true; it may be an opinion or an assumption. The false memory syndrome sadly proved this point, causing a great deal of distress to many people.

The Society training goes more along the lines of Carl Rogers. He advocates being client-centred. This does not use a diagnosis or interpretation. Rogers wrote that it is the client's journey, they know what hurts, which direction to go, what problems are crucial. Keeping an open mind begins when you pick up the phone to answer the client's call. You will sound professional and your offer of a free initial visit indicates you are honest and understanding. You will sound confident and competent. You are listening, maybe even picking up clues, which may or may not be relevant, constantly aware of not making any assumptions. You are guessing, maybe basing it on clinical experience. However, you know you may be wrong. You are using calculated guesswork. That first appointment, with the completion of the initial form, will no doubt be similar to what you've seen many times. Many may share a similar story. You wait, and listen: each will have their own individual view. I am sure that like me, you have been amazed at their courage and fortitude. Some have a chapter of major events to deal with, and wonder why they are at a loss to overcome what they consider trivial. Others may have led what they see as a charmed life, if they compare themselves with others. What is the connection, if any? Does adversity make us stronger, enabling us to find solutions? Does it make us more vulnerable and less likely even to consider possible solutions?

As their therapist, you know all there is to know about stress. You can explain what is happening, the effects and the individual's perception. You will help them along that journey of discovery to achieve what they want to achieve. I explain how my session is divided into two parts, which are not necessarily equal – the talking part and the relaxing part. The talking part is

usually structured, leading to more information about the client. I then briefly explain the conscious and the subconscious parts of our mind. This leads me back to stress, and the importance of relaxation and what wonderful tool hypnosis is. I will teach them how to do self-hypnosis, to take control with simple yet effective techniques. Some of this they may know already without being aware of it, like breathing. Some clients may have questions, need more information or reassurance about you or the procedure.

Our training gives us the building blocks for your client's journey of self-discovery, the analytical processes of how they think, how to change negatives to positives. What are their strengths and weaknesses? Do they get what they want/need in life? What do they want now? How are they going to get there? Have there been any dominating influences, positive or negative? Are those influences still there, conscious or subconscious? What emotions may have been ignored or suppressed? What are those events, or who are those people, who may have caused upset or the breakdown of communication? Remember, being communicative is to talk openly, not reservedly.

All the time, you the practitioner are building that trust, being non-judgemental and understanding, constantly aware, not to become dogmatic. Some techniques and processes work better with some people than with others. Remain open-minded.

## The hypnotherapy, or relaxing part.

My aim is to incorporate into this part what we have learned in the analytical part: what changes may be needed, what strengths can we reinforce and build upon. All the time I attempt to match my client's language, putting their words, thoughts and ideas into the subconscious. Simplicity is often the key, I have found. It avoids jargon and any ambiguity that may be misinterpreted. Before recording, especially if I use a script or part of one, I get permission that it is correct and acceptable. Storytelling and



ambiguity are part of Ericksonian style. I think it is really clever; however, most of my clients simply "do not get it"! I will often confess I have some favourite section of a script that I love and it seems so suitable for them, but what do they think?

Equally, I never underestimate the benefit gained when some past negative is still lodged in the memory, influencing the present. In fact, only a few days ago I received a call from a lady whom I had seen initially in 1997, who about every five years contacts me for a session or two. This time it went something like "I've put on a bit of weight over the last couple of years and I am going on holiday with all that nice food. I could do with a bit of help". At the session she told me she was going to the gym regularly, had been to various slimming clubs, seen a nutritionist, and tried various slimming plans. Sound familiar? So I began with "What is that nice food you mentioned?"

Answer: "Mashed potatoes, pizza, ice-cream".

"Okay, let's see what is going on." I asked her to simply close her eyes, and think of those nice foods and how did they make her feel.

Answer: "Feeling full, indulgent, comfortable, cosy".

"Okay, go back and associate."

Answer: "Compulsion, not such nice things, can't stop, why should I?"

"Okay, can you stay with this?"

Answer: "YES, frustrated – in the fridge, feeling empty before, want to feel happy. I'm bored, wound up, and don't know what to do with myself. I want to feel something, not hungry. I want to feel worthwhile, respected, needed, admired".

"Okay, can you stay with this a little bit longer?"

Answer [between the sobs]: "It is the fat b.....d again!"

"Okay. Are you surprised?"

Answer: "NO".

"Ready to open your eyes?"

Answer: "Yes".

Our previous sessions had revealed that her father had been abusive and very dominant. She went on to say, "He would sit in the lounge stuffing his face. He would tell me I was lazy". My mother, who would say, "You are just like your Dad", reinforced this.

We talked this through. She accepted she was not her mother or her father. She was herself – an individual who was valued, respected, needed and admired (all of which were true). I then

went on to record this, alongside a script for self-acceptance, to remind her and reinforce this image.

This brings me yet again to the importance of keeping an open mind.

Throughout the years, I and most of my colleagues have attended many seminars to increase our knowledge and expertise. We have learnt about N.L.P., C.B.T., Gold Counselling, brief therapy, solution-focussed, and all the applications, models and techniques. This opens opportunities to incorporate where appropriate, to be more open-minded, because different people prefer different approaches.

I know I am a stress manager and a hypnotherapist. I am not an expert in Erickson, Jung or Freud. I can explain the basics of Transactional Analysis for understanding relationships and being aware of moral codes and core values. All very useful as long as we do not become dogmatic, pragmatic, authoritarian, with indisputable opinions. We remain non-judgemental, supportive and without prejudice. Only then will our clients discover a way of living with their choices and their own sense of well-being.

