

Office Hours – December 14, 2015

Carey: Hello everyone! And welcome to the Become a Health Coach Training Office Hours! I'm Carey Peters, I'm so excited to be here with you today, it's some of my favorite time during the week to connect with you, and to answer all your questions about the Become a Health Coach Certification training, about life as a health coach, about business as a health coach, about your own health, about anything in your life that is up for you as you're going through this training. As you know, on the Office Hours we have people at all different places in the training, which is really great because if you are um, ahead in the training and you hear someone who's behind you, you get the opportunity to remember, relearn, and reinstall what you had learned earlier in the training, and there is a lot of information that we are throwing at you. so it's wonderful to have reminders and uh, you can never get enough reminders. And for people who are ahead of you in the training, you get a peak of what's to come, which is really exciting because I know when you start out on a journey like this you're sort of taking a leap of faith, and you're kind of like, "Well, I'm trusting that I'm going to get what I need." And it's also really wonderful to hear um, from students that are ahead of you like, "Oh yes, this is coming back..." Also, wherever you are in the training if there is something you have a question about wondering are we going to cover a particular topic, um, and you're not sure, then you're always welcome to ask me. You don't have to worry whether or not you're asking something that's too advanced, or too far ahead or you don't have to worry if your question applies to everyone, um, it doesn't matter. If you are speaking on the call in some way your question will apply to everyone. and even if for some reason it didn't, it doesn't matter, I'm here for you. And so when we're talking, that's your time to ask me whatever you needed to ask me to get the most out of your experience.

So let's all just take a moment to settle in. Um, I'm finding it incredibly hard to believe that it's December 14th, but of course uh, I feel like for those of you who have had the experience of having newborn babies, the days sort of just melt together. And you look up and go, "Oh, it's Monday! Oh, it's 2016! Oh! I don't know what's going on!" Um, so let's go ahead and just ground in today for um, for all that we have going on at times for you. And it can be and feel challenging to relieve other obligations for a moment, to not getting email, not looking at Facebook, or not check your phone. Just to at least have one moment where we're simply just here for you. You're here to learn to grow and to experience yourself as you evolve into the best, highest, version of you that you know that you are, for many of you thinking, "Ya, that best, highest version is kind of far away." And I understand that. If I were to rewind 10 years ago to where I was 31, believe me...the best, highest version of myself was like, (UNINTELLIGIBLE), so we're all on a journey everyone is a work in progress, and just know that wherever you are in the journey, you may be in a spot on the journey that feels good, and you may be in a spot on the journey that doesn't feel good at all.

And that all of those spots will pass and move, because this is a journey, and it is all going to be okay, and that yourself 10 years from now is whispering to you “keep going, keep going.” Because every step that you take is a step in the right direction. And one of the things that I have been thinking a lot about in this next year is, especially with a new baby, the idea that you know, the way I used to do things was great, and sometimes doesn’t work as well, which can be frustrating. You know a lot of us, we wanna get things done, we wanna go fast, and we wanna be ahead in the future now. We want it all done, and we’re afraid if we don’t get it all done, we won’t be good enough, smart enough, or know enough. We won’t be able to know what we want, have a career that we want have the body that we want. So what I’ve been working on with my own health coach, because I do have one, so does Stacey—we believe in health coaching, and hey, we know a lot, but that doesn’t mean we do it. just like everybody else, we have things where we go, “I know that I should be doing X, and for some reason I can’t make myself do it.” So, with my own health coach this week, I was talking about next year and wanting to have the experience of a physical body that was better than ever. And it was an exciting idea to me, but it also felt like a lot of pressure every day. Like, “That is a big goal, and I have to be doing everything perfectly today or I’m not going to get to it.” And that wasn’t helping me, because I just was feeling so much stress every day and so much pressure. You know because of your studies in Become a Health Coach that the stress is actually worse for me than whatever it is that I might have been doing. This just wasn’t going to get me to my better than ever goal. And so we decided that better than ever, is actually achieved by a 1% improvement, just 1%--that’s a small percentage, and I can do that! And when I thought about that, I was like, “That’s such a relief! I can do that.” So, when you’re thinking about your studies, when you’re thinking about the building your career, when you’re thinking about the development and confidence in your skill as a coach. We can often in our minds, and we can fast forward to a vision of the endpoint we wanna get there now, and we put enormous pressure on ourselves, because we’re not there. So instead, think about, “Okay, I’m going to go for a 1% improvement thing.” And that may be that today I had the extra glass of water I was trying to drink, and then I did a 2-minute meditation that I’ve been trying to do. Or, today I finished that particular video training, or scheduled a Skills Lab. Or um, today I uh, I sent out an email inviting people into the Closing the Deal Conversation, and that we just stick to “What is that 1% improvement?” If you keep it, truthfully, if you keep doing that every day on a consistent basis, you actually end up accomplishing far more than a lot of people who want to take leaps and bounds all the time but it overwhelms them, paralyzes them, and they end up (UNINTELLIGIBLE). So, I just want you to keep that in mind for this week, you may even want to jot it down. This week is just a 1% improvement every day.

This is also a really wonderful framework for clients who are really perfectionists, and they’re being very hard on themselves, they should be at the end now. They are bad, bad people because they’re not. This is a nice reframe—and a reframe is a Transformational Coaching Method technique, where you’re changing the context or meaning of something so that people can experience it a different way.

So instead of feeling pressure that you should know everything and have everything here, now, today, you're reframing that a 1% improvement everyday will get you where you wanna go. And that's all it is. What a relief... mmm. You may wanna take a deep breath in, and release it. And just know that 1% is enough, every day. And you know, I like to do on Office Hours calls, before we get into questions, um, I like to sometimes pull an Oracle Card to just see what might be up for everybody and myself, and the card I pulled today was "Joy". How lovely! How lovely, lovely. It's about experiencing joy, sharing joy, um, and this card really is about remembering to be grateful for all the gifts in our lives. And the truth is that we have so many. No matter what the challenges are that we're experiencing right now, um, there is always so much to be grateful for. That's what this card is. And what a perfect season to be reminded about joy and about gratitude.

So... um, before we begin with questions, let's go ahead and jot down for yourself something that you're grateful for about you. whether it's your health, an action you're taking, maybe a quality about yourself you really appreciate and you're grateful you have? Go ahead and jot that down. So for me today, I'm grateful that I have, that I made the effort to create great friendship in my life. I'm sure many of you have the same—I've had friends that I've known for 20 and 30 years, and feel so lucky to have those friends. And uh, I know it's because of a few things I did that I must have done to contribute to those relationships, so, I could be grateful for that. So just jot down for yourself what you're grateful about yourself. And then of course what questions you may have about the training, about your business, about your own health. Take a moment to jot those down so you can focus your attention—we're training our brains to be listening for the answer.

So if you're on the webcast, go ahead and type in what you're grateful for and what your questions are. Um, and if you're on the call with me press *2, so raise your hand, and press *2, to raise your hand and talk with me. And even if you just feel, even if you have a question, sometimes you know when people say, when someone says to you, "You can ask me anything you want." Uh, the mind kinda goes blank. Like, "Uh, I know I have a million questions, but for some reason, I can't think of one right now. And if that's you, that's okay too. So if you just have a comment, or you just wanna share what your experience has been in the training, or what you're feeling grateful for about yourself today, that is totally fine. So again, if you're on the call, you can press *2 to talk with me. And we'll go today as long as we need to go. Um, we have you know, two hours, I'm allotted, and for whatever reason we don't have question to equal that amount of time, that's okay. Um, let's check on the webcast...Alright. I'm not seeing anything on the webcast yet, so press *2 to raise your hand, and what I'll do is share the last four digits of your phone number, that's how you know that I'm unmuting you, and um, before you tell me what you're grateful for about yourself and what your questions are. I'd be really curious to know where you are in the training because that will help me answer your question. Alright, let's go to last four digits, 3395.

Keri: Hi.

Carey: Hi.

Keri: How are you?

Carey: I'm great, how are you?

Keri: I'm good, I'm doing good, it's finally snowing here, so I'm happy.

Carey: Ah, is this Keri?

Keri: This is Keri, Mmm-hmm.

Carey: Okay great. And Keri, where are you in the course? What week and what Pillar?

Keri: September.

Carey: Okay, so you're Pillar 2 Week 5? Is that right?

Keri: Um, I think so, I keep getting them confused, but ya, I think Week 5, Week 6? I think something like that.

Carey: Okay. You're learning the 90 Day Program.

Keri: Yes.

Carey: Excellent.

Keri: I have—oh go ahead, sorry.

Carey: Oh so what are you grateful for about yourself today?

Keri: Well, when you asked that question I realized that one thing that um, I'm grateful for about myself is that I always try to push forward, and I always try to find an answer. Um, sometimes I can beat myself against the same wall, or the wall many, many times. Um, trying to find an answer, and sometimes those answers don't come for a lifetime. I understand that. But I always try. So, I'm always trying to move forward, I'm always trying to um, find a solution to the program, or if there is a behavior that's not right with myself, or you know, something that isn't going well with—like, my mother, for years I just would work on little things at a time. And uh ya, so I like that. I like that I am—I feel like I am always open-minded—try is the key word.

Carey: That's great. Wonderful, thank you for sharing that. What is your question or questions?

Keri: I have just um, like even just quick little questions, but they're um, from you, they're just tactical questions. Um, so um, the first one, um, I noticed in one of the handouts when we first started the 90 Day Program that it said um, that these calls—oh, it's on one of the handouts you would send to your clients. It says that these calls will be recorded, do you guys actually do that, record the calls—and then what do you do if you um, and I'm not talking about when we're going through the course, but you know when you're actually working with a client. Um, uh, what do you do practical wise of recording over the phone or in person, or do you do that?

