

## Symbolic Modelling Lite and Calibrating whether what you are doing is working – or not.

To see an unedited video of the 10-minute demonstration transcribed below go to: [vimeo.com/22733484](https://vimeo.com/22733484).

As part of James's self-modelling we colour-coded what he was modelling for (*blue*) and the criteria he was calibrating against (*green*). Some of the calibration relates to it being a demo and wouldn't necessarily apply in a private 1:1 session.

Further discussion of this session is available at [cleanlanguage.com/calibrating/](https://cleanlanguage.com/calibrating/)

Phases 1-6 referred to below are those of the Symbolic Modelling (SyM) Lite process. See our chapter [Symbolic Modelling: Emergent Change through Metaphor and Clean Language](#) (in *Innovations in NLP: Innovations for Challenging Times*, editors L.Michael Hall & Shelle Rose Charvet, Crown House Publishing, 2011).

	<b>TRANSCRIPT</b> (Facilitator introduced words emboldened)	<b>JAMES' MODELLING</b>	<b>JAMES' CALIBRATIONS</b>
J1	<b>Decide where you would like to be.</b>		Start with a <i>Clean Set Up (Phase 1 of SyM Lite)</i>
			<b>Noticed:</b> He moved the chair. <b>Calibrated:</b> He <i>considered the spatial arrangement</i> and now seems <i>settled</i> . <b>Decided:</b> Continue with set up.
J2	<b>When you're there, where would you like me to be?</b>		
			<b>Noticed:</b> - He looked around before deciding. - He pointed slightly in front of me. - He ask me to move my chair. <b>Calibrated:</b> He's <i>actively participating in setting up the configuration</i> .  <b>Noticed:</b> He is bantering with the group. <b>Calibrated:</b> The group are involved in his process <b>Decided:</b> Direct group to attend to the process which has already started.  <b>Noticed:</b> After I sit down he moves his chair and stays still. <b>Calibrated:</b> The <i>distance and angles are ok for him</i> . <b>Decided:</b> Continue to <i>Identify desired Outcome (Phase 2)</i>
J3	<b>So, what would you like to have happen?</b>		

C3	Well seeing as I was bullied into this, but – I didn't have much opportunity. Right at this moment I'm finding myself a bit like, frozen in the headlights. With all the stuff that's going on with the coaching I get myself absolutely frozen with 'What's the next question I should ask?'. So that's impacting on my confidence levels and of course it means I'm not in the state I want to be because I'm in my mind.	<p><b>Noted:</b></p> <ul style="list-style-type: none"> <li>- He <i>meta-comments</i> using metaphor "bullied" which implies being forced ('encouraged' by the group is what I observed).</li> <li>- "finding myself" also suggest lack of <i>volition</i>.</li> <li>- He answers with two descriptions of a current <i>problem</i>, "frozen in the headlights" and "I get myself absolutely frozen with ..." – both use "frozen".</li> <li>- The <i>effect</i> of the problem: (a) is "impacting" on "confidence levels", and (b) means he is not in his desired state</li> <li>- His <i>explanation</i>, is "because I'm in my mind" (rather than where, I wonder?)</li> </ul>	<p><b>Noticed:</b></p> <ul style="list-style-type: none"> <li>- He's already overtly using metaphor.</li> <li>- He's starting to use gestures to mark out his inner world in physical space.</li> <li>- He is not joking with the group and is attending to our conversation.</li> </ul> <p><b>Calibrated:</b></p> <ul style="list-style-type: none"> <li>- He is <i>getting more involved in his process</i>.</li> <li>- He has <i>some access to his symbolic world</i>.</li> <li>- It seems like he is genuinely <i>interested in the topic</i>.</li> <li>- It seems <i>appropriate to work with this topic</i> in this context.</li> </ul> <p><b>Decided:</b></p> <ul style="list-style-type: none"> <li>- Continue on same vector using the PRO model.</li> </ul>
J4	<b>So</b> it's like frozen in the headlights, impacting on your confidence <b>and</b> you're not in the state you want to be in.		
C4	Yeah, I get in then I pop out again.	<p><b>Noted:</b></p> <ul style="list-style-type: none"> <li>- Uses embodied metaphors of "get in" and "pop out" to describe his <i>process</i> for doing the problem.</li> <li>- His head enacted the movement associated with the metaphor.</li> </ul>	<p><b>Calibrated:</b></p> <ul style="list-style-type: none"> <li>- He's becoming more involved with his symbolic world.</li> </ul> <p><b>Decided:</b></p> <ul style="list-style-type: none"> <li>- Continue on same vector.</li> </ul>
J5	<b>So, what would you like to have happen? When that's how it is, what would you like to have happen?</b>		
C5	To be totally at ease. Because when I'm totally at ease it's just free flowing, everything's effortless.	<p><b>Noted:</b></p> <ul style="list-style-type: none"> <li>- His first sentence is a <i>desired outcome</i> although "totally" is a potential <i>bind</i>.</li> <li>- His second is an <i>explanation</i> that implies he has had the <i>resource</i> some time, but he doesn't have it where and when he wants it.</li> <li>- Direction of "free flow" from his gestures.</li> </ul>	<p><b>Calibrated:</b></p> <ul style="list-style-type: none"> <li>- His <i>body is involved in his desired Outcome</i>.</li> </ul> <p><b>Decided:</b></p> <ul style="list-style-type: none"> <li>- The process is working fine, shift to <i>Develop desired Outcome Landscape (Phase 3)</i></li> </ul>
J6	<b>So when</b> you're at ease, there's a free flowing, effortless. <b>And so is there anything else about</b> being totally at ease?		
C5	There's a peace about it.	<p><b>Noted:</b></p> <ul style="list-style-type: none"> <li>- First statement with nothing but desired outcome.</li> </ul>	<p><b>Calibrated:</b></p> <ul style="list-style-type: none"> <li>- So far so good.</li> </ul>
J7	<b>And what kind of peace could that peace be?</b>		

