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# HOLISTIC TREATMENTS IN BUSINESS - II.

## Introduction to Systems Thinking



**Be careful with this message.  
It contains information that  
might change your life.**

Being a breadwinner and a mother of 4, I have worked as an English teacher, a global educator, a personal development trainer and a coach for 20 years.

Taking a closer look on the nature of barriers delaying goals, working out a better and faster way to get to the destination excited me most. This professional history of mine, my husband's early death, the challenges of my four daughters' upbringing and my original curiosity drove me into passionate studies of various communicational and personal developmental methods.



**In complex systems cause and effect are often distant in time and space**

As discussed in the previous issue, even a tiny change on the chessboard leads to a radical effect if the decisive element and action are smartly selected. However, if we are less knowledgeable, it is us who will be trapped by the same tiny change!

'Simplify the things if you have an issue!' my friend's grandma used to tell her. 'Yes, certainly you should, but not in the first place!' I tell her now. And this is the point: Things are not simple. Things are complex and sometimes complicated, too. In order to see them as they really are, we must take a step back, or even we must take several steps back to see, understand and untangle complexity. Seeing the broader picture, the key elements will emerge. But how will you know that you could have found the right acupressure points?

Before we rush to answer, we must examine some false premises:

Firstly, we should bear in mind that the "cause and effect" principle applies differently outside a sterile laboratory, out of the sphere of physics, where the other elements never alter. Life is organic! Thus, we often falsely suppose that if we eliminate the one cause we

won't get an effect. In a living system not one thing causes the effect but the constellation of the elements and the structure of the system. For example, think about all the elements that could influence your customers to choose (or not choose) your service!... How many variables could you find? Could you identify the cause? And even if you could, and then if you terminated it, would the system run smoothly again?

The other false belief is that the cause is the same as the leverage point (see "Holistic Treatments I.")! Let's consider, for instance, that a martial artist doesn't focus on the cause, but stops the attacker at that leverage point, which requires the least effort and ensures the best effect.

We might as well take the chicken-or-egg dilemma, that is, which came first: the cause (e.g. price-rise) or the effect (e.g. less customers)? As a result of system-operation: the cause or the effect came first – doesn't matter at all.

We falsely assume that the cause and the effect are in proportion! Tiny slips could cause huge losses while enormous mistakes will go without any action resulted.

After certain alterations in the system, the result should show itself in no time, shouldn't it?! Take care, it might take long time to sense the result of changes.

Next time we'll continue with the acupressure points of your business-system! Meanwhile, just zoom out and embrace complexity.



'How long are you going to put up with this misery?' I asked a client as emphatically as I could. 'What do you mean?' she asked with her eyes wide open. 'All right, imagine, next year at the same time you are still in the same situation, but you feel even more wounded and less powerful' I answered. 'Oh, no, I want to do something now!... I wish I knew what.'

We are afraid of the unknown, the uncertainty, the insecurity, so we'd rather choose to tolerate unbearable situations, because the new area might be even more frightening, or its consequences may challenge us beyond our limits. What we are the most scared of are the unexpected and unanticipated side-effects, e.g. what the others will think of us, what if the friends leave us, how we can get along with our new identity, etc. We mustn't lessen these fears, they are often reasonable! So, then what can we do?