- Carey: Ya, great question. So, first of all, you have a choice as to whether or not you want to record sessions. Um, you—the upside to doing so is that it adds value and perceived value for your client, because they think, “Oh, I get to have these recordings.” And going, some people process things slower so they like being able to listen to the recording because they feel like they just won't remember everything said in the session. And that makes sense. The downside to having recordings is a potential like you could have a client going back to a recording and go, “You told me blah, blah, blah, and get upset about something.” Um, I’ve never had that happen, I’ve been recording sessions for a very long time, but I share that with you because it is a possibility. Um, I—it's not likely, um, but I personally decided to record sessions because I felt like I was confident that I was, I knew to sort of stay within my scope, I knew what I was doing, and I was pretty sure I wasn't going to steer a client the wrong way. So um, so you have a choice as to whether or not you want to record your sessions. You don't have to—believe me. Um, it's an option. If you do record them and you're working with a client on the phone, you can use a conference like uh, FreeConferencing.com is a really um, or FreeConference.com, there are lots of free conference lines that will allow you to record your call. If you are in person with a client and want to record, um, you probably will have something on a smartphone, like on iPhone you have “Voice Mode” or you probably have some kind of something or you can download an app, I'm sure that there is one for free that would record a session and allow you to send it to clients, or put it in a Dropbox folder for your clients to access. And that's how I would handle that in terms of the practical logistics of recording.
- Keri: Okay awesome. I guess I didn't realize there was the conference—that you could um, over the phone—I mean um, if you were, um, ya. Okay. Um, thank you. Um, I saw that you wrote a quick little thing on note taking. Um, um, I'm not very good at note taking with computer. Just, I don't know why. That distracts me, I wish I could pick it up now, but um, I end up taking too much time. Um, do you have any just quick suggestions on a more proficient way of taking notes on a piece of paper?
- Carey: Sure.
- Keri: Would I just be putting it in a notebook? You wrote something on one of the pages, um, but I just wanted to know if you had any little insider things of you doing notetaking?
- Carey: Ya, so when I first started, um, I did take notes on paper. And I am trying to actually find that piece of paper for you. Um, and essentially what I did is uh, uh, set up a Word Document, I formatted it in a particular way and uh, so on the left-hand side I would have notes for the session, and I'd jot down what am I covering? Bullet, bullet, bullet, and then on the right side I had a column for all the things going well for the client, and I'd be jotting those down throughout the session. Because chances are that your clients always—well, not always, but sometimes a client will come to a session and be like, “I had the worst week, I fell off the wagon, and suddenly they'll be talking about all these horrible things. But then, they'll start talking about all of these good things that they did. Um, and they just tend to focus on the things that aren't going well vs. the things that are going well.

So it's really great to have just a column on your note paper where you can jot down for yourself like, "Oh, that's going really well..." you can kind of remind them of the things that are going well, it's there and easy to access. Then on the left side, lower on the page I'd make a section for, anything I had to do to follow up with the client, for example, if they wanted a recipe of some sort, if there was a handout I needed to send, if they needed a referral or something like that. I would jot down for myself. And then I'd jot down the action steps that I gave the client under that. So that's basically how I did my notes throughout all this. So, I used that for every session, I would date it at the top, I would label it, "Session 1, Session 2, etc." and then I'd just keep them in a file folder, and then that file folder would be named for that particular client

Keri: Oh I like that. Ya one of the um, other students and I were talking about you know, trying to get through the Closing the Deal Conversation and where you trip up—I don't know, we both tripped up on the section where you have to take on page three, like, the wording of the positive things that they pulled out, or the negative, and you called them something else, I can't remember the word, but then, changing it a little bit and saying it back to them and both of us went like, I don't know trying to switch them into what they said, and changing it into a little different verbiage tripped us up. Um, so I sat down and really concentrated, long and hard on that section and trying to figure out how to make it flow better, and I realized all it was, was sort of the positives they're saying and the negatives. And um, so she said, put a positive section and put a negative section, but I like how you have it all split up on different parts on the page, and that's basically what she said too...

Carey: Actually ya, this is different, I'm glad you mentioned this, what I'm talking about is taking notes turning like a paid session. Um, I didn't use that for the Closing the Deal Conversation. For that session, um, gosh—I gotta make a note page for that. Um, so are you talking in the Closing the Deal Conversation getting tripped up when in the segment of the session you say, "So what I hear is that you wanna move toward X, Y, Z, and you wanna move away from A, B, C..."

Keri: Mmm-hmm. We both bombed bad, and we've had to really just sit and, I had to contemplate that one I don't know how many times, and playing myself, I put myself as a client trying to answer it, and I sort of figured it out, but it took me awhile to you know, changing it a little bit.

Carey: Ya, so here's what you could do, when you're sitting down to take notes um, during a Closing the Deal Conversation, and I'm making a note to put together a template for this—but for the time being, you could simply take a page, and at the top make two columns, what client wants, and what client wants to move away from. And then, you can take notes like, just leave three bullets under each, like make three bullets or something under each of those, so that you can be jotting them down over the course of the conversation. The rest of the notes you can put underneath. But when you get to that point in the conversation, all you have to do is look at the top of your notes and go, "Oh, so what you want is (bullet, bullet, bullet), and what you wanna move away from is (bullet, bullet, bullet)."

Carey: Then it's not so hard to pull it out.

Keri: Okay. We were also talking about note taking for all the sessions too, so this is great. Just trying to be more efficient and trying to figure out how do you listen to all of this, how do you get it, being efficient, um, and not dispensing copious amount of traits trying to recharge you know, where do I write this, and where's this? But no, I love that, that's awesome, awesome. Okay, so um, just one last question?

Carey: Sure, these are great.

Keri: So uh, okay, um, I have been, I don't know if anybody else is struggling with it, but maybe it's just me, but I have listened to your um, this is during the sessions, I've listened to all the demos, but um, I—every time I keep getting off a phone call with a student I feel super frustrated. The other day I was just, oh man, I was just so frustrated, and I don't—I haven't um, I have a driving job at night and I literally was wracking my brain for five hours going, what was tripping me up and making me so frustrated. Um, and you know—

Carey: Is this when you get off the phone from a Skills Lab with another student?

Keri: Ya, ya, yep.

Carey: Okay.

Keri: And it has—a lot of it has to do with just how to um, execute it. so when I listen to your demos, one of the problems I'm having is um, because we're going into each one with just a new person, not like if we were doing the sessions with one client, one person, one student, we're building that rapport, we don't have that rapport, and you're doing it in the demos too, you're doing a new person each time, um, and um, so the beginning part when you start off, I notice you're building um, you're asking a little back tracking information on that person, um, so that you have a little bit of a basis, um, and then you're going into the content of that week's information. But, um, so when you start off the conversation in the beginning, let's pretend that I'm not asking them a little bit of information, when you ask the first question, "How are things going?" you know, "How are you today? How has the last week going?" um, and I just couldn't really find you saying this, um, I don't know maybe I'm just being dumb but—

Carey: I got it.

Keri: Is it okay if the person, and even in going into a real client, um, when you ask them that question are they specifically supposed to be answering the last week's information or can they just say generally, you know, what's going good for you. you know, when you first ask that intro, each week, um—so that's one of the questions. Does that make sense?

Carey: Ya, so you're saying even though in the Skills Lab you have a different client each time, so you don't necessarily have the experience of continuity between clients, so does it make sense when you get on—is that right?

- Keri: Ya, I'm mixing two things I realized when you're saying it back. Um, so I'm having a little bit of—let me divide those into two questions. I'm having struggle with the classes because we're just jumping in with somebody new, we don't know anything about the past, um, and so I asked the question, "Okay so how are things going?" We're just assuming that we answer from the last week's questions even though they worked with somebody else. Um, but is it also okay that they just bring up anything that's going well for them? And that would then translate into the future with you know, a real client. Um, so...ya.
- Carey: Okay so let me make sure that I understand your question, you're saying that when you're working with someone in the Skills Lab, and it's a new person, and you're jumping in and you're asking what's going well, is it okay that they say anything that's going well or do you somehow have to focus them, even though you don't necessarily know what has gone on in the previous session? Is that what you're asking?
- Keri: Ya. Yes.
- Carey: Great question, um and let's first talk about why we have you do it this way, because what's—we have had questions before and it's a very valid question as to why don't we work with the same client over time? Why are we switching from person to person to person? Um, and we wanted to give you two experiences uh, when you were practicing coaching. The first is to practice with multiple different people, and that's in the Skills Labs, and I'll tell you why in a second. And the second experience we wanted to give you was working with the same clients throughout the entire program. And that's in the certification requirements, so you'll be taking two clients throughout the entire 90 Day Transformation. Now, um, so you may not have had this question, but I just wanted to explain it to give some uh, context about my answer and how, why we're not working with the same clients in Skills Labs, because ultimately, as you continue to work as a coach, you will coach a large number of people. And you will not necessarily have rapport with them as a relationship—you may be taking on groups, where you might know the people or you might not. Um, you might go through a corporation and do a lunch and learn, you may do a Q&A, you have a whole bunch of strangers in the room and you ask them a question, and you have no idea who they are, you don't know their history or their backgrounds, but you need to help them get through everything in that t moment. So, we wanted you to build the skills of working with people you don't know and don't have a background with, and I know you're doing in the context of a 90 Day Program, so it's slightly different than those circumstances, but you're building the muscle of being in front of a new person all the time. And still coaching. And that's going to happen in your career. So quite frankly, when I was starting to coach, it was a challenge for me to become comfortable with that. I'm really not confident, and it took me coaching groups of forty people, groups of sixty people, groups of eighty—I just really had to go into and coach people, different people, random people, and practice it constantly to really get comfortable. So we wanted you to have that experience.