So, for my conclusion, the art of keeping an open mind is to apply ourselves to be communicative. My personal keyword, perhaps, is 'maybe'.

## A HYPNOTHERAPIST'S POEM

If you're overweight  
And feeling blue!  
Just give me a call,  
I'll help you through.

So you're stressed  
And just **can't** sleep!  
I'll give you a CD  
To play, and keep!

Anxiety and worry  
Getting you down!  
Then let me help you  
Lift up your frown.

Depressed and low  
With nowhere to go!  
At your **wits end**...  
I know,  
I'll put you on the mend.

Drinking and drugs  
If that's your vice,  
Then let me give you  
Some good advice.

If you smoke and want to quit  
You've tried before  
But felt like shit!

Fed up with drugs, patches, pills and  
potions,  
I'll support you through **all** your  
emotions.

Lacking confidence  
Or full of fears!  
Let me help you  
Hold back the tears.

If you're in two minds  
Or full of self-doubt!  
Please give me a call,  
And I'll help you out.

## WHO SAID THAT?

"A slow sort of country" said the queen. "Now here you see, it takes all the running you can do, to keep in one place. If you want to get somewhere else, you must run at least twice as fast as that.

(Lewis Carroll - 'Through the Looking Glass'.)



# MIND POWER HEALING

## Can hypnotherapy help clients with physical healing?

By Mike Dillon

**There are many approaches one can take to examine this possibility. Due to the short time available I am going to examine only the scientific approach.**

With life in general, and concerning my work as a therapist, my feet are firmly on the ground and I am not a person to go down the road of fancy and illusion. To support the work I do as a stress manager and hypnotherapist, there must be powerful anecdotal evidence that I have gained through my own 20 years' experience as a practising therapist, and/or scientific evidence.

However, I do like to explore new processes and gain new knowledge so that I can extend and develop new ways of working. I believe it is important to progress and develop in whatever one does as a therapist, not only by using well-tried and tested therapy processes, which are very important of course, but also by researching new methods of being a more effective therapist.

When I read some time ago that the cells in the human body automatically change completely, at the very least one thousand times during an average lifetime, my ears pricked up and I began to wonder what implications this could have for healing the body.

Normally the body recreates the same cell patterns and structures in the same way time and time again. Therefore, if there is some physical disorder in the body, it just reproduces the defective cells. This then sparked the idea within me, what if we could perhaps influence these defective structures and patterns by the effective use of our mind?

There are, of course, many examples from medical records of this happening and being described by the medical profession as 'spontaneous random cures'. What about healing that in general terms could be termed faith healing? What happens there? There are also complementary

therapists who claim that they use energy to heal the body. What is this energy? Where does it come from? These thoughts began to occupy my mind.

Then I read about some of the latest discoveries in quantum physics. It is showing us amazing things. Our universe is not as solid as it appears – it is in fact made up of relatively few particles, separated by a field of energy that permeates everything in the universe, including the human body, and is known as the 'conscious energy field'. It has also been proved beyond reasonable doubt that at a subatomic level, this energy field responds and rearranges itself in the presence of human thought and belief.

In this energy field, 'things' that are connected physically and then separated, act as if they are still linked. This is believed by quantum physicists, based not on anecdotal evidence, but on painstaking experiments and research.

As a result of reading about quantum physics, I learnt some astonishing facts about the universe we live in. The following are some of the more important that could be applicable to 'mind power healing'.

Even the smallest particle in the universe is a part of every other particle, and each particle is a minute replica of the whole universe. The universe is a gigantic hologram, so at a subatomic level, each small particle is an exact representation of the whole universe. This means that everything in the universe, including the human mind and body, is interconnected in a fundamental and powerful way, because everything in the universe, including planet Earth and all that exists on it, is made of the same minute subatomic particles.

So, with the discoveries of quantum physics, we are poised on the brink of a revolution. At the very frontier of science, new ideas are emerging that challenge everything about how we

believe our world works and how we define ourselves.

These discoveries support the belief that human beings are far more extraordinary than an assembly of flesh, bones, chemical interactions and electrical impulses. This new science answers fundamental questions that have perplexed scientists for hundreds of years. Together, these studies and research offer us copious information about the central organising force governing our bodies and minds and the rest of the cosmos.

Quantum physics has established that human beings, and all other living things, are a coalescence of energy in a field of energy connected to every other thing in the world. This pulsating energy field is the central engine of our being and our consciousness, the essence of our very existence. It is this energy field, rather than germs or genes, that finally determines whether we are healthy or ill. What a fascinating thought that is.

So, what does this have to do with 'Mind Power Healing'? It is well established that thoughts are energy and can be scientifically measured. Energy cannot be destroyed only recycled. That means we cannot have a thought without some effect, without something happening. This has long been believed in respect of psychological development. The discoveries of quantum physics suggest that this can apply to the physical body as well. The more profound the belief connected with the thought, the more powerful the effect it can have.

As the whole body and mind works by the creation of energy, as indeed the universe does, can we focus and direct our own personal energy to the 'universal field of conscious energy' to promote physical healing?

Scientists have confirmed that photons can be influenced just by being watched. And the more focused

the watching, the greater the watcher's influence on how particles behave. So if we have a really profound belief in the discoveries of quantum physics can we influence our cellular structure to achieve physical healing? What possibilities might arise if with genuine belief and conviction, we could transform our health by tapping into the 'conscious field of energy'? What an interesting possibility that is.

