

Office Hours – November 30, 2015

Carey:

I think I'm live here, hello everybody, it's Carey Peters and we are here gathered for the Become a Health Coach Office Hours! I wanna welcome all of you from wherever it is that you are calling in, and I feel like—I'm so happy that you're here today and if you're listening to the recording, I'm happy that you're listening to the recording. Today is a special day, it's my first day back after having a baby! Oh my gosh—and for those of you who have had children, you know what those first four weeks are like, and holy moly! I literally feel like I have been shot out of a cannon, but shot of a cannon while sleep-deprived. So, so totally bizarre. I've always had respect for parents and thought that gosh, what they do is the hardest job in the world, and now doing it myself I—gosh, my level of respect, and appreciation and admiration has just ratchet up tremendously. And of course, I had to call my mother and tell her how wonderful I think she is, and how did she ever do it? She had four children, and just one has brought me to my knees!

And as I was thinking about the call today, you know, it really has struck me over the past couple of weeks how similar it is, I mean, whether you're having a child or building a business, whether you're doing something new in your life, where the stakes are extremely high, and the learning curve is extremely steep—it is a hell of a journey. And there are ups, there are downs, there are highs, there are lows, and I just don't know that it can be any other way. You know, it's funny, all my friends, all my family, everybody told me you know, that these first four weeks are going to be challenging, the first couple, and the first one is challenging, and there are all kinds of challenges, and you're going to make mistakes, it's going to be okay. People told me all of that, and yet, experiencing it I still would be in a panic about every little thing and worrying constantly, feeling—what I was really struck by is how inadequate I felt, and still feel! All the time! I was like, “I don't know what I'm doing!” and I think back to the early days of when I was learning to become a coach, and it was a similar feeling. Now, it was a little less-intense, because I'm sure for those of you who know with a child, there is the whole added uh, piece you have, the responsibility of life or death in your hands. At least when you're becoming a health coach and starting a business, nobody is going to die, it sometimes feels like it to your critter brain, but no one is going to die. With this little one you think, “Oh my god, one misstep and she could die!” So, you've got two situations where the stakes are high, and the learning curve is steep, and the only thing is that it's really meaningful to you, I mean, whether becoming a health coach in a new career, or a child either way, these things matter. It's not like, you know if it doesn't work out or something goes wrong or whatever that you can just forget about it and sleep like nothing happens at night. You can't, your heart is attached. And that's something that no matter how much you hear from people, and certainly we're here to tell you and walk you through—it's another thing when you do experience becoming a health coach, or building a business, or having a child or yourself, and having to remember having to remember, “Oh, this is what people told me about, and it was one thing to hear it or know it in my mind, it's another thing to experience it in my heart.”

And the thing we can do is give ourselves a lot of breaks, and know that ya, some days it's going to be easy, and some days as not, but some days we're going to do things really, really well, and some days we're going to screw it up. Yesterday I totally underfed my daughter, for a number of reasons, and I just didn't—I wasn't aware of—and she's frustrated, and fussy, and I finally realized at four o'clock in the afternoon, "Oh! I hadn't given her enough food!" and of course then you feel terrible, like, "Oh, no I'm starving her!"

And it can be so easy to kinda go off into a spiral about that, and the same is true in becoming a health coach. Whether you miss a week, or you miss a Skills Lab, or you're behind a couple of Skills Labs, or behind five videos, or you didn't do a practice, or there is a concept you don't understand, then at that time it can really feel kind of like the end of the world, like things are just too much, and too crazy, and you're doing a terrible job, and you're just not good enough and you're never going to be. And one thing I think we can remember is that we all feel that way at times. We all do. And so it's okay if you have moments like that.

One of the things I like to do when I'm in the middle of something totally new and in a big learning curve, is I occasionally look at these neat little oracle cards. It's kind of woo-woo, some of you might be into that, and some of you might be like, what? Um, either way, you know, you take it with a grain of salt, um, I kinda pull an oracle card here and there and say like, "well, what might be going on?" and try to get a little message from the universe about what it is I need to do today, and I pull this card thinking about me, but also thinking about you guys and what might be up for you, and boy if it wasn't the perfect card today, because the one I pulled was "Focus", and let me read the description of that one, and this, I just draw them randomly, I didn't intentionally—well, I didn't—somehow I intentionally pulled it, but it was random results. Um, but basically the card description says, "It's time to draw your energies inward, let go of all things that are superfluous and unnecessary at this time. Focus your attention on the job ahead, do what is in front of you, no matter how small the task. Clear focus is required. Be mindful to stay in the present, avoid looking back or too far forward; it is only in staying in the true present, the now, that the power residing in this card can be used for the benefit of all." So this card also talks about reminding us of "the need to regroup, and reminding ourselves of our goal. And then stay in the present, and do what is directly in front of you, only one small focused step at a time will point you at your destination."