Now, that being said, how do you handle that when you go into a session and not know someone, and you ask them uh, “What’s going well?” And you can say specifically, you’ll notice that, in this Q&A call for example, there are a lot of people on the call, a lot of people listening to the recording. Um, I want to know when I talk to you about what is going well, but what I do is I give it in context. Now, you don’t have to do with what I was doing, but I’m just giving you an example here of saying, “What are you grateful for about yourself?” Because that’s something that’s going well for you. now, in the session, you can say to them, “So tell me, what is going well with your um, with your lifestyle? What’s going well with food, what is going well with your relationship to your body? Or, if they say, “Nothing, I’m doing terribly in all those areas.” You can say, “Ya, I totally understand, I’ve been there. And, tell me what’s going on with your life?” to find something that’s going well for them.

So you have the option to either focus the question, or, um, to just ask what is going well in general. Either way, it doesn’t really matter because the point of the question is to have people start focusing on what is working vs. what isn’t working. And the general tendency is to focus on what isn’t working.

Keri: Okay.

Carey: So you can see that no matter how you ask the question, whether you focus it or not, it really doesn’t matter because the point is to get your client to focus your client on what’s working no matter what it is. Does that make sense?

Keri: Mmm-hmm.

Carey: Cool. That’s a great question.

Keri: Ya uh, so, also um, this is my own trip up but um, is there um, I don’t—my critter brain went off the other day in one of the sessions, um, when you share, you’re sharing your experience with each new person, I just, it just feels um, like you’re just breaking it up again for that session, um, and it’s hard to narrow it down into a nutshell. Um, and then it’s just left there for that session. Have you—when you—

Carey: I wanna make sure I understand that, so you’re saying that when you’re sharing a personal story, or personal information with a client in a session?

Keri: Ya, when you’re the practice—when you’re the person who is the other—

Carey: The client, when you’re the client.

Keri: Ya.

Carey: Got it, got it.

Keri: Is there, do you have any suggestions for just, maybe streamlining it a little easier? Um, maybe—I don’t know, for some reason also, I’m just getting tripped up on that um, going like—

- Carey: Sure, you mean like streamlining like how you'd explain what's going on with you?
- Keri: Ya just um, uh, well, that's where I go to share um you share your stuff, you're not so much into that part of it because really, truthfully, when you're doing the sessions with another student, um, you're more concentrating on um, getting, you know, saying what you need to say, getting through it in a timely matter, um, but I still, when I get off the phone I still sort of just am hung to dry, or left to dry, or I feel sort of incomplete. And it's an odd experience, I just feel incomplete any time I get off a phone call. Because it isn't really, um, it's like you're playing a little mini session with somebody, but it doesn't, so do you just have any suggestions or just don't maybe feel this incompleteness? Because if you were really going through the 90 day sessions with somebody as a client you would sort of come to conclusions, you would be um, and, and we're doing this obviously throughout the whole thing, so maybe I should just look at it as I'm, I get a little answer from each call and just I don't know, ya.
- Carey: Ya well that's a great question and what does it mean for you to feel incomplete? Can you say more about that?
- Keri: Um, I don't know, that is maybe just the problem, maybe I should just ask that question because I just haven't been able to pinpoint what makes me feel frustrated—and it is just these session ones, maybe it's just that little voice in me going, “Oh, you're doing a crappy job, you're not doing well.” So instead of just trusting my instincts saying, “You know what? You did well, you did it,” you know, and maybe that's just what makes me so frustrated, every time I get off the phone call—
- Carey: As a client.
- Keri: Ya. Um, because—
- Carey: Do you feel that way as a coach? Do you feel frustrated when you're the coach?
- Keri: Huh-uh, no, actually I enjoyed um, I discovered something that I realize I'm going to say at the beginning of every session um, is that when I ask you how you're doing, I'm stepping into that coach role, and I am not the student anymore, I'm not anybody else, I'm just the coach, and I'm gonna make that clear in my own mind and I'm going to say it loud, but I'm going to make it clear in my own mind so that I realize, and that the other person realizes that um, everything I'm trying to say is not me just having casual conversation with them, just shooting the breeze over the phone, but me trying to be the coach. Um, and I have to say that so I realize that I'm not just sliding back and forth between coaching and personal conversation, coaching and personal conversation.
- Carey: Right, great, so Keri, here is my suggestion for you when you're the client, is to decide, and you just actually outlined the process of how you do this as a coach, you make the decision, “I'm the coach now, I'm not having casual conversation, this is how it's going to be, I'm going to deliver this coaching session.” So what I would ask you to do is when you become a client, to do the same in that to say, “Alright, I am the client now.”

And you don't necessarily (UNINTELLIGIBLE) decide for yourself, as the client, what do you want to get out of the session? And you actually said it yourself, "Maybe I'm looking for one nugget of, of information, one 'aha!' and that's all I'm looking for in this session." So when you become the client, "I am now the client." You make the decision in your mind, "I'm the client, I'm looking for my one 'aha!', alright, here we go." That way, you've made that decision in your mind, you've made that decision in your mind, you have a clear expectation for your outcome, and chances are that it will be a more fulfilling experience for you. If it continues to be frustrating, you know, come back and let me know, but I suggest that you give that a try and see how it goes. Alright, let's go to last four digits, 3715.

Donna: Hi Carey, this is Donna.

Carey: Hi Donna.

Donna: Hi, okay so I am—

Carey: Let's start with where you are in the course.

Donna: I am in the November Course, and we're on Week 4.

Carey: Great.

Donna: And, what I'm grateful for—so many things, um, first of all I love these Office Hours, this is so—I learn something every time I'm listening to these, and I just really appreciate how you've structured this. So, what I'm—I think what I'm most grateful for right now, is that I'm allowing myself some down time. Years, and years, and years, I worked way too hard. And I'm at a point, this new year has really been a huge shift for me. I had a health challenge earlier this year, and it actually pushed me to do I've wanted—I've thought about health coaching for years and this just really, everything just pushed me to this. So I know that there was a real positive out of what I experienced. But with that, I'm also learning to take care of myself and to listen to my body. And so sometimes I have to be honest and say, that I feel lazy because I'm always just go, go, go, go person. And I'm really taking a step back and just really allowing myself time. And, that's a really strange feeling for me. But um I'm giving myself permission to do that, and it's actually just extremely wonderful. Although, there are things that pop up and it's like, "You didn't accomplish that much today so I go back to your 1%. So, um, so that's what I'm grateful for.

Carey: I really understand I have a very similar challenge. And what I would suggest to you is what I want to give you a lot of credit for, um, attempting that. Because when you're someone who is used to working, working, working, producing, producing, producing, doing, doing, doing, are you someone who would love the checklist like, check it off, check it off...

Donna: Oh definitely, definitely. If I forgot to put something on there I'll add it on so I can cross it off.

- Carey: Ya, exactly! So I totally understand, I really do. And the interesting thing is your body sort of gave you the message that you are like, “Woah... slow down.” But you wanna check this out as something you can help and tell yourself, that actually—and I had to learn this too, so believe me, it's something I'm continuing to get comfortable with, is that rest is actually productive, because in our mind, rest is lazy.
- Donna: Ya
- Carey: That’s the uh, connective thread there. If I'm resting, if I'm not doing something, if I'm not checking something off the list, then I'm lazy. And what does that mean about me? We can go down the whole rabbit hole there. So what we wanna switch to is that actually that rest is productive, because it's going to allow me to do all of the other things I want to do, and if I don't rest, my body is going to break down and I won't be able to do anything.
- Donna: Yep, yep, oh good, I wrote that down, that’s great wisdom.
- Carey: Ya, so you might wanna make like a, a, sometimes I make little signs for myself in my office or whatever, and in a sharpie, “rest = productivity”.
- Donna: Great, I love post it's, I can put post it's all over.
- Carey: Ya, post it's! because then you can really start dialing into your brain, like this is a new definition. And ya, it's going to be uncomfortable for a little while, but you just keep reminding yourself that every time you rest you’re actually increasing your productivity.
- Donna: Awesome, I like that, great. Good.
- Carey: Also just a tip, you’re going to have so many clients who have the same challenge, because we all sort of attract people who are similar to us, so when you, so the other thing that is a real gift is when you rest and you let yourself rest for productivity, you’re also creating that experience, and uh, and the, you’re going to help your clients do the same thing. So um, so uh, thank you, so then you're resting, not only are you being more productive, but you are sort of holding a space for the people you’re going to serve in the future.
- Donna: I love that. See, I know that, that when I—as I go through this, it's just this class is just so amazing for me because I knew before I even heard of this class that nutrition um, for my body, and what I needed to do to get healthy again—although, I had been what I would say is fairly healthy, but I just completely stepped it up a huge notch. And what I also realized is the stress that I put myself under professionally and personally for a lot of years, it just, I mean, I see the connection, I see how all of that stress just really accumulated and made me get diseases I don't want to have! So um, so I'm rebuilding my health, and I feel better now than I have ever in my lifetime, so it's all positive. Um, but that stress—and then when the course is talking about the connection, would you ring the stress right in in the four different areas?

But I really see that. So yes, when you're saying this about you know, taking—learning how to shut off the little voice that's saying, "You're being lazy!" um and I'm just like, "no, you're taking care of yourself." Um, and being able to offer that to others too. That's so exciting to me and being able to help someone else hopefully a lot sooner in their life than me, and not have to go through, perhaps um, as many things as I have had. Um, and I don't mean that to sound negative, it's just um, I just want to be able to help and to maybe shine a lightbulb. It's like, "Oh! Oh!" Um, so...

Carey: What you're discovering, Donna, is a new way—because chances are good that you still get a lot accomplished, I'm sure, that you want to achieve. Which is a new way of achieving, and the way that you did it was one way, and it worked in a lot of ways, and in a few ways it didn't work so much, which is why you know, you're having the experience you're having now which is great. Um, because remembering when you get into Pillar 2, you're going to get into something called, "The Map" which is basically our personal world views, and that everyone has a different world view and a different way of operating. And recognizing that the way you accomplish things, is one way to accomplish, and that there are actually many ways. What you're opening up in this exploration is other ways, other possibilities, of how you might accomplish things that may even be bigger than you can even imagine right now. And it's hard for your critter brain to go, "Oh, there's another way?" like, it doesn't make sense. But it's important for you to learn, and this is a big piece of this learning, because if you were to do what you did in the past to accomplish what you want to accomplish in the future, you're going to end up with the same unwanted result.