Our bodies and minds work by the creation of energy, and like all matter, our bodies consist of vibrating energy. According to quantum physics, there is nothing solid, in the accepted sense of that word, in the whole universe. Cells in the human body consist almost entirely of space, and this space is full of swirling energy.

As stress managers, we are all aware that client belief is paramount in the healing process, and this is particularly so in respect of physical healing.

Mankind has always had a belief, or at least a hope, that there is something beyond human capability that they can obtain help and assistance from in living our earthly life, especially in times of great need. However, it appears to me that in the Western world at least, there are increasingly fewer and fewer people who believe with any great conviction that God exists, as portrayed in the traditional way. Most will say they believe there is something significant beyond mortal life but do not have any clear idea what that might be.

I have personally found that clients in general tend to have more belief problems in the possibility of using their mind for physical healing than they do for psychological healing. When I can explain to them some of the basic discoveries of quantum physics, this can lead to a platform for belief. I can offer information based on scientific discoveries, which encourages them to accept that the possibility of help from an outside source is a scientific reality, and not just esoteric hope.

What interesting possibilities are now available to hypnotherapists who know that clients can change positively, but can now learn about the reasons why and how change takes place from the scientific evidence that quantum physics provides? If a therapist can study and believe the discoveries of quantum physics, they can transfer this belief to their client, and that can provide all kinds of positive verbal and nonverbal signals to the client.

The scientific research and discoveries of quantum physics suggest that the human mind and body communicates through energy frequencies and makes its own record of the world in pulsating waves; an energy field permeates the whole universe that is essentially a recording medium of everything, providing a means for everything in the universe to communicate with everything else; the consciousness of human beings has incredible powers, to heal ourselves and to heal the world – in a sense to make it how we want it to be.

Obviously, due to the time factor, I have been able to introduce only briefly the research and discoveries of quantum physics and how they could be relevant to the healing process. It is a vast subject, but there is a lot of information out there for therapists who are interested in this subject.

So the question I am going to leave you with is whether we **can** influence our physical body by using our mind in a positive way, and more importantly, whether we can do this with quantifiable results. My belief and experience is that we can, not least because the discoveries of quantum physics have shown how energy, in all its forms, dominates the universe we live in, including, of course, the planet we live on.

In particular, hypnotherapists who are trained and spend years using language in a way the subconscious mind can relate to are in a unique position to help their clients with physical healing. If they have profound belief in what they are doing and they can help their client also to share this profound belief, then both therapist and client can go down the **anything is possible** pathway together.

Photons: a quantum of electromagnetic radiation, proportional to the frequency of radiation.

Quantum physics: an abrupt transition in an atom or molecule from one quantum state to another.

## ETERNALLY YOUNG

There is something in us, eternally young, that can, understand beyond the visible world, beyond phenomenal reality. But this one thing in us, eternally young, is lost by us in the world of objects and the external things of the senses, and, using the logic of the senses, wastes itself in

useless speculations which are without meaning for it, because it is capable of understanding a higher logic and a new world, utterly different from this dark world of sense and temporal logic into which it passes and in which it becomes lost. This magical side of ourselves, which in childhood

we feel, is destroyed by life, and remains only as a memory, dimly felt at moments, recalling for a fleeting instant something that we knew once and possessed and which has gone out of our lives. It is this, this *one* in us, that must find itself...

## WHO SAID THAT?

**A winner is someone who recognizes his God-given talents,  
works his tail off to develop his skills,  
and uses these skills to accomplish his goals.**

**(Larry Bird)**

# LIFE COACHING

MARILYN UPTON

I'd like you to imagine that you're in a long dark tunnel! There's no light at the end, you don't know how you got there and how far it goes on ahead. The only way you know it's a tunnel is that you can feel the sides going straight on for what seems like forever.

You thought you had a torch with you somewhere in your rucksack, but the dark is so oppressive that it's affecting your ability to think. You frantically feel around for the torch, but in your panic you can't find it.

That is how one of my life-coaching clients described their life until they came for my Life Coaching sessions. It's actually quite unusual for a client to remember how they felt before coming. As with our normal set of sessions dealing with a particular issue, the client usually forgets what a state they were in before coming. That's why it's useful to have a Coaching Plan sheet filled out at the first session. It reminds the client how far they have come when they look back and see their Development Goals. Also on the Coaching Plan are target dates and the number of sessions. They give the course a structure. I'm often seeing clients only once a month, so once we have worked out together what they want to achieve, we find ways of doing that and I leave the client to get on with it.

So, what I'm doing is to help them find their torch! They had it all along, but through the questions I ask we find out whether they need a bigger torch or new batteries, or whether they just need help in switching it on! And as you know, almost anything can be fixed when we're using the power of the mind!

As members of the Society, we tend to give remedial help in our normal sessions, though quite often what we do has an effect far beyond that. However, the client often expects us to fix a particular problem that exists in their life. Sometimes Life Coaching is like that, i.e. remedial. Sometimes, however, it's generative: in other words, new thinking is taking place, creativity is stimulated, multiple

options are generated, so that the client can use their full potential to achieve their goals.

How do we do this? Life Coaching has been described as "Non-directive support to release an individual's potential".\* That individual may be someone newly promoted to an executive position who needs extra tools, it may be a wife and mother who wants to combine work with looking after the family, or it may be someone who knows that they could achieve more at work but does not know how to go about it.

Peter Blocker has said, "Coaching is the facilitation of learning and development with the purpose of improving performance and enhancing effective action, goal achievement and personal satisfaction. It invariably involves growth and change, whether that is in perspective, attitude or behaviour."

