

## Bach Friendly Group Case Study

### A Hard Sell

You have lived next door to Kevin and Sally for about five years without really getting to know them well. You know that Kevin is a Sales Rep and that Sally works part time at the science labs of a local private school. They seem always to be busy and up to this morning you have only exchanged pleasantries.

But this morning as you come out of the front door on your way to the supermarket, you notice Kevin sitting in your garden, head in hands, seemingly hiding behind your hedge. Intrigued and concerned, you approach him –

*Kevin ... what is the matter? Can I help?*

Kevin looks up startled, and replies – *Oh! Sorry! Um ... no. I'm fine. I was just having a think. I'll be off now.*

You – *Well that's fine. I was just concerned about you. It seems that you have been upset about something. Please feel free to come and talk things over if you need to. I think you know already that I am a Bach Practitioner, and if you would like to, we could always choose some remedies to help you.*

Kevin – *Er, yes, thanks. I must go now.*

You – *Are you sure you are OK to drive?*

Kevin – *Hmm? Oh yes, fine, thank you.*

Kevin goes off to sit in his car and you continue to the shop to buy your groceries.

Throughout the day your mind often drifts back to Kevin and the unusual situation that morning. So you are not really surprised when at about 4.30 that afternoon Kevin knocks on your front door.

Kevin – *Sorry – I realise this may not be a good time, but this morning you said I could come round and maybe you could help me with some remedies?*

You make a split second decision that now is as good a time as ever to talk and invite Kevin in to your consultation room. After clarifying boundaries and confidentiality, you invite Kevin to tell you what is going on for him.

Kevin – *Oh my God! I'm just desperate. I really don't know what to do. When you saw me this morning I was really on the edge. I've been driving around all day pretending to see clients but not really doing my job. I was tempted to drive off into the sunset ... and then I remembered what you said, so I came back.*

You – *So what is this all about?*

Kevin – *It's just the pressure – huge pressure! The company set these targets, each time higher than the last ones. All of us reps are supposed to have our own territory, but now the recession is so hard, we are even fighting one another for business. There is no loyalty. We all need to keep our jobs and know the company is not doing well enough to keep all of us on. I'm desperate to keep up the trappings of success, but it gets harder every day and I just don't know how much longer I can go on. I've not hit the target for the last 3 months and my boss is getting more and more critical. He's called me in for a meeting next week and I'm sure that is to give me notice or even to give me my cards straight away.*

*We can't live on my basic salary. We've always depended on the commission and so our debt is rising. We haven't paid off the Christmas expenses and we are in May already. That worries me because I hate being in debt – its not something my family ever did.*

*I can't sleep for going over it all and worrying. Then I am too tired the next day to think sharply, so I can't keep on top of the business or work out good deals. It's just a spiral and I don't know where it is going to end.*

*I don't suppose you can do anything either. You can't turn round the recession or help me reach the targets, can you?*

Kevin pauses after pouring out all these troubles.

You – *You are right that I don't have a magic wand, but maybe if we can talk through all these feelings and choose a mix of remedies, they will help you to feel more clear and positive ... and that might make it easier to think and act differently to ease all this pressure?*

Kevin – *OK – anything. I will try anything.*

You – *So what support do you have?*

Kevin – *What do you mean?*

You – *Well, who is on your side? Who is rooting for you?*

Kevin – *You mean Sally? Hmm. Sally just wants me to be successful. That was the arrangement really. I'm the provider, the one who brings in the money for the fancy furniture, the foreign holidays, the nice clothes. She's just annoyed with me that I've not got a bonus over the last 3 months, so the credit card is up to its limit and she can't spend more*

*money. I used to think she loved me, but now I realise it was the lifestyle and the money I brought in that she loved.*

*I think I am just waiting for her to leave me too – and once I lose my job I'm sure she will leave me straight away. There won't be any reason for her to stay.*

*Life is a bit pointless really. How can I go out and sell when I feel like this?*

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- What are the fine lines between 'rescuing' a neighbour and supporting a client?
- Which boundaries would you need to make extra clear when working with Kevin?
- Do you have any responsibilities towards the general public in this case?
- How would you summarise your understanding of Kevin's feelings?
- What else would you ask/would you like to know?
- Which remedies would you consider discussing with Kevin?

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