Donna: Yes, yes. I, that revelation, that piece of what you just said, that hit me this year, I'm 61, and so this is a whole new career direction for me, um, totally different than what I've done. And I thought, "I can't keep going down this same path." It's like, okay I get these little insights and I make some changes, which are good, but then I fall back into old behaviors, and that's one of the things, like when I first read the information on the course, the thing that jumped out at me is habits and how they keep drawing us in and we fall back into those. And I thought, "Ding, ding, ding! Yes, yes, yes!" And, I can't, I don't have the time to keep repeating this, it's like a new path, so that will be really interesting, so that will be great.

Carey: It is great, and since the journey you're on is what is going to allow you to become the masterful coach for others. If you can take that journey, you wouldn't, the people that are waiting for you are sort of waiting for you to discover a new way and how. Um, and one of the things, and I know we're talking about—I don't even know if this is your question, but it was so juicy, I hope you don't mind that we sort of explore this a little bit.

Donna: No, this is great.

Carey: One other thing to remember that will be important for you, and also for your clients, is pulling in the concept that you're not working alone to achieve what you want to achieve in your life. And this is sort of where I guess spirituality would come in for you or for your clients. It doesn't matter what someone's religious beliefs are, and we'll talk about this a

lot in Pillar 3 about spirituality, because as health coaches, we're certainly not here to tell people what to believe and what not to believe, we're just helping them connect to whatever it is that they connect to that's greater than themselves. Um, it's actually helping them to achieve whatever it is that they want to achieve, and probably it's far more powerful.

Donna: So when you said, "not alone", are you talking about like, like me and all of us as coaches or the client and they're not alone because they have that same connection to something higher, or is it just a general principle that you're saying? "We're not in this alone." Is that what you're saying?

Carey: That's a great question. So what I'm saying is that your client, when you're talking to your client and you say to them, "You're not doing this alone." You're connecting them to that which is greater than themselves. Whatever that might be to them.

Donna: Great.

Carey: And then for you, when you are resting, or any time throughout your day, or any time you start to feel anxious when you're resting, like, "I should be doing something!"

Donna: Yes, yes, you know me well!

Carey: Ya, I'm very familiar with this patterning, so, um, whenever that comes up, remembering, "I am not alone!" and whatever you feel is greater than you is working for you, knows all the things in your heart and your mind that you want to accomplish, and is lining up all the things that will make that happen. Now, that's not to say that you don't have to do anything, but that's not your problem. Right?

Donna: Ya, that's right.

Carey: So, some people do have that problem. Some people do feel like, "I'm just gonna think about it," and they're never going to do anything. Well, that's a different challenge. But for you, when you're being productive, and that which is greater than you is being extremely productive. And that there is some things you just don't have to worry about as much.

Donna: And it takes a lot of pressure off of me. When I remember that it takes a lot of pressure off, because before it was like this force, like, "Okay, I have to do this, and then I have to do this, and if I don't do this..." and just realizing that I'm not alone, I do have a real strong spirituality, um, and when I really just remember that. It's like, "Okay, I can breathe." And it's like, "Okay, what do I need to do?" And I ask a lot of questions, and it's like, "Show me my next step, show me what I need to do, what is my next step?" Ya, that's great, that's great.

Carey: Ya, this is awesome, right?

- Donna: Yes, well, I have a very practical question, and I think in listening to the previous um, caller that uh, may have answered this. But my question is, on Magic Plate, and then the 20 minutes um, the 20 Minute Meals, and um, so, I'm eating very, healthy, and as I mentioned I feel better now than I ever have. I'm exercising, and I've got a lot of the—in the section of the “What”. I actually do well on everything, and um, except the Magic Plate. And so, again, I really try to put my perfectionism in the past but I laugh a little bit, because that is creeping in a bit here. But, on the Magic Plate, I may have six small meals during the day, um, and so, like for example, I'll have breakfast—I'll have my organic eggs, and gluten free toast. And um, and some um, herbal tea. And a couple hours later I'll juice greens, and I don't sweeten them at all, it's just a bunch of kale, spinach, celery, whatever I have. And so, I'm getting the green vegetables, it's just not all in one. So does that—am I just trying to be too um, anal about this? Or is it—
- Carey: Ya.
- Donna: Okay that's where I thought.
- Carey: No, no I'm not answering yes. I'm uh, you're asking a great question. And I don't think you're being too anal, I think you're being thoughtful. Uh, so my question to you is, do you have a complaint or a challenge in your day to day with your eating? Like is there an energy challenge? Is there something that's bothering you?
- Donna: Nope, my energy is, is really good. And I don't—now, I do eat sugar free, and gluten free, so I don't have any of the spikes that I lived with for most of my adult life I had huge blood sugar drops. But again, this year I just really upped my—and it's my choice, to really just eat clean. So no, I don't have the blood sugar dips, I'm—
- Carey: Great! So, here is something important, for you and for your clients, your future clients. If there's no complaint and no worry, then don't change anything.
- Donna: Okay, alright.
- Carey: This is only here if you have—if your client is saying, “I don't know what to eat, I'm having blood sugar dips, I go out to a restaurant and I don't know how to choose a healthy meal. I don't know how to make a healthy meal at home.” This is just a guideline for people who have a complaint and a concern. If you don't, whatever you're doing is great.
- Donna: Alright, and then with this week with getting into the how, the 20-minute meal, I just really, I totally resonated with you too Carey when you said the 3-minute meal!
- Carey: Ya, right? Because I gotta check it off my list!
- Donna: Ya, I know, really. Um, and like my breakfast I described it's like, if I took 20 minutes to eat my eggs they would be totally cold. But again, for a main meal when I'm having like, chicken, and a sweet potato and some veggies, I mean, that I'm going to work on there. But again, it's allowing myself a little leeway here and so, um...ya,

- Carey: Instead of—breakfast—this is a really great thing for clients too, if they say like, “20 minutes? My food is gonna be cold.” So you wanna take, there’s a, the sort of spirit of the exercise if the letter of the exercise is not working for the client. So the spirit of the exercise would be, “Great, it doesn’t have to be 20 minutes, but can you make sure when you’re eating you’re not checking your checklist, you’re not trying to accomplish anything else during that time.” You know? So I’m not saying this for you Donna, I’m saying this for clients (UNINTELLIGIBLE) So, the idea is how do you create a container for a meal where you get to be present with your food that’s in spirit of the 20-minute exercise.
- Donna: I love that phrase, I love that. Um, and then a lot of the other “How’s” also factor into that, because if I’m putting the fork down and I’m taking breaths, I’m appreciating the color of the food, I mean, all of those things help to slow me down, so the spirit rather than letter, I like that a lot.
- Carey: Ya, and it’s really, really helpful for everyone on the call because sometimes the, the letter of an exercise just won’t work for your client which is fine, no problem. You just try to get it like, okay what is the underlying intention here.
- Donna: Okay.
- Carey: Um, and how do I create—how do I help my client create something that’s going to work for them and still meets the intention of having a meal in their present.
- Donna: Great, great. Okay, one final quick question, I knew um, I saw on the website you also have an interview series that’s available, and um, and I had checked with the office that that wasn’t included someplace in our class, and they said that it is not. And so I wanted to confirm that. Um, and then also in the next couple of weeks, um, do you feel that, that is a beneficial tool to throw in at a particular point to listen in and listen to some of those interviews, or would that be better down the road a bit?
- Carey: Great question, and I just want to make sure that I know what interviews specifically?
- Donna: Ya, I was gonna say, um, it’s um, I don’t have my computer up, I shut my computer down, but it’s the one on the Master Coaching Interview Series?
- Carey: Ya. So, it’s the uh, the, “Coaching with the Masters” the celebrity guest—
- Donna: Yes.
- Carey: So, what that is, is a series of coaching demos basically um, that I think we have—I can’t remember exactly how many experts, five or six, and they’re coaching on different topics. So it might be one might be emotional eating, one might be money, one might be business, it’s kind of um, a bunch of different topic areas. And we usually include that with our Advanced Transformational Coaching Skills training, so that might be where you saw that. Um, does that ring a bell for you?
- Donna: Actually it was available as a different purchase, you could buy it um, and download the interviews.

Carey: Oh!

Donna: Oh, I didn't know! Okay great, well, there is what I would say about that. Is that I'll give you the pros and the cons, would that be okay?

Carey: Okay yes, that's great.

Donna: Ya, there is always an upside and a downside, so um, the upside is that every time you listen to masterful coaches coach, you're learning something. Um, that's a lot of how we learn and that's one of the reasons why we wanted to have demos available to you in the training because it's one thing to hear us teach the sessions, it's another thing to hear Stacey deliver the sessions. It just really makes it come to life. So, the more you can hear of stuff like that the better, and certainly the coaches we have are phenomenal, they're amazing.

The downside is that you could potentially hear some of these things and then oh my gosh, they're barely advanced. So it could potentially be um, overwhelming is not the word I'm looking for, it could give you the sense of like, "oh my god, I don't know if I'll ever be able to do that." Okay. So much further down the road. So what we want you to have is a sense of like, "OH my gosh, I can do this." And so, that's why we don't include those advanced pieces in Become a Health Coach because as fascinating as they are, um, and for those of you who come to our live event, um, or move on into our advanced coaching trainings you're going to hear Stacey demo a lot. And sometimes we have had clients be totally bummed out and be like, "I can't—I never am going to get there." And of course, they will get there, they just aren't going to get there in 10 minutes.