There's a lot in that statement, but I'd like to unpack it a bit today, in describing what I do as a Life Coach.

To find out what kind of growth and change is needed I give each Life Coaching client a list to tick, very similar to the list that Society members give to clients at the Initial Consultation. Then, if they've ticked 'Worry', for example, I ask them things like "When do you worry?", "What worries you?", etc., and in this way I start to build up a picture of the area where a client needs help – which are the stones in the way on their journey through the tunnel when they've lit up the path with their torch! I also ask them to list approximately ten important people in their lives from the past and present, so that I can begin to assess what influences them as an individual. This also gives me some guidance as to what their personality is like and what their strengths are.

I then have a picture of what's stopping them from achieving their goals, and the kinds of things that motivate them. I always give the client a hypnotherapy session including positive thinking during the first

consultation, but not necessarily every time after that. If they have a problem such as a phobia or public speaking issue, I deal with that in some weekly sessions first before going on to Life Goals.

That is Stage 1: "Clearing the ground".

Conversely, sometimes a client comes to Life Coaching from my normal sessions. Having overcome what they were focusing on, they then want to go on to Life Coaching because they feel ready to expand their horizons but don't know how. They've removed that particular stone, the phobia or whatever, and so their attention can now focus on the next part of the tunnel! So they go straight on to Stage 2: "Laying Foundations". Then comes Stage 3, "Building the Ideal Life". This is where the Development Goals start happening. Up to now, small steps have been taken, but at this point the client actually starts doing what they have been aiming to do. Finally, in Stage 4, "Finishing Touches", the client re-jigs anything that they think is not working as well as it might, and, if appropriate, they think about where they want to go from there.

Different clients reach the different stages of the tunnel at different speeds. There isn't time today to go into what is involved in each stage, but from those headings I'm sure you get the general picture.

In the same way, once the client is on their way down the tunnel, they realize that they need a different kind of torch, i.e. new perspectives, for each part of the journey. I sign them up for six monthly sessions initially, but after that we often "renew the contract", as it were. I have clients who have been with me for three years, and it's a privilege to watch them develop. There are also clients who achieve the same amount of progress in six months; it depends where they are in their life and what they want to achieve. So six months doesn't necessarily equal one Stage, or four Stages – we go at the rate of progress appropriate to that particular client.

The stones that they're likely to stumble on vary greatly. It's up to the Coach to make interpretations that help the client gain awareness in order to achieve the results agreed upon. A skilful coach harnesses the client's unconscious knowledge, resourcefulness and creativity. There's a lot of enquiring that gently challenges fixed thinking – cognitive behavioural therapy comes in useful here. The coach has to tolerate paradoxes in the client if they are there, as they are with nearly everybody, and help the client make new connections in their thinking. We also look at what kind of commitment is necessary to achieve the goals that the client is aiming for.

I had a client who is internationally known as an expert in irrigation. (I have his permission to use his case as an example.) But he was a Somerset lad with no previous international experience, and his company was sending him to places like Saudi Arabia. He was drying up during his presentations. Very quickly I had to help him focus on his own goals in this situation. I had to make him realize that talking to Saudi Arabians was just like talking to anyone else. They wanted his expertise just like anyone else. In the context of his presentations, the fact that he'd got on a plane, was in a foreign country where people looked slightly different and some of them dressed differently had nothing to do with anything.

Yes, he adapted his work to the project in hand, but he did that wherever he went. (I have to admit that my own experience abroad helped in this case!) So we talked about his goals in doing this work for himself and his family, and I helped him with hypnotherapy to be super-confident when presenting. Job done!

Things don't always go as smoothly as that, because this Life Coaching programme is about change, and as we know in our regular hypnotherapy work, there are always consequences of change. Some can be anticipated,

some can't. Sometimes part of the client may sincerely want to make a change, but other parts may not be so willing, there is resistance or interference. This can also come from others around the client. At this point it's very important to understand what is going on – to explore whether someone's values are being challenged or whether it is simply the subconscious resisting change to keep the client "safe". Here again, hypnotherapy can help clarify by guiding the client to focus on what is going on and what they want to do about it.

I'd like to end with an observation by Marcus Buckingham and Curt Coffman in their book *First, Break All the Rules*. They say: "Companies are searching for undiscovered reserves of value. Human nature is one of those last, vast reserves of value. In the past they have tried to access the power of human nature by containing it and perfecting it, just as mankind has done with the other forces of nature. Instead we now know its power lies in the fact that each human's nature is different. Individuals are the best mechanism they have."

We recognize this in our practices and with just a few add-ons can adapt what we do, so that through Life Coaching, individuals and companies can realize this potential throughout their lives and we have the satisfaction of facilitating it.

## REFERENCES and RESOURCES

Peter Bluckert's website:  
[www.pbcoaching.com](http://www.pbcoaching.com)

*The International Coach Federation's International Seminars:*  
[www.itsnlp.com](http://www.itsnlp.com)

\* From *The Coaching Bible* by Ian McDermott and Wendy Jago.

"Coaching is the facilitation of learning and development with the purpose of improving performance and enhancing

effective action, goal achievement and personal satisfaction. It invariably involves growth and change, whether that is in perspective, attitude or behaviour."

Peter Bluckert, *The Foundations of a Psychological Approach to Executive Coaching*.

## WHEREABOUTS IN THE TUNNEL ARE YOU?

STAGE 1: There's something holding you back, such as a phobia, public speaking issue etc.