C7	What kind of peace? Hmmm. I'm just being at one with myself.	<b>Noted:</b> - Another desired outcome only statement.	I noticed he repeated the question back, so I wondered if he was ready for pure Clean Language yet. Have I gone a bit too far too fast? But then he answers and I think: No, he just needed time to consider it. He's probably getting <i>in touch with a rarely accessed state</i> — and that's great. Is he ready for a location question? Let's find out.
J8	<b>So there's</b> an ease, <b>and</b> a flow <b>and</b> a peace – being at one with yourself. <b>And when there's that</b> peace, <b>whereabouts is that</b> peace?		As I repeated the four expressions, one after another, I calibrate that he is <i>registering each of his words</i> , and I realised how far we'd come in just a few minutes.
C8	It's actually everywhere ... it's all around.		I notice he <i>readily answers the 'Where?' question</i> . His <i>gestures are marking out his perceptual space</i> . He is <i>attending to what's happening to him now</i> , with no attention on the audience.  I take this an indication the process is both engaging him and his <i>inner landscape is quickly becoming psychoactive</i> . This encourages me to carry on asking questions of a spatial nature.
J9	<b>So</b> it's all around.		
C9	And within me too.	- We had outside the body and now we have "within". This has echoes of C4's "in" and "out".	I notice he's gone inside his body; with the accompanying gestures. This is more evidence of his <i>growing awareness of his inner spatial world</i> . Now we're cooking! This gives me permission to follow his attention inside his body.
J10	And within you. <b>And when</b> it's all around, and within you, <b>whereabouts</b> within you <b>is it?</b>		
	It's about here [gestures to chest area].		I calibrate he's ok to continue on this vector.
J11	<b>And whereabouts?</b> [Gestures to <i>client's</i> chest area.]		
C11	Here [repeats gesture].		
J12	<b>Is that on the inside or the outside?</b>		Continuing to hold his attention where it is.
C12	Inside.		
J13	<b>So whereabouts on the inside is it?</b>		

C13	On the underside, just here [repeats gesture].		He has given several similar answers. I calibrate that he is <i>well in touch with the location of the symbol</i> , so now we can attend to it's attributes.
J14	Just there on the inside. <b>So when that</b> peace is on the inside, <b>there</b> [gestures to <i>client's</i> chest], <b>what kind of</b> inside <b>is that, where the peace is?</b>	[I hadn't planned to ask the question in this way, it just sort of came out like this. He was so clearly attending to location that my aim was to keep him there.]	
C14	[Pause] I'm just getting a space. There's just a space there. It's just space.	- Three <i>repetitions</i> of "space".	It was such a <i>long pause</i> I wondered if I should have asked a more obvious question, i.e. 'WKO peace is that peace there on the inside?'. No, I just needed to be patient. <b>I calibrate:</b> - He ' <i>went deep</i> ' to get answer. - His meta-comment, "I'm just getting" suggests <i>info is coming to him involuntarily</i> and he's probably accessing another level of awareness. - "Just space" is <i>not the kind of answer I expected</i> and I think he <i>is surprised</i> too. <b>I decide:</b> All of this is the strongest sign yet that something is happening. It's definitely a worthwhile place to hang out and see what happens.
J15	<b>So what kind of</b> space <b>could that</b> space <b>be there on the</b> inside?		
C15	A personal space.	- First <i>attribute</i> .	He <i>answered quickly</i> . I assume that having got to this aspect of his experience he can now answer easily, so let's stay here and keep the pace flowing.
J16	A personal space. <b>And is there anything else about that</b> personal space?		
C16	Yeah. It's actually ... it's just personal, it's open and sharing.	- Second and third attributes.	He is <i>acquainting himself with this aspect of himself</i> (which I guess he does rarely) and slowly but surely drawing out and accessing more knowledge. It doesn't get better than this in 5 minutes. So I just need to keep things going.
J17	<b>So</b> it's personal, <b>and</b> it's open, <b>and</b> it's sharing. <b>And is there anything else about that</b> space?		