I'm remembering uh, a good friend of mine from college, I've known her for oh gosh, I guess 27 years, um, when I first had the baby she said, "People will tell you to take it a day at a time, I suggest to take it an hour at a time." Uh, and I wanna suggest the same to you, at times whenever you're feeling overwhelmed, or you're feeling frustrated, or um, feeling like maybe it's too hard, or you won't be good enough, or maybe this isn't for real, or can it really happen, let go of all of that and focus on, "What is right in front of me in the next 60 minutes?"

That's what I want to do here on the Office Hours today, and we may go longer than 60 minutes, maybe 90 minutes or 2 hours—regardless, what is in front of us on this call? And for the questions we have, and we have some emailed in, I know that we have some of you who I'll be talking to live, just looking at what is right in front of us? How can we narrow our focus and understand what it is that we need to know now so that we can move forward? I think that one of our biggest challenges in feeling overwhelmed is that we're looking too far ahead, and that we're taking too big of chunks at a time. Um, and then we start to go into a spiral of "What if?" and feeling like we need to know all the answers right now to feel secure. When—you can't really know all the answers right now, that's like me saying, "I need to know all the answers of everything I'm going to need to know for my daughter for the next year, and I need to know it now." Well, she's 5 weeks old, so that's impossible. And if that's the criteria that I set for myself, then I am going to feel unsuccessful because there is no way for me to meet that criteria. And the same is for you, if you're feeling like you need to know every answer for everything that is going to happen in the next year of your career right now, that is impossible. We can share a lot with you, and we are sharing a lot with you, and what you have to know is that this is also a journey. And that part of the learning comes from taking the journey. Even if I sat you down and told you everything that is going to happen in the next year, eh—we still have to experience it. you have to experience it. so let's all give ourselves the permission and the grace to focus on what's right in front of us, and to let worries about the future—we can certainly address them and talk about them, and to know that it's a process, it's a journey, the answers will come, there are people along the way that will help you in this training. I say the same thing with my daughter, there are people that will help me along the way. And that over time, it will unfold and you will know, you know, what it is that you need to do.

So the nice thing, of course I think, "boy, if you have kids, this health coach thing, this business thing is nothing!" you can do anything, if you did that you can do anything! Um, that being said, it's still a learning curve and we're here to guide you through the entire thing. Um, it's nice to know, I certainly, you know when I have a question about what's going on with her, I call my friends who are moms, I don't call my friends who aren't moms, there is nothing wrong with my friends who aren't moms, they're wonderful, and supportive, it's just that the ones who are moms are like, "Oh, okay, well here is what you need to do." And so the thing that's nice about you being in the Become a Health Coach Certification Training, is that Stacey and I are health coaches, we know what you're going through, we know what the learning curve is, we know what it's like to have a coaching business in the real world, we know what it's like to work with clients, we know what it's like to be on the web, on tv, or talking with referral partners, or giving talks—we've lived all of that. So we can share with you directly firsthand what it is you need to know. And that is something you can feel good about and go, "Okay, if I don't know what it is, chances are they'd know." Um, and that is what you're here for, and so I'm happy, happy, happy to be on this Office Hours call and to be back with you all on this journey, uh, in the Become a Health Coach training and beyond.

So, let's take a second and we'll open up for questions and we'll answer some of the email questions as well that came in. um, but I'd love to have you jot down two things, I wanna just take a second for you to jot down what is it that you're appreciating about yourself in this journey—today, right now, let's focus on this moment, we'll use our oracle card and focus, what is it you're appreciating about yourself today, right now, in this moment? Go ahead and jot that down—and also just down for yourself, what is the question you have, whether you're in Pillar 1, 2, 3, or 4—a coaching question? A business question? Nutrition question, health question? Money question? We're here to talk about all of it—so just jot down what is that question? And just know that there is a nugget of wisdom that is seeking entry today for all of us, and so no matter what our question is, whether you talk with me live, maybe a listening on the call or the recording, knowing that nugget is seeking entry and will enter. And that everybody who does speak live is really speaking for the whole group, and so they're doing all of us a favor. Alright, we'll take a second to jot those answers down, and then I'd love to go ahead and open up the call. Press *2 to raise your hand, and if you're on the webcast, of course you can type in what you're appreciating about yourself. Oh, I'm hearing that my volume might be low, let me turn that up—thank you so much for letting me know. And if there is any time where you're not able to hear or understand, feel free to type in on the webcast so I can make an adjustment. I turned it up pretty loud, so if it's too loud let me know if I'm blowing your ears out! Great. Okay let's go ahead and start with the last four digits of your phone number, 5879, and we'll start with your name and where you're calling from, and what you appreciate about yourself in this moment.