STAGE 2: You're ready to launch out there but you don't know how.

STAGE 3: You're doing it! Living the life you had only dreamed of – you can now see the end of the tunnel! However, it's still scary: do you have the resources to reach the end?

STAGE 4: You've tweaked the last few areas that were holding you back, e.g. inability to get on even with people you don't like, and are satisfied with your level of achievement (for the moment!). Oh, no, look, there's another tunnel, higher up...

Useful resources:

Peter Bluckert's website:  
[www.pbcoaching.com](http://www.pbcoaching.com)

*The International Coach Federation's International Seminars:*  
[www.itsnlp.com](http://www.itsnlp.com)

Coaching Plan

Name:

Date:

Number of sessions in this course:

Development Goals:

Plan with target dates:

Assessment of achievements:

## WHO SAID THAT?

"We boil at different degrees."  
(Ralph Waldo Emerson.)



# CREATING RELAXATION CDs

Nick Sands

## Using Cakewalk Music Creator software (2003 version)

1. Install Cakewalk Music Creator programme.
2. Insert CD and copy from CD into Windows Media Player. Do this by selecting "play CD" and then "copy from CD".
3. Go into Cakewalk and import music from Media Player (My Music) into Audio 1, which is the backing track. Do this by clicking on "file" and "import audio" and selecting music from My Music files. Import one track at a time and ensure cursor is located at the end of the first track before importing the second.
4. Open Audio 2 and press "R" button to activate recording mode. This is then displayed as "armed" at bottom of screen.
5. Adjust volume and trim (balance) levels by clicking on this and pressing + and – keys.
6. Before you start recording, ensure that microphone is plugged in and switched on and that volume control on computer is turned up.
7. Press red button at top of screen to start recording voiceover; press "stop" button to finish.
8. Save the recording in the Cakewalk file by selecting "file" and "save as" to name and save the file.
9. Then select "export audio" and "My Music" to send the recording to the My Music files.
10. Close Cakewalk and go into My Music and open the saved file. Insert a blank recordable CD and select "Copy to Audio CD". This will then "burn" the music on to the CD. When the CD is ready it will be ejected. It is now ready for your client.
11. You can personalise the CD by using Avery "Afterburner" labels for both the CD and the CD case.

For latest information go on line:

Music Creator software:  
[www.cakewalk.com](http://www.cakewalk.com)  
Avery Design Pro labels:  
[www.avery.com](http://www.avery.com)

## RULES FOR BEING HUMAN

As far as learning to be human goes, the following Rules could well be those given to us before we are born, to guide us through life. The only problem is we have forgotten them.

You will receive a body. You may like it or hate it, but it will be yours for the entire period this time around.

You will learn lessons. You are enrolled in a full-time informal school called life. Each day in this school you will have the opportunity to learn lessons. You may like the lessons or think them irrelevant and stupid.

There are no mistakes, only lessons.

Growth is a process of trial, error and experimentation which ultimately 'works.'

A lesson is repeated until it is learned. A lesson will be presented to you in various forms until you have learned it. When you have learned it, you can then go on to the next lesson.

Learning lessons does not end. There is no part of life that does not contain its lessons. If you are alive there are lessons to be learned.

'There' is no better than 'Here.' When your 'There' has become 'Here,' you will simply obtain another 'There' that

again will look better than 'Here.'

Others are merely mirrors of you. You cannot love or hate something about another person unless it reflects to you something you love or hate about yourself. If you hurt someone else you are hurting yourself.

What you make of your life is up to you. You have all the resources and tools you need. What you do with them is up to you. The choice is yours.

Your answers lie inside you. The answers to life's questions lie inside you. All you need to do is look. Listen and trust.

## WHO SAID THAT?

"If what you are doing is making you sick stop doing it." (Abraham Maslow.)

"Resolve to be a master of change rather than a victim of change." (Brian Tracy.)

"The reason why worry kills more people than work, is that more people worry then work." (Robert Frost.)

"In your mind, all that glitters can be gold." (Michael Dillon.)

## REFLECTIONS

Beverley Barnsley answers questions asked by Mike Dillon (Editor) about her life as a stress manager.

MD: Thank you, Bev, for agreeing to reflect on your work as a stress manager. Firstly, can you let me know something about your life before you became a stress manager?

**BB: It was far removed from what I do now; I was an Insurance Broker – very boring when I think back.**

MD: Yes, I see what you mean; or you could say you changed from being a broker between people and their material security, to a broker between people and their psychological security, metaphorically speaking that is.

What was the main reason why you decided to train as a stress manager, and to what extent did you find your experience of life and profession

before your days as a stress manager helped you develop your skills as a therapist?

**BB: One evening, I scanned the newspaper and found an advert – “Do you want to be a hypnotherapist”. I was intrigued. I thought the word ‘hypnosis’ sounded exciting and went along to the seminar with no real intent to go any further, just a big curiosity as to what it was all about. In those days hypnotherapy was relatively new. At the seminar, I was hooked. People always seemed to turn to me when they had problems and it sounded just the job for me.**

MD: Well you are certainly right about that – in view of the great success you

have achieved as a therapist, it was the right job for you.

Which particular personal resources and characteristics do you consider were most important in helping you to become a therapist? Alternatively, did you find any particular aspects of training and early development as a therapist difficult and challenging to overcome?

**BB: I know I’m a big talker but I also have the ability to listen – I think that is really important and my tutors also impressed this upon me. I guess my biggest difficulty lay in accepting the parapsychology (I was trained by the Institute of Hypnosis and Parapsychology). I am very left-brained/logical, and some of the exercises and past-life**



Family holiday in Florida with husband Chad, daughter Kristy and her partner Rick.