Donna: Right, right.

Carey: So, it's—I really leave it up to your discretion. If you really feel like you want to hear those, I say great, go do it, just know that it could potentially illicit that kind of feeling in you and you know, you have enough on your plate, you don't necessarily need that.

Donna: Ya, okay that helped a lot Carey, because I think it is something I want to have in my toolbox, however, I'm going to postpone that. I can get that you know, later, down the road and just spend the time I do have over the next couple weeks just reviewing some lessons and going back over notes. So that helped me a lot. So thank you very, very much for that.

Carey: Oh you're so welcome.

Donna: I'm good! I'm good!

Carey: I'm glad you asked because ultimately for all of us, perfectionists or not, we are all learners and we are all going to want to learn everything and hear everything. So how do you—Donna that is a great question, it speaks to how to you choose and prioritize what do you learn when? And I like to learn everything, I want to take ever training of course, forever. Which is why I love this career. And what I say to myself is, "yes, I will do it all I just won't do it all at once."

So whatever I'm doing at the moment is what's going to have my attention, and then I will get to the other things, for sure I'm still going to want to learn, and it probably will still be available and just slow down, and like you said, "I will get to that later."

Alright, so let me just quickly check the webcast. Joan says, "I'm grateful for my health." Ya, boy is that the best thing? My grandmother used to always say, "As long as you have your health you have everything."

Um, then John in Honolulu is saying that this year is turning out to be the best year of his life since 2000, that's awesome. Thank you. Um, a quick question from Bill in Las Vegas, he says that he's grateful for his support peeps, and that they've helped him take the next step toward a new life and that's awesome. He's in the fourth week of the training, and he already has four people who wants to be his clients when he's ready. That's fantastic! And actually those of you in Pillar 1, we're going to start to show you when you get to Pillar 2, the second week of Pillar 2 is where we show you how to invite all those people who want to be your clients when you're ready, how to invite them into an initial conversation and see, and practice with them. They can become practice clients with you and if you're already a coach you can go right to paid. If you're not a coach, I strongly recommend practicing first. Okay, so back to his question, he is saying that "one of these people has a fatty liver, is there something specific I need to be aware of? Will this be addressed in later sessions?" So great question. What we do here in Become a Health Coach is that we give you the foundation of what pretty much everybody needs to be doing to take care of themselves, whether it's around what to eat, when to eat, how to eat, um, where to eat, who they're being when they eat—those six questions are really a foundational piece for most people. Now, what you're going to run across as you continue health coaching is people who have specific conditions, um, that you may or may not feel like you are able to work with.

If there is a specific condition, for example, my dad came to me and um I had been a health coach for about a year and a half and he had diverticulitis, and he was having um, inflammatory bouts that were putting him in the hospital. His doctors were saying to him, "If you have one more flare up, you're going to have to have surgery and have pieces of your colon removed." Well that freaked my dad out, and he came to me, and I was like "Oh, diverticulitis, I have never worked with that before. Um, so let me do a little reading and see what I think." So I basically went online and looked at what is diverticulitis? Well it's these little pockets in the ingestion, and food gets in there it gets inflamed and what are the things that can help with that. So basically I spent about a half hour online reading about diverticulitis to understand what is it in my skill set that might help him. So a lot of what is in my skillset is in how he ate. He ate really fast, he ate too much, he put too much pressure on his intestines, and what he ate—he ate too much meat and not enough fiber. So that was pretty simple stuff. So I was like, "Ya, I can do that, that's simple stuff I'm good with that." If it had been something more complex, I would have said to him, "Yes, I can work with you and do these particular things, and I'd like you also to be working with your gastrointestinal doctor, and I would love to connect with the doctor in that way, we can make sure that we're working in collaboration together if

there is something more specific or outside my scope, or something I need to know I can work with the doctor on that.” So my recommendation is, first of all, always stay within the scope of what you know. And you actually know quite a bit. These things you’re learning in Pillar 1 seems so simple, but it’s the simple things that really make a difference for people. And honestly, the simple things that most people don’t do. and someone may know that they have to do it, and they don’t do it. so you as a coach may be teaching them about that thing, but you may be helping them actually do that thing, and that is a very valuable service.

So you always wanna make sure you're working within the scope of what you can do. chances are very good that there is something from Pillar 1, and the Six W Questions that you can use to help a lot of people. Now, that being said, if what you see in a very short—one of the challenges Stacey will say she had when she came out of health coaching was that she felt like she had to go get a PhD in every condition and be able to help everybody—well, that’s A) totally impossible, and B) not necessary. Because there are plenty of healthcare practitioners that have very specific knowledge, way more than you’ll ever have—well, I shouldn’t say that you’ll ever have, but that you have at the moment who can help a particular client in a way that you can't, and that’s okay, totally okay. Because as a health coach, you are the perfect collaborator with other healthcare professionals. So my feeling is if you do an initial search online and you see “Oh wow, there is a lot more involved here than I know I can help this person with how they eat, with what they’re eating, I can help with where they eat, I can help with a lot of lifestyle pieces. And for some specific food things, some specific testing, I’d really like this person to also work with a naturopath, or work with a clinical nutritionist, or also work with an integrative MD.” Now, the blessing of this is that if you don’t have relationships with any of these practitioners, that means you get the opportunity to go out and find that practitioner you really jive with and say, “Hey, I would love for you to work with this client, I can help support all of your recommendations and help make sure the client follows through, and I need your help and understanding what is this person—they may need this testing, what are the foods that will help this person? Etc. etc.” and that way you both get to work with the client, you both bring value, there is no competition at all, you're not doing anything you shouldn't be doing, or outside your scope of practice, and you're also bringing a patient or a client to another healthcare practitioner. It's a win/win all around. So whether it's fatty liver, diabetes, or candida, psoriasis or any particular health condition you come across, that’s really the guideline of how to address. “Here is what I can provide,” and sometimes you can be the full provider and help your client a lot and deal with their issue.

My dad—I was able to help him with the diverticulitis, and he hasn’t had an attack in six years. Um, he didn’t have to go see another practitioner. Great. If he had, that would have been fine too. So sometimes you’ll be able to solve it on your own and sometimes you’ll need to collaborate. Don’t feel bad if you need to collaborate. Don’t feel bad like, “Oh man, I don’t know enough, I didn’t get enough training, I suck.” No. you wanna understand your value as a health coach is in these Six Ws, helping people change their diet and lifestyle at a foundational level, and then if there is something highly specialized,

another practitioner can say, “Here is what you need to do.” And you help your client do it. That’s how it works. So many health coaches put this pressure on themselves that they’re supposed to be doctors and know everything. That’s not possible. And why? When you’re a master of habit change. That is your domain, and a master of essential nutrition. That is also your domain. Everything else, you can collaborate. I hope that’s helpful for you.

Okay, oh, good question from Jezebel in Livermore, California, this is a really good one and I’m glad you’re asking. So, she’s in the September Class, she’s in Pillar 2 Week 6 and she’s about to send out invitations for her practice Closing the Deal Sessions. So in Become a Health Coach we require you to practice six of those. Over the course of your career, we’ll have hundreds of those conversations, but we’re asking you to practice six. Now, she’s wondering, “How do you let people know that you’re taking two practice clients while still having the opportunity to work with others later as paid clients. And when I get into the Closing the Deal Conversation, wouldn’t I ideally want them to know the price of my program? I’m unsure of how to bring up cost for waitlist clients, and when to let people know about the two free I’m going to choose.”

Okay so, for your certification requirements, you’re going to have six Closing the Deal Conversations and two practice clients. Now, the reason we do that is um, chances are very good that two of those six Closing the Deal Sessions that you do as practice, chances are really good that two of those people are going to want to continue as practice clients. Now, the Closing the Deal Conversation is structured to show you how to invite someone to go forward as a practice client. It also shows you how to invite someone to go forward as a paid client. Um, so, we actually had someone ask at one point, “How do I get my two practice clients?” Well, you get them by doing the Closing the Deal Conversation. And chances are very good that two of them will want to move forward. We have had people have the experience where every practice Closing the Deal Conversation wants to become a client. Sometimes people can accommodate that, and sometimes they have to go to a waitlist. It’s all fine. So for you Jezebel, um, when you have Closing the Deal Conversations, um, you’re going to bring up cost just according to the script. So, use the script in Week 2 Pillar 2. There is—in the scripting it says “What to do if this is a practice client”, and then “What to say if this is a paid client”. So you’re going to decide ahead of time, and for practice clients the way to do this is, let’s say you have six Closing the Deal Conversations set up, and you want to get two practice clients set first. Great.

So you’re going to make sure you fill those two slots, and if you still have a bunch of Closing the Deal Conversations left, then those people will be the paid clients. If the clients are going to be paying clients, you actually do not have to let your clients know the price of the program before you get to the Closing the Deal Conversation. There are two schools of thought on this, um, when you’re first starting out, I actually recommend um, allowing the Closing the Deal Conversation and the “Prepping for your Session” email, let that do the work for you and don’t get in a price conversation. Here’s why—because people are looking at price, you don’t want people shopping on price really, with you. I

mean, this is not to fool anyone, but you're not—what you wanna set up for your clients is an experience that they have that they can't get anywhere else, and that's priceless. So when it comes to talking about the investment in your program, it's not about price. Now yes, are people still going to have the question, "How can I afford this? How can I make this work? Will you still have to work with people around money? Yes. And that's why we do a lot of work around money in Pillar 3. Um, we also talk in Pillar 2 Week 2 about how to handle different like, "I can't afford it" and things like that. Like, how do you deal with those things? But definitely, you don't want to necessarily want to set up at the beginning a price comparison shopping situation.