C18	I'm getting 'it's wanting to give'. It's giving. It's wanting to share, give out. There's more there to give.	<ul style="list-style-type: none"> <li>- The space has <i>intentionality</i>.</li> <li>- "give out" is more indication of an in-to-out <i>pattern (motif)</i>.</li> </ul>	<ul style="list-style-type: none"> <li>- Same meta-comment as C14, "I'm getting".</li> <li>- His <i>whole body is involved</i> in the process of expressing "giving".</li> </ul> <p>There's no where else for him to be but right where he is.</p>
J18	<b>So</b> there's more there <b>that</b> it wants to share and give.		
C19	Actually it's interesting. It's part of me that wants to share. The inner me that wants to share with others.	<ul style="list-style-type: none"> <li>- More confirmation of an in-to-out motif.</li> <li>- A <i>new symbol</i> "inner me" appears.</li> </ul>	<p>The meta-comment is an overt signal that he is <i>curious about his own landscape</i>. He is <i>making (new) connections</i> and this is more evidence that's his landscape is psychoactive because he's now <i>getting and responding to unbidden information</i>.</p> <p>This is as good as it gets and my job is just to keep developing.</p>
J19	<b>So</b> the inner you that wants to share with others <b>when there's the</b> peace on the inside <b>and</b> it's open <b>and</b> it's a personal space that wants to share the inner you with others, <b>and is there anything else about that?</b>		
C19	What's coming to mind is it's personal and all that stuff. And it's actually a higher me, a sort of a higher consciousness part of me.	"inner me" is re-named as "higher me" – an up/down metaphor.	<p>The "What's coming to mind..." confirms the ongoing dialogue between conscious and unconscious. Given the context, the arrival so quickly of a "higher me" was a <i>surprise to me and I surmise to him too</i>.</p> <p>I'm thinking, how far is it appropriate to go with this symbol? I need to slow down, 'stay put' and see what happens.</p>
J20	The higher conscious part of you. <b>Anything else about that</b> higher conscious part of you?		I change my voice tone to quieter and more reverent to acknowledge the arrival of this new symbol.
C20	The word 'intention' is coming to my mind. Higher intention.	I note that "higher me" has "higher intention" and that's got to be <i>salient</i> . This will need to come in at some point.	I'm conscious he's new to this process, and this is happening in front of 50 of his peers. I don't know how much of his "personal space" he wants to reveal. So I'll buy myself some time to muse by doing a recap.

J21	<b>And so when that</b> higher intention <b>of that</b> higher conscious you <b>that</b> wants to give, the inner you, <b>and</b> share with others, <b>and there's the</b> peace <b>with the</b> space, a personal space, <b>and that</b> peace is <b>also</b> all around, <b>and there's</b> an ease <b>and</b> a flow ... ... <b>so when there's all of that, what happens to the</b> ... headlights?		I'm calibrating that he is connecting with each word.  I pause to decide where to invite his attention to go next. I decide he's <i>embodying enough of his desired outcome landscape</i> that he can start to find out what happens to the problematics contexts. Hence I decide to switch vector to <i>Explore effects of desired Outcome landscape (Phase 4)</i> .
C21	They're not there. [Pause] They're not there at all.	So "headlights" are not a problem in the desired Outcome state.	I get a "not there" answer. That's fine and there's not much I can do with it so I'll just continue with exploring the effects in general.
J22	<b>So when</b> the headlights are not there, <b>then what happens?</b>		
C22	The energy flows. Everything starts moving. It all starts moving again.	I note the <i>effects of his desired outcome are getting him what he originally wanted</i> , "flow".  I also note the direction of the flow is now from his right-to-left (when in C5 it was from his back-to-front). I have no idea what it means, but I'm taking it as an indication that <i>something is beginning to happen in his metaphor landscape</i> .	I notice "starts moving again" and the accompanying gesture seemed to be <i>living his metaphors in present time</i> . This is the first indication that <i>maybe something is shifting</i> but I'm not sure. Whether I'm continuing to explore the effects of the desired outcome or I'm maturing a change that has happened doesn't matter because I'm going to stay on the same vector of moving time forward either way.
J23	<b>So</b> everything starts moving again. <b>And when there's all of this, and to think about</b> what question, <b>and all of this, then what happens when that</b> energy flows?		A poorly framed question because I couldn't remember his original words, so I attempt to finesse it.
C23	There's no need to think. Everything's just there. All the resources are just available. [Big gesture with arms held wide] There's no need for [inaudible].	"no need to think" and "resources are just available" seem to be <i>Resources required in his original description of the problem</i> at C3.	I got away with my vagueness.  His answers continue to be in the present tense, embodied and he is also repeats an earlier [both arms open wide] gesture. Let's just keep going.
J24	<b>So</b> they're all available. <b>So when</b> those resources are all available, <b>and</b> it just flows, <b>and</b> there's peace, <b>and</b> a sharing, <b>and</b> a higher conscious <b>self with</b> a higher intention, <b>what would that</b> higher conscious <b>self like to have happen?</b>		When recapping what I could remember of his landscape I used 'self' when I should have said "higher me" [Oops!]. In this case I don't think it made much, if any, difference.  "Higher intention" came in naturally to the recap, and this prompted me to think, now is the time to bring in it's "intention".