**training I found hard to take on board. Over the years, however, my beliefs have changed with experiences I have encountered both with clients and myself.**

MD: I believe many practical-minded therapists have gone down that road. However, with the new discoveries in quantum physics, parapsychology does not seem so esoteric as it once appeared to be.

Bev, as you have now been a therapist for many years, what advice would you give to a newly trained stress manager working as a practitioner and in the development of a practice?

**BB: Marketing and advertising as much as possible. I saw many people in my early years give up, as they weren't prepared to advertise. I know there are now a lot more complementary therapists out there, but it was just as hard in the early days when hypnotherapy was new and not accepted as well by the public. I advertised anywhere and everywhere and was working full time within a year.**

MD: I agree. It really astonished me that so many therapists did not appreciate a basic business maxim: that you normally have to invest prudently but persistently in a new business for up to two years before you can expect it to be really successful.

I think that is where you, Steff Richards and others, including myself had an advantage coming from a business background.

Do you believe that to be a successful therapist in the 21<sup>st</sup> century, therapists dealing with 'mind psychology' need more techniques to use than they have trained in, for instance members of the SSM having trained in stress management and hypnotherapy? How many different techniques have you studied and use in your therapy work?

**BB: I think the more techniques you have the more effective you can be. Every client is different and "same old, same old" won't work for everyone. I've just counted about 30 certificates for extra training techniques that I've done over the years – too many to name here. Two of the most effective ones are Gold Counselling and the Miracle Question, which is Rubin Battino's favourite technique.**

MD: That must be some kind of record, Bev. To my mind, it has become very apparent that any therapist not using a variety of techniques will find it very difficult to survive in the 21<sup>st</sup> century. Have you found it useful to use marketing methods that do not involve the payment of money, such as writing articles for the local press or giving talks and the like, and have you had particular success with any marketing

method that made your name well known to local health providers or to the public in the area your practice covers?

**BB: Writing articles and giving talks helped me, but after I had been practising for a while, I talked to our local doctors and that was a real big breakthrough. Patient referrals are now the big bulk of my business.**

MD: Yes, I have worked with a GP practice for 18 years; it is certainly an effective way of gaining credibility and building up client numbers.

What are your thoughts about creating a niche in the market? How important do you feel are the advantages of being known in your practice area as specialising in certain conditions, for example, phobias, depression or weight problems? Have you achieved any such specific recognition for yourself as a therapist?

**BB: I've never specialised in any one specific market, although I do work with the balance centre at the local hospital helping patients with anxiety and panic attacks, as these conditions make anyone with balance problems worse.**

MD: You have been a therapist for many years, Bev, and have handled many client cases. Can you give details for the Journal readers of any particular case you found unusual, particularly interesting, or made you laugh?

**BB: I did see a flasher a few years ago, but he would only flash to people whilst in his house – behind the net curtains!**

MD: I have never heard that one before. They must have been low net curtains! Or maybe he stood on a chair.

Accepting that many clients who visit therapists with problems based on depression, fear and anxiety, are not experiencing any happiness or indeed humour in their lives, have you any ways of introducing humour into the therapy process so the client involvement can be lightened up and help to break the negative trance they are in?



Entertaining the old folk at Christmas 'Fancy Dress Event'.

**BB: A sense of humour is vital. I do have a hilarity induction, which I also use with children. I usually record it, so they have something to lift them at home. Some SSM members recently did a course of CBT, and the “hot thought” process is also very good.**

MD. In view of the Hypnotherapy Regulatory Forum working through The Prince's Foundation for Integrated Health to develop a robust and transparent structure for the regulation of the hypnotherapy profession and the protection of the public, how important do you think this work will be in establishing confidence with the general public and the possibility of encouraging formal acceptance of hypnotherapy into the NHS?

**BB: I hope it establishes confidence with the general public – there are still a lot of people out there who don't understand what we do. Being accepted by the NHS would help, certainly, and give the profession more credibility.**

MD. The Hypnotherapy Regulatory Forum, under its new Independent Lay Chair, Jenny Gordon, will include in its work preparation of agreed standards for education and training, agreed codes of conduct, ethics and practice, together with the necessary procedures for discipline and grievance and the development of a public register of hypnotherapists, who are safe and competent to practice. Other matters that will be considered are a single therapy model or a federal therapy model for the regulation of the hypnotherapy profession. In addition, the HRF will remain open to the possibility of statutory regulation through the Health Professions Council. How important do you feel all this is in taking the profession into a successful and positive future?

**BB: Regulation sounds great, but I'm not to sure about a single therapy model. I don't think all conditions would fit one model. When I think about the many related courses that many of us have attended, if we are restricted and haven't the freedom to apply all of our techniques, our success rate would drop – which isn't going to**

**inspire confidence from the public for our profession in general.**

MD: A very important point, Bev. As psychotherapy means 'the treatment of mental disorders by psychological means', one could argue why not call everybody in the talking therapies psychotherapists? We would then all be able to use whatever techniques we were skilled at, and have one governing body. However, I am sure there are too many therapy organisations 'sitting on their own stools' for that to happen.



Bev and friends as three blind mice.  
They won the competition?

All stress managers are aware how critical relaxation is in achieving optimum performance. How do you relax and make sure you are not forever spinning constantly around on 'the hamster wheel of life'?