Now, eventually, what will happen is that your programs can absolutely be online, and there can be a whole bunch of information on your program, and you can have a price. But the way you have to do that is by using specific copy on a webpage that makes the case for why the price is what it is. Now, a lot of health coaches will come out of a school and maybe their school's website will have listed on a webpage, "Do this program, you get 6 sessions, you get handouts, you get blah, blah, blah..." And the cost is \$3000. That doesn't work because the copy does not say to a potential client why that is \$3000. You have to have specific descriptions, specific copy to make the case a number of different ways of why the price is what it is and why it's actually a bargain. Um, so we want you to—in other words, if you're going to put a price on your webpage, we want you to do it the right way. And uh, we teach that generally in our advanced courses. In Pillar 4, um, where we teach business and marketing, what we teach you to do on your website is to drive clients into a Closing the Deal Conversation, to have a conversation with you, and that you have two programs to offer your client, you'll have the Detox, and you'll have the 90 Day Transformation. So if money is an issue, um, your client can't do a 90-day Transformation, they can always do the 14 Day Detox.

So I don't want you to worry at this point about clients needing to know the price ahead of time. I want you concentrate on really getting your skill down on the Closing the Deal Conversation, getting your skill down in sharing the investment in your program, we're going to talk about pricing a lot in Pillar 4, I'm giving you very specific sample pricing. We also share with you, there are five different phases of your business growth as a health coach, and some of you may be like, "Oh my gosh, this is a lot of information, stop talking! But stick with me here. Five phases as you grow your business. Right now, most of you are in Phase 1. So we talk about in Pillar 4 what is pricing for Phase 1. How do you price your programs? How do you price the detox? How do you price the Jump Start? How do certain prices lead to a six figure income? What are the specific nuts and bolts, what are the numbers, show me? So for those of you who like step by step, and like details and a lot of practical information, Pillar 4 is going to get to all of that, and I think you're going to be really detailed when you get there.

Alright, um, let's go back to a live call. Actually, let's take a moment, let's everyone just take a deep breath, because that was a lot, and I've been talking a lot, so let's take a deep breath, and let it out. And let's take one more, and let it out. And let's just refocus on 1%, the 1% improvement every day is what is going to get you to the career you're

dreaming of. And ya, there is a lot to learn, but you're going to learn a little bit every day. And you will eventually get where you want to go. someone gave me a book— someone, ha, it was my husband! Sorry, I forgot! My husband gave me a book with these little cute things to remember for new moms. And one of the pages said, "Just remember, it's all going to be okay." And I think that's really applicable here too. Is just to remember, it's all going to be okay. Especially when you feel like, "Oh my gosh I'm in information overload! It feels like an avalanche!" it's all going to be okay. And if you were to look back to where you were a month ago, you already have so much more, and you have such a greater capacity to handle the amount of information than you did when you first started. So, you can imagine, like, a year from now, you're going to be doing awesome, it's all going to be okay. I promise. And as you're taking a deep breath, and relaxing for a moment, I'm actually going to pull up our webpage, my dashboard is down for a moment, and technology is lovely, until it doesn't work, and then you go, "Oh shoot." Now, this is actually a, a great sort of note when you're working with clients, if the conference line goes down, if the webpage goes down, if the...something doesn't email, you know, somehow the technology you need is not working. It's okay, it's not a disaster, you will find your client will be really patient as long as you explain to them, "Hey, there is this issue with this webpage, and things will be resolved shortly, and it's all going to be okay." "Oh, okay, no problem." And here we are... So, let's go to um, this is a web call, and I think it's Stephanie, is that correct?

Stephania: It's Stephania.

Carey: Stephania, I'm sorry, excuse me.

Stephania: That's okay.

Carey: I'm sure that's happened more than once.

Stephania: Oh yes.

Carey: Oh my goodness, well, Stephania, where are you in the course?

Stephania: I am on Pillar 1 Week 4.

Carey: Okay, Pillar 1 Week 4, great! And what are you grateful for yourself today?

Stephania: Oh my goodness, I am grateful for my friends and family that I have surrounding me right now, I'm feeling the love!

Carey: Aaaw, how wonderful! And what—can I ask you today, what questions do you have?

Stephania: Okay so um, I might be jumping ahead here of course, but um, when I first started the course, you know I was so excited, I don't know what kind of health coach I wanted to be, or if I wanted to specialize in something, but um, a week prior to signing up for the course, um, I decided to go naturally with a family member who has cancer. And going through um, the phases of dealing with certain protocol, um, to deal with the situation, um, I decided that I wanted to specialize um, in kind of like, a cancer free diet, or cancer free living.

But, how do I do that and specialize in something like that, but I want to see anyone who wants any kind of help, let it be diet or anything. Like, I'm talking about the webpage, or what I decide to do for myself, like, how do I do that? Does that make sense?

Carey: Ya, totally. If I understand you correctly, you're saying, "How do I support people with cancer-free living and a cancer-free diet, and specialize in that, and also help people who just have other problems that they might need help with? Am I understanding that correctly?"

Stephania: Absolutely. Can I say something like "cancer free diet" like, is that going too—you know what I mean?

Carey: Mmm-hmm. So, let's look at the first question, which is can I do both those things. Um, the answer is yes, and, you're only sharing with people that you do one thing. And that other people naturally come to you. so let me get a little more specific about this. And in Pillar 4 we spend a lot of time talking about this right at the beginning in Week 1. Because this really comes down to a niche question, like, "What is my niche? Who are the clients that I'm working with?" and "How do I choose one? If I choose one, what about people who have other issues that want to come work with me? What do I do about that?" does that sound right?

Stephania: Yes, ya.

Carey: So ultimately, if you are a health coach, and this is not across the board, but 95% of health coaches that I have worked with and I have seen, have some kind of niche or specialization, and the reason why is because it's extremely important to position yourself as a health coach that you solve a particular problem for a particular group of people. And that's important because if you don't, then it's very easy for clients to say to you, "Oh, what you do sounds really cool!" But they never pull their wallet out. So in Pillar 4 we talk a lot about the difference, first of all that you're a problem solver and in your marketing you need to be positioned as such. And secondly, you need to be solving a \$1000 problem and not a \$1 problem. So, the problem you talk about solving and how you position it has to be specific, and it has to be important to the people who have the problem. So let's think about it this way. If you think about um, imagine in your mind's eye like, a long, long hallway. And then on either side of the hallways, there are doors. And on each door, there is a nameplate. Let's say that you have a potential client who is at the beginning of the hallway, she is going to be looking at every single door, and looking at the nameplate and trying to figure out which door is she going to open? So that client has a particular problem, let's say for example that she has eczema—I'm just making this up. Let's say she has eczema, she's looking at the doors, and uh, one of the nameplates says, "Psoriasis", "Well, I don't have that..." one of the nameplates says, "I wanna lose 10 pounds." "Well ya, but I really wanna deal with this eczema." Another door says, "How to prepare your body for pregnancy." She's like, "Nah, I don't want that I want eczema..."

And another door says, “Feel vibrant.” “I don’t care about that...” So she’s looking at every door trying to identify the one that has her problem. So finally she gets to a door and her nameplate says, “Fix your eczema!” and she goes, “Yes! This is the door!” and she opens the door and she goes into the room, and meets the health coach, and the health coach is like, “Yes, I can help you with this thing.” And, 500 other things that the client doesn’t know that she’s going to help with. But, if the client never sees her problem on the nameplate she’s never going to open the door. Does that make sense?

Stephania: Absolutely.

Carey: So you know one of the challenges some health coaches will face is “Well, I don’t wanna talk about eczema, I don’t wanna talk about losing weight, I don’t wanna talk about— what about all the other people who have all these other things I’d like to work in with a client?” And what I tell them is actually every client that you have, every client who opens your door, who reads your nameplate and opens your door, you’re going to work on a lot of things with them. You’re going to work on their whole life, their food, their lifestyle, everything. The client doesn’t know that, and you can’t tell them, otherwise they’d never open the door. And this is not about tricking people, this is about understanding that people are looking to solve a problem, and they wanna know that you’re going to give them a solution. They also, people um, people invest in what they want, not what they need. And we may think about a program, where health coaches will say um, “I wanna help people lose weight, but I wanna help them holistically. So, holistic weight loss is going to be the name on my doorplate.” Well, the next doorplate might say, “Loose belly fat”, where is the client going to go? If they have belly fat, they’re going to go to “lose belly fat.” They don’t care about holistic weight loss. Do you see what I’m saying?

Stephania: Yes, absolutely.

Carey: So, ultimately every single one of us has to have a compelling nameplate on the door. Now, that being said, um, this is not your situation, but for everyone who is listening, this is extremely important, so I’m really glad you brought it up, and I wanna share this point. Choosing a niche, and choosing what is on the nameplate on the door, is quite possibly the number one most difficult thing for health coaches to do. one, because we don’t want to leave anyone out, two, because we don’t wanna be tied down to something, like, “Am I getting married to this niche for the rest of my life? I’m just starting out! I don’t know if this is what I wanna be doing forever!” Um, three, we’re afraid that if we say, “I work with X,” for example, people with cancer, “Then I won’t be able to work with anyone else.” So, we wanted to solve all of those problems. So in Pillar 4 uh, Week 1 actually, um, we give you sample niches to start with, because here is the thing about niche. You won’t know your perfect niche, and yes, “cancer free” might be really interesting to you right now, and you may start working with people in that arena and after 20 clients you’re like, “Actually, I don’t wanna work with this at all, I wanna do something else.” You can totally change it. but you won’t know until you work with a client.

This is the tricky thing about niche. Most health coaches feel that they have to have their perfect niche before they get started coaching. But what they don't know is that they won't discover their perfect niche until they've had about 50 clients.

Stephania: Ya.

Carey: So, the solution is, you simply need one niche to get started. So that you give yourself the opportunity to discover "What is it that I want to do?" And the truth is, no matter what the niche is, there are all kinds of people, when they find out that they're a health coach, and you say to them, "I work with people with cancer." They'll say, "Oh, I don't have cancer, but could you still work with me?" Sure.