C24	A perfect outcome for the client.		I had a little niggle about "perfect" outcome. I recalled " <i>totally at ease</i> " at C5. But I reminded myself that it's the client's world, not mine
J25	<b>So then what happens when that</b> higher conscious <b>self</b> wants that perfect outcome for the client?		
C25	Can you repeat the question?		Given that he has managed to answer all my other questions, and given his state, I took this to mean the syntax was too complicated. So I'll try putting the question in a more natural sequence.
J26	<b>So when the</b> higher conscious <b>self</b> wants the perfect outcome for the client, <b>then what happens?</b>		
C26	It's like thing's morphing together. It's coming together. Everything's coming into one [gestures in front]. It's very difficult to explain. It's like everything's just coming into one. All parts coming together.	The repeated used of -ing words, "morphing" and "coming" with the accompanying gestures strongly indicate his landscape is <i>changing in real time</i> .	That question worked this time. He also might have been buying time since "it's very difficult to explain".  I'm calibrating his <i>response to the changes - he seems ok if a little bemused</i> – which I take as encouraging.  We're now definitely in <i>Maturing the change (Phase 5)</i> .
J27	<b>So as</b> those parts, all those parts come together as one, <b>what kind of one is that that they</b> are coming together <b>as?</b>		
C27	It's just perfection. It's perfection.		In the pause before he answers you can see me smile. I am noting shifts of his skin colour and I'm convinced <i>huge amounts of processing is going on inside his mind and body</i> . This is as good as it gets. My job is just to keep the process going.
J28	<b>And is there anything else about this</b> [gesture to the space in front of the client] <b>that</b> they're all coming together <b>as?</b>		
C28	It's all part of one. I seem to be repeating myself. It's all part of one. It's all part of the whole. It's all part of the whole. It is everything together all rolled into one. Part of the universe.	For thousands of years mystics have had difficulty describing these kinds of states, so it's confirmatory that he's struggling to find words.	I calibrate he's <i>fully experiencing the state in the moment</i> . And I notice he <i>maybe getting a little frustrated/helpless</i> at not being able to say more about it. Because of this, I think it's time to bring in another part of the problematic context described early on at C4.

J29	<b>And when</b> it's all part of the one, part of the whole, part of the universe, <b>then what happens to</b> in and out?		
C29	It's not there. It's all part of the [gestures in front]. It's part of everything.	It's not just "not there", something has happened to it, it's now "part of everything". This <i>ties up one loose end</i> – symbols and events from earlier that have yet to appear in the maturing process.  If I could have remembered any more of the beginning I would have <i>continued checking the effects of all the problematic conditions</i> .	So far so good. Seeing as I couldn't remember anymore, I couldn't think of anywhere else to go that wouldn't be him repeating the same few words. I'd also lost track of how long we'd been working and I thought I might be close to my 20 minute <i>time limit</i> . [As it happens, it was only 10 minutes.] So I thought, let's see if the client thinks we're done.
J30	<b>And so is there anything else you need right now in relation to why you're here?</b>		<i>Set Down (Phase 6)</i>
C30	I don't think so. I've just got to go and find out where I am. [Laughter]		The joking and connection with the audience comes back, so I'm done.
J31	Thank you.		
C31	Thank you. [Shakes hands]		

#### POST SESSION DEBRIEF

An audience member asks client, "what was the experience like compared to what we're doing?"

The client says, "It was actually quite intense. Because I found that I didn't expect the questions to take me where they were leading me. And then when you were asking, I thought, 'Wow, where is this?' and I was struggling to come to terms with what was coming to my conscious awareness. It's not the sort of responses I [usually] have."

**Analysis of the 24 questions** used in Phases 2-5 (excludes Set Up, Set Down and the 3 times the client's words only were repeated without a question):

*Identify:* 3 What would ... like to have happen?

*Develop:* 6 Anything else?  
4 What kind of?  
4 Where/whereabouts?  
1 Inside/Outside?

*Relate Space:* 1 When ... What happens to ...?

*Relate Time:* 5 Then what happens?