**BB: I've learned to put 'Me Time' into my diary before anything else, and keep those times free for me – not always successfully, I must admit. I'm still working on that one, Mike.**

MD: I remember you talking to me about your interest in amateur dramatics. Can you let our readers know something about your involvement with this activity? Also, does this leisure pursuit help as a

welcome break from your work as a stress manager?

**BB: I've been involved with the theatre since my parents sent me to a drama academy – aged three – and have been acting and producing for many years. I'm lucky the group I'm a member of is very good, and we do lots of competitive festival drama where I've picked up quite a few acting and producing awards. It's certainly a break from work because it's so different, but it is very time-consuming.**

MD: So, to conclude, Bev, looking ahead into the 21st century, what changes do you think we will see in the way those working in the 'talking therapies' practice their profession? Do you feel therapists will need to increase the disciplines they use so they can offer clients many different approaches in the healing process?

**BB. There are certainly more techniques taught now, as new discoveries are made about how the brain functions. As we understand more, I'm sure there will be many more techniques we can learn, helping us to become even more effective.**

**It would also be great if we could be regulated in the right way and accepted by the NHS. Here's hoping!**

MD: Thank you, Bev, for sharing your reflections with readers of our journal about your life as a stress manager.

You have highlighted amongst other things the enormous help a therapist can achieve in developing their practice, if they can work in or alongside a GP surgery, in a hospital, or other mainstream medical care unit. It was very difficult many years ago when we both achieved this, Bev; it was not so easy to do. However, due to the advances with most of the talking therapies in more recent years, with better organisation and a much more enlightened view of complementary therapies in general, it is much easier today in the 21<sup>st</sup> century. This must surely be a considerable opportunity for new therapists entering the profession.



# STRESS MANAGEMENT SAT NAV FOR THE EMOTIONAL MIND!

JANE MURPHY-THRESH

Steve and I are fairly intrepid motorists! Armed with a map book and an AA route map printed from the computer, we usually find the quickest route and over the years have travelled from one end of the country to the other. However, about a year ago, we found ourselves lost in Bradford, much to our dismay. The route map told us to come off at junction 11A – there wasn't one! We finally got into the city centre by using our limited knowledge of Bradford and its surrounding areas. However, we realised that we were in an area where we preferred not to stop and ask for directions. We were fed up by now and decided to follow the friendly signs for the M1 and head for home. We were quite shocked that we had failed to get to our destination.

However, this started me thinking of a parallel between our experiences without a 'sat nav' and a potential client's experience without stress management. The client may feel that they have 'lost their way' and feel unable to cope by applying their usual strategies.

Later that year, we were staying with friends in the Scottish Borders so that we could attend a training weekend

with Wellmind Ltd in Hexham. Again, we were armed with all necessary routes and maps. However, our hosts in Scotland offered to lend us their satellite navigation system. We thought we didn't really need it but we accepted their generosity and set out for Hexham. The 'sat nav' took us by the same route we had planned. However, upon leaving the car park at the end of the day, we managed to exit onto a different road from the one we had come in on. We were lost on the back roads, which were part of a one-way system. Fortunately, the 'sat nav' was already programmed with the route 'home' and so it guided us through the back roads, heading towards the Borders. We were impressed.

We decided to buy our own satellite navigation system, but still didn't trust it. The first time we used it was for a route we knew very well, just to test it! Stress management similarly provides a route back for clients who are lost – but first comes trust. The second time we tried the sat nav, we took it as a backup for a trip to Solihull. We had our usual map and AA route just in case. We soon hit a snag: the M1 was closed! As we followed the 'diversion'

signs, the sat nav recalculated, and we were soon back on the right route.

Again, there is a parallel with stress management clients. They may have preconceived ideas about stress management and hypnotherapy and may be apprehensive about whether it would be right for them. A friend or doctor or magazine article may have recommended the therapy to them but they may still feel that there is a more traditional or familiar treatment best suited to them. They may continue with some old style behaviour until they learn to trust the stress manager.

We have since learned to trust the sat nav, getting to know how to interpret what exactly it means and learning to use it sensibly, whilst still noting road signs and having a broad understanding of where we are headed.

Similarly, a client will gain new skills and insights so that they can navigate around future obstacles but stay on the right road to achieve their chosen destination. I like to think of stress management as the sat nav for the emotional mind. A good investment for clients and a very useful aide!

## CORRESPONDENCE

*We welcome your letters and emails. Please include your telephone number so that we can contact you if necessary. Show any references when appropriate. Send to the Editor:*

**E-Mail: [dillonmichael1@sky.com](mailto:dillonmichael1@sky.com)**

**Letters: Mike Dillon, 34, Ash Crescent, Higham, Rochester, Kent, ME3 7BA.**

"I would like to say, Mike, how impressed I am with your achievement in building up the Journal to what it is. It could so easily have been a small-minded, inward looking and self-serving publication, but you have nurtured it to be a serious work." **Chris Smith**

"I have not had time to read the whole Journal, but what I have read so far is up to its high standard of content as usual. Well done! The article about using hypnosis instead of anaesthesia is fascinating. We do sometimes forget **how** powerful is the power of the mind." **Gill Hines**

"Thank you for the report on the Journal. Once again well done." **Peter Matthews**

"Thanks for the update, and once again, congratulations on a job well done." **Laurence Nicholas**

"Just had a quick read through volume 5. I particularly enjoyed the Jack Gibson interview, and laughed out loud at Marilyn's 'Relaxation and Inner Peace' article. Excellent issue, once again." **Alan Mosley**

# FEAR OR PHOBIA: WHAT ARE YOU AFRAID OF?

By Jane Murphy-Thresh

Most of us have a 'fear' of something. It may be a fear of flying, spiders, birds, or indeed any other specific item, object or situation. Most of us have heard of claustrophobia (fear of confined spaces), agoraphobia (fear of open spaces), and arachnophobia (fear of spiders) and there are many, many more. There are also social phobias. The sufferers of these hate being exposed to the scrutiny of others. Such situations can include eating in public, for example, or speaking in public or being sick in public.