So when you're choosing a niche to start with, A) you do have to choose a niche to start with, B) we're going to help you with that very specifically in Pillar 4, we give you a lot of sample niches and wording and lots of specifics. Um, you could also choose cancer—we don't give that one, but you're welcome to do that, and you can use all of the stuff we give you to understand how you would market your services and know that niche can, and may change, and for a lot of you it probably will, and that's totally fine. And, that even when you choose a niche, that doesn't mean that other people won't come to you. they will.

Stephania: Okay.

Carey: So is this making sense?

Stephania: Absolutely.

Carey: Okay, so I want to check in with you because I share a lot of information for you and a lot of people on the call. So I want to check in with you and see where we've answered your questions and what's still outstanding.

Stephania: For me?

Carey: Yes.

Stephania: Sorry, um, no, that's exactly it, I just felt like, because of what I'm going through with a family member I feel like all I'm thinking about is cancer free living and cancer free diet. I'm trying to like, um, open my horizons on the whole, I first started wanting to go and just develop like, mind, body, and soul, like not just losing weight, but being happy. And like you say, there is way more to health than just diet, so I'm getting that, but I just feel like the cancer protocol of my brother in law, it's pulling me into that. So, and just on a side note I want to let you guys know um, it's so coincidence that we're skyping this uh, incredible doctor from Barbados who cares for people all over the world naturally, and now that I know so much more about health, and I'm doing this at the same time, I just want to let you know that everything you guys are teaching us is exactly what this doctor who is mentoring me at the same time is telling us to do, and I think it's just so spot on what you guys are doing. I just, it gives me goose bumps about how it's connecting so well with what I'm going through in my life.

- Carey: I'm thrilled to hear that and thank you for sharing that. And I would—as you were talking, I remembered your earlier question, which is “If I were to choose cancer, can I say, ‘Cancer-Free Living’? Like is that crazy to say?”
- Stephania: Ya, like, you gotta be careful the way you word things, and I'm like, “Do I?” is that how I feel?
- Carey: You do; you do have to be careful in the way you word things. So, I think you're smart to be asking that question, and what I would recommend you do is to start doing some, you've probably done a lot of research online, but to start looking at your research from a marketing perspective and start googling, “Living Cancer Free” “Cancer Free Living,” and see who is out there, what are they talking about, what are their credentials? Does anyone—are people doing this? Who are they? Try to understand what is the conversation that is going on out in the world about this topic? And how do I become part of the conversation in a way that showcases my skills instead of potentially gets me in trouble or turns people off?
- Stephania: Exactly. That makes so much sense.
- Carey: Ya. Great question. So for many of us, when you're thinking about something you're interested in um, uh, uh, a niche as it were that you're interested in, and if you are not sure of the wording and you feel that there is potential controversy or concerns, um, one of the easiest things to do is to go to google, start researching, go to Amazon, look at the books that are in your niche, and look at, “Well, who are the people who are running these websites? Who are the people who are writing these books? Who are the people that are having the conversation? How do they seem to be regarded?” if there is a book you think is awesome on Amazon, look at the reviews, what are people saying about this particular title, and this particular author? Um, because we, in a health and wellness world, there is some caution that we need to take, and you may feel um, very strongly about what it is you do and the results you can get, and the medical establishment may not agree with you, and you still want to put it out in the world, and all that is totally okay. It's just a matter of understanding okay, “Given all of that?” how do I articulate what it is that I do in a way that is welcoming to my ideal client instead of a potential problem for me with others. And there is always a way to do that. You may not know how to at this point, but that's okay. That's why you have mentors, and you have people to help you figure that out. Um, and for some of you, it may be a journey, and it may be that you choose—you take a starter niche we give you knowing like, “Hey, over the next year or two years I'm going to coach clients and do this, and I'm going to figure out in that time how to articulate this thing I'm passionate about.” So you wanna allow yourself to let it develop over time and know that you don't have to have the perfect thing to start out with, and you can't have that, it's not possible, it's going to change. I myself have gone through, this is my fourth business meeting now, in 10 years.

You just, things evolve and change, you evolve and change. But there is no way to become a really masterful coach without coaching. And there is no way to learn what it is that you're really great at, and who you really wanna work with unless you're coaching. So, you just have to have a place to start. And in Pillar 4 Week 1 we just dive into that big time. As a matter of fact, I'm super excited for all of you to get to Pillar 4, the whole training to get to Pillar 4, I do believe it will be everything you want it to be and more for your business training.

Alright, let's go ahead and go to last four digits of your phone number are—sorry, there is beeping over here, I'm in the city and there are oftentimes random noises—it will stop shortly. Let's go to last four digits, 1296.

Brenda: Hi, good morning, this is Brenda.

Carey: Hey Brenda!

Brenda: How are you?

Carey: I'm great, how are you?

Brenda: Great, thank you. I'm in the September class.

Carey: Great. So you're in Pillar 2 Week 5?

Brenda: Yes.

Carey: Okay, fantastic. And what are you grateful for about yourself today?

Brenda: Um, today I'm grateful for the great outlook I have for life.

Carey: That's awesome. Thank you for sharing that. What question can I help you with today?

Brenda: I have a couple, although I think you may have addressed some already, but I have somebody who wants me to work with her daughter, she's um, I believe she's 11, and she has a weight issue. But, my question is before I move forward in exploring this, um, do you suggest that I actually talk to the little girl without the mom present to find out if she even wants to lose weight? Because I think if it's just the mom who wants to, I will get nowhere with the little girl. So do I first find out if the daughter even wants to?

Carey: Ya, it's tricky because that's uh, the word that's coming to my mind is um, is this a loaded issue for them?

Brenda: I think so, it is from what I know of them it is, plus the dad has diabetes, he gets a lot of ulcers and wounds on his feet, so you know I am thinking that this little girl is seeing dad, and "Is my mom pushing me to lose weight?" And out of the siblings she is the heavy one. Her two other siblings don't have a weight issue.

Carey: Okay. And is there a health concern for the 11-year-old girl that's connected to this or is it just the weight?

- Brenda: From what she's told me it's just the weight. But I kind of thought, I am going to wait until I get on an Office Hours before I even, you know, I just wanted to ask because I don't want them to feel that like, "No, I don't want to work with you." But, from what I know so far it's more of a weight issue, um, I think I heard her say that there are some concerns that the doctor has mentioned to her, but I wanna say he's—the doctor's kind of looking like, "This is in your family," the little girl is overweight, this can happen.
- Carey: Ya, um, and have you had an initial conversation with the mother already?
- Brenda: Um, the initial conversation was more just like, you know, "What are you up to? You're always doing something?" Because I'm a registered nurse and she asked me, you know, "Are you still working at Dialysis or Home Health?" And I said, "No, I'm doing this awesome thing, I'm getting certified in nutrition as a health coach." And she was like, "Oh my god, please, I would love for you to work with my daughter." And you know we were kind of in a social gathering, and I said, "Ya, definitely, let me find out and I'll call you."
- Carey: Ya, ya. And how—is this like, an acquaintance, a close friend?
- Brenda: She's a high school friend. I mean, we're not incredibly close but we've always been really good acquaintances. So I think that's why she felt—because her kids for some reason whenever I have invited them to a birthday party or some type of gathering throughout the years, and it's not something that's very frequent, um, her kids have been like, very drawn to me. So I kinda think that maybe she feels like, her daughter would feel comfortable.
- Carey: Ya, what a lovely complement. To you that's great! So here is what I'd suggest, I suggest having an initial conversation, a Closing the Deal Conversation with the mom. And now, it's going to be a little different than normal just because you're talking about her daughter and not her. But I think it's going to be important for you to understand what is all of this meaning for her? Because um, it's going to be important to know that before talking to the daughter. Um, and then understanding like, how can it be—you've gotta get a sense of the dynamic between the two, like, how tough is it for this girl? Is it something she's extremely sensitive about? Doesn't care about? You're going to need some more context to understand if you feel like the emotional component is something you want to work with.
- Brenda: Mmm-hmm.
- Carey: And then ultimately, when you're going through the sessions, you're going to be working with both of them anyway because her mom is really who's—or whoever it is that manages their health, I shouldn't assume it's the mother. Um, so whoever manages the health and deals with meals, and deals with grocery shopping and all of that. You're going to be working in consort with.
- Brenda: Mmm-hmm.
- Carey: So it's good to establish that with the mom, and that it's going to be a group effort.

- Brenda: Mmm-hmm.
- Carey: Then also an understanding of like, what role the dad will play, and all of that.
- Brenda: Okay, I'm writing all of this down. So obviously if the daughter doesn't want to lose the weight I just shouldn't even work with them, right?
- Carey: Well, if the daughter doesn't want to lose the weight, you could ask her, if you're talking with the daughter and she's like, "I don't wanna lose the weight." And say, "Great. Then what do you want?" Um, and if she might say, "I wanna not freaking talk about this." Like, "I don't want any attention on this!" and I would say like, "I get it. What would you like attention on instead?" and um, try to really understand for, if you talk with the mother, and if you feel uncomfortable talking with the daughter, given what you hear from the mother—you may not, and if you don't and you do say to them, "You know what? I so appreciate you asking me about this, I wanna make sure that you have the right fit for what it is that you want, and I don't think I'm the best fit." And then you can refer them to someone else. And that's not saying, "I don't wanna work with you." that's saying, "I really care about you, and I want you to have the right solution. And nobody is going to feel um, most people will not feel upset by that, or feel rejected, or feel—if anything, they'll appreciate the fact that you care enough to say, "I care about you and I want you to have the right solution, and I don't think it's me." It's a really beautiful way of um, letting people know that it's not the right fit.
- Brenda: Exactly. This one is very important to me because in our city, and of course in our society the weight issue with children is so prevalent, and I thought, you know if it's a good fit then it's a great opportunity. You know, like you said before to see if maybe my niche is with children or not. Okay. Perfect.
- Carey: Ya, and this is really um, a great thing to keep in mind for any client that ultimately if someone keeps saying, "I don't want X," or, "I don't want this," then "great, what do you want? Great, what I hear you say is you don't wanna lose weight. What would you like instead?"
- Brenda: Mmm-hmm. Great.
- Carey: Always helping people to try to keep it—there is something that they want, but at the same time whether it's a child, a teenager, or an adult, we often have to go through all the things we don't want and clear that out of our brain first. And then we can start thinking, "Well, I guess what I want is X, Y, Z."
- Brenda: Exactly. Thank you this helps a lot. Now I feel like I can talk to her.
- Carey: Ya, and the thing that I think is your secret weapon in this conversation is that you have no—and I hear this in you, that you really do care about what's right for them, and you don't seem to have an attachment to that being you.

- Brenda: Ya, like you said I just thought, it's awesome that she would have that trust in me to explore, like you said, it's um, it's very emotional, especially when they get bullied at school, and for her to want to open up, it's great, but at the same time I don't want to do any disservice and make them waste their time, or get nowhere.
- Carey: Ya, and as you were talking Brenda, what I realize is what I'm not hearing in you that I think is great is that you're honored that she's opened up to you, but you're not feeling obligated or responsible for her.
- Brenda: Yes, definitely not, and I'm like that in general, I don't know if it's my nursing, or—
- Carey: Well it's great.
- Brenda: I don't sugar coat it. it's like, "Here is the deal..."
- Carey: And that's great. A lot of times as health coaches we take on responsibility for other people that we shouldn't and we end up doing things that we're not comfortable with because we feel like we're responsible because someone has opened up to us. And I love the fact that is not present for you and that will help you be very clear about whether or not you feel after you have a conversation with the mother if it's right to go forward or not.
- Brenda: Yes, definitely. That actually brings up another point that I didn't write down to ask you. I have a practice client that um, is also a nurse and has a busy schedule, so I said, let's keep them weekly, and he didn't um, schedule the last week one, and he called me and said, "Hey, you didn't call me..." and I told him, "I'm not going to hound you and push you, this is what you want, because you told me that you really needed this, and you committed to the 90 Day Program." And I said, "So one of your action steps was going to be that you were going to clear up some time and set up your schedule." So another practice client I have is like, every Friday on the dot, so there are no scheduling issues. But I understand that he's a nurse so sometimes he's off, on, and I told him, to just call me and let me know. So was I wrong because I feel—I don't wanna be in the position to where I'm like, tracking them down. I just feel like if they're wanting to do it they're going to do it. am I wrong?
- Carey: Well, let me ask you this, how would he have—do you have an online calendar? How are you scheduling with him?
- Brenda: No, he'll just text me.
- Carey: Oh, he'll text you, okay. So he's supposed to text you, and that's when you set up a session. Is that right?
- Brenda: Yes, I give him the flexibility to just tell me when and I'll be available.
- Carey: Okay so the, the container you created with him for your program is that "you text me, and I'll be flexible with your schedule, but when you text me, we'll set up a session."
- Brenda: Yes.

- Carey: Okay, and he's saying to you, "You didn't call me!"
- Brenda: Ya, his words were, "You didn't pressure me..." this is one of his issues, which is why I'm being this way with him, this is one of his issues.
- Carey: You're completely right, not wrong at all, you're absolutely right.
- Brenda: Like, "I'm not your mom!" I'm like, "Get with the program, if you really want it, do it, if you don't want it, then continue to live your life." And he said, (TALKING AT THE SAME TIME), and I said, "Well, sorry... it's just reality." I said, "Show up for yourself."
- Carey: This is freakign great. Because there are so many, so many people, myself included, uh, back when I started, that never would have—I'd be like, "Oh, I'll text you!"
- Brenda: Ya, I was like, I can't, that is something I don't want to put—I don't want to add that weight to my life, it feels like weight.
- Carey: Well you shouldn't and it is. And going back to the orientation, what our clients want from us is a leader. And you are leading him. He's asking for help, he's asking to break the pattern and he's also simultaneously saying, "Well, break the pattern but not too much." Right? And you're saying, "No, if you're doing this, this is the container, and you either show up for yourself or you down, it's your choice."
- Brenda: Exactly.
- Carey: And that's 100% right to do.
- Brenda: Okay perfect. I just kinda thought, ooh, I don't know if—okay great. One more, it's more of an observation, but I need to know if I'm right in doing this. Um, my practice client um, she is very uh, vocal, and she can just talk for hours, and you know I have, I have my outline, I know that we're going to cover what's going well, and I know the second step and the third step, yada, yada, all the way to the sixth one—but she is the type that is a minute—like, she walks in and she is already like, "Blah, blah, blah..." and you know I'm like, "Hi!" Like, I constantly have to like, get her back on track and say, "Let me interrupt you. we're going to start our session, let's start, remember? First we're going to talk about what's going well." And I try not to do it in a rude way or anything, but I constantly, I feel like I have to lead her and just hit the brakes a little, "Norma, we're getting off track here." Because I notice with her a session could run for three hours and I constantly have to be like, "Hold on. Remember, we were talking about this, so let's finish with this..." But you know, is that okay? I don't want her to feel that I'm being insensitive and not listening to her. But then I can spend five hours with her.
- Carey: Exactly. So you're—again, back to the leader and someone who sets boundaries. Um, is that you, first of all, you're doing a great job by saying, "I'm going to interrupt you..." And you can always preframe, this is for everybody, preframe to your clients, tell them like "Hey, I might sometimes interrupt you, but it's not because I'm being rude, it's because I want to help you assess when I can."

- Brenda: Ya, like I want to give her the best value of our time together, but I'm thinking, I don't have two hours.
- Carey: Ya, a couple things you can do, um, so you're already interrupting her, you can use her name to interrupt her, the, the second thing is when you start the session, when you ask the question, like, "So hey, tell me what's going well, and I'm going to ask you, in two minutes give me the bottom line and tell me what's going well." And give her a timeframe. You may even need to set a timer. You don't have to, but just say "In two minutes" or at the beginning of the session you can say, "We have an hour today, I wanna get the most use out of our time, here is what we're going to cover, and I wanna start with what's going well, and what the bottom line is, and take a minute or two, otherwise we won't get to these things."
- Brenda: Mmm-hmm.
- Carey: Now, if she wants to sit and talk with you—like if it doesn't work, it may take a couple sessions to sort of train her into a schedule. But the other thing you can do is to set a timer at the beginning of the session for like, my sessions are 45 minutes and I'd set the timer for 35.
- Brenda: Okay.
- Carey: So when the timer went off at like 35 minutes, they knew they had 10 minutes left, and I would say for someone like her, I'd say, "So the 10 minutes we have remaining, what else would you like?" Or, I would suggest an outcome, if she didn't know. Um, and just like, refocus them. Then at the end, you really do have to end when the time is up.
- Brenda: Ya, I like that. Because I notice when I had to—or when I ask her what's going well, she'll give me 20 things, which is awesome, but—
- Carey: Ya, that's great! The other thing you can do is focus the question. You can say, "What's going well with your body? What's going well with your health?"
- Brenda: Ya, I wrote that down earlier. I wrote it down earlier when you said it, I thought, "That's a great idea because it might help with her." And actually, I wanna say that she doesn't mind that I lead in and keep her on track because one of her things from our very first session she said was "I'm tired of running, I wanna slow down." So I say, "Remember Norma, you're tired of running." I say, "You need to slow down take one thing at a time, let's talk about this first before we turn to something else so we can really discuss it." and she's like, "Okay... but I just didn't wanna, I didn't want her to feel like I wasn't listening.
- Carey: No, no I think you're serving her and you just needed a few more tools, and to know that you are serving her. Um, you just needed a few more tools to do so. And the other thing I would say is patience and that it probably will just take a few more sessions to frame her into the timeframe.
- Brenda: Ya.

Carey: But she'll get there.

Brenda: Ya, and that is, we've only had four sessions, and I've been able to cut it down each time. So—

Carey: Nice, see you're totally learning along the way.

Brenda: Okay awesome! So this helped a lot thank you so much, and I can't wait for the next one!

Carey: Thank you. this is such a joy, I can't believe it's 1 o'clock already, I'm thinking, "oh well, we might go two hours, we might not." Are you kidding? We could spend the whole day or more on the call today! This was such a treat. I know that there were questions on the webcast we hadn't gotten to so I want to ask you to save those for the next Office Hours. Also, if you can't be on the call live, if you're listening to the recording, you can always send your question to our support team and they will compile them and send them to me so that I can answer them on a recording for you. um, I'm so, so glad to hear that you're getting value out of these office hours. I think one of the things just—in my career, I just I mean, I just needed help a lot. It was new, and I had questions about lots of things and it was so useful to get someone's point of view who's done it, and can help me. It was great. So I'm glad that it was useful to you too.

Um, let's see when our next one is...Hmm... I think we have a little break for the holiday, it looks like our next one is January 4th—oh, I'm gonna miss you! So we have two weeks off for the holiday. So here is what I suggest to you, and I know that we're a little over time. But, what I want you to really take from this call is 1% improvement, and making sure that over the holidays you do take time for yourself. There is so much going on, and our bodies are meant to really hibernate during this time. So allow yourself to rest. Know that rest is productive for all of us. Um, take time off! And enjoy yourself as much as you can. Um, schedule a massage, like, if you have a stressful family event coming up, like sometimes let's face it, we love our families, they're so wonderful, and it can be really stressful, you may want to schedule a massage for after our family events! Or something that's really for you to kind of rejuvenate or shake the experience off or whatever it is that you need to do.

Awesome everyone. this is such a wonderful, wonderful time, I can't wait to talk to you again, have a wonderful holiday, a great new year, and we'll talk soon. Bye everybody.