People might think this is a bit odd, or even daft (which doesn't help the sufferer to feel any better about it!). One person's fears may seem quite strange to another, but these fears should never be thought of as ridiculous. While your conscious or rational mind knows the difference between the real danger of, say, a tiger compared with that of a mouse, the subconscious or emotional mind does not necessarily have the ability to distinguish between the two. The same 'fight or flight' responses can be activated to both animals. When that happens the brain triggers production of adrenaline through the body, increases heart rate, quickens breathing rate and heightens the senses. These responses are just what you need to either fight the danger or run away from it. It all happens so fast (in fact, twice as fast as your sensible, rational mind) that you're doing it literally before you know it!

The purpose of the emotional mind is to protect you, to warn you of danger, and therefore it looks for the negatives in life. It stores information and remembers how you felt before and how you dealt with it. So, while someone may *know* that a piece of cotton wool can't *really* hurt them, their emotional mind remembers how terrified they felt when they had an injection and the nurse wiped their arm with a piece of cotton wool.

Often the cause of a phobia is a series of events that reinforce the original bad experience over a long period. These events will repeat or appear to repeat the original cause and will confirm to the emotional mind that it is on the right track.

Of course, not all fears are harmful. Some can be very useful. A child needs to be taught to be cautious of the dangers of crossing a busy road or going near a fire, for example. Fear is an instinctive reaction, which we can't afford to ignore. Our very survival depends on it. However, if that fear shows up out of context and starts to make life difficult, it can prevent the normal functioning of your everyday life. This inappropriate fear is a **phobia**.

Many people who realise they have a phobia can react by avoiding being in that specific situation. For example, someone who has a fear of flying can simply avoid getting into an aeroplane. However, many experience the daily dread of having no choice but to face the feared item or situation, and this in itself can cause severe anxiety. They feel out of control, and this creates real stress. They may experience nausea, headaches, stuttering and shaking, among many other physical symptoms.

Phobias may come about in various different ways. In fact, a phobia may be triggered by severe stress. In such a case, it is not the phobia that needs to be addressed, but rather the cause of the stress itself. Sometimes an existing phobia can be exaggerated by stress.

Did you know that it is also possible to be taught a phobia? Or for a phobia to be transmitted to another person? For example, a child may witness a parent's severe reaction to a thunderstorm and may thereafter associate a thunderstorm with feelings of panic and distress. It is also possible to pick up phobic reactions from the mass media, or even from the way you

might have been rewarded or punished.

So, do you have a useful fear of something or do you have a very unhelpful phobia, which is seriously affecting your life? If you have the latter, have you decided that enough is enough? Is it making you angry? If it is, this is merely a sign that you are ready to make a change. With expert help you can use various techniques to at last CONFRONT, OWN and CONTROL these fears.

First published in *The Wakefield Review*, Jul/Aug 2008 issue.

Editor's note: when sending the above article, Jane wrote, "My only (and quite huge) reservation is that the article was written for ordinary people, and not for stress managers! I would be very much preaching to the converted!"

*Editor's reply, sent to Jane about her concerns:*

"The Society's *Journal* is read not only by experienced therapists, but also by trainees and other people in the wider field of health care. Copies can be sent to people who are interested in becoming members or who want to train as stress managers. The *Journal* is also made available on the Society's website for the public in general to look at. In addition, it is always a good discipline, even for experienced therapists, to be reminded of the more basic aspects of their work. It is always useful to go back and re-visit some of the more basic information that can be overlooked in the mists of time. Members of the Society should not think that all articles for the *Journal* must be written only for experienced therapists to read; all views are welcome. Anybody can write about stress – yes, anybody. Stress is a feature of everyday life. Back to Basics is as good a subject as any other.



# THE FOUR STAGES OF CHANGE

(Interpreted by Mike Dillon).

## ***Unconscious Incompetence:***

A person is not even aware they have the resources need to change. They believe they cannot change.

## ***Conscious Incompetence:***

A person becomes aware they do have the resources they require to change but do not know how to effectively use them, but they realise if only they could use them, they would increase their ability to change.

## ***Conscious Competence:***

A person learns to use the resources for change effectively but needs to be very focused on what he/she is doing.

## ***Unconscious Competence:***

Using the resources for change is so automatic it becomes 'second nature.' It is done unconsciously the resources are used instinctively.

## ***Result:***

The change desired has been passed from a conscious activity to an unconscious activity.



# SPRINGTIME



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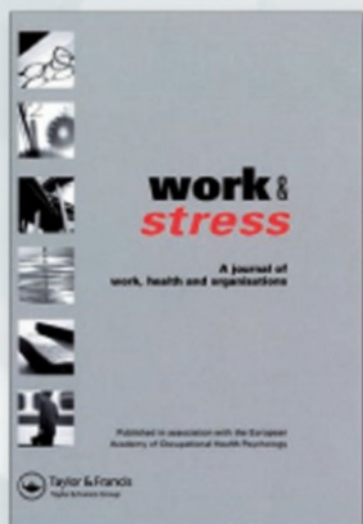
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