Deedee: Hi can you hear me?

Carey: I can, hi.

Deedee: Awesome, number one, um, I appreciate—I'm Deedee, I've been through pretty much all of the other um, uh, programs, and they're awesome. I just wanna say for everyone listening, I—it is a life changer, everything out of my mouth, in my mind is TCM, TCM, TCM, it really is awesome. So thank you for that. Congratulations on your new baby!

Carey: Thank you.

Deedee: I have four, and um—

Carey: Wow!

Deedee: Ya, just don't sweat the small stuff—they survive. People say, "how many kids do you have?" I say, not just kids, but four awesome, amazing, super wonderful, awesome, awesome, awesome, and uh, I think my biggest joy in life is that they're all grown and independent, but because of my lead they're all healthy, choose diet and exercise on their own. So, my advice is you must be what you want your children to become, it's not what you tell them, it's what you do. And today, they're all super independent, um, awesome, healthy, wonderful human beings. And I just try to raise them that way—anyways, so there are my two cents...

Carey: I appreciate your two cents, thank you and congratulations!

Deedee: Thank you. Um, what I appreciate about myself is uh, following through, uh, from day one I deleted 88,000 emails, unsubscribed to everything until I can get back to them, bought a new wallet—got the next three weeks planned for Skills Lab partners, and I'm just staying on task, and stepping into my fear where I don't want to do it, I just do it. and um, so far so good.

Carey: That's awesome. And one other question I forgot to ask, is where in the course are you?

Deedee: This is just my second call, I'm brand new in Become a Health Coach November class. So I'm uh, but I've done TCM—um, Pillar 1, uh, Week 2.

Carey: Great, and you've gone through TCM and some other courses yes?

Deedee: Yes, uh, Mastery, Deep Dive, and for me it was—for me a little slow! And I need to hear it again, there is just so much juicy information it's really helping me to soak it in and really uh, understand it, uh, to get enough of it. My question is maybe more of an advanced question for the new people, but I know that there are other people on the call, but uh, I am coaching a lady right now who is on her 12th session, she is the perfect client, I love to have her, she does everything you tell her to do from day 1, and my default is I definitely give way too much, and she's right there, she does it all, she's making amazing progress, and my only hang-up is she still is a perfectionist, uh, control person. She has a hard time giving up control. She's lost weight, she's cooking, she's exercising, she's being bad, she's doing everything and more that I could have hoped for, but she still has a hard time giving up that control of taking the reins back and doing it herself, and not trusting it everyone else. They can't do it as good as her, as fast as her, and the way she'd do it. So, since I'm at the end of my sessions with her, I was wondering if you had any morsel of final bites that I can give her to think about?

Carey: Is she continuing on with her or are you completing the work with her?

Deedee: Well I'm uh, I haven't really asked her because the holidays are coming, I'm in the middle of moving, and I don't have the uh—I don't want to put myself in that place right now of doing more because like I say, I kinda preplan, I have 12 sessions planned, and we did them all, and she seems to be doing great, I did give her an extreme self-care plan for like, the next year, each month I want you to practice just one thing, you know each month, just focus on this one thing. And she's dialed in and she's doing great, but you know I wish she would allow herself to just like, I gave her the reframe of what would you rather be—perfect or a perfectionist? And she said, “Well, I'd rather be perfect,” and I said, “Well, perfect people have patience with people who are imperfect. If you're a perfectionist, you know, nothing is good enough, so if you really wanna be perfect, you have to have patience with people who are impatient. That's a perfect person.” And she thought about that and she goes, “Ya, that makes good sense...” but still she takes back the reins every time, even with her adult children and stuff.

Carey: Ya.

Deedee: So I was just hoping for one more little piece I could give her.

Carey: Ya, the question I guess I would—first of all I wanna highlight a couple of things you said, and that is when—you’re completing the program with her, and you actually don’t wanna continue, and that’s totally okay. So for everyone on the call, you know oftentimes Stacey and I are going to talk about how to have your clients continue with you, how to renew them, and that it’s built into the program—for those of you who have been through Pillar 2 and learned the program, you know that. For those of you who haven’t, you’ll learn it.

But what we haven’t expressly said, so I really want to say, is that it’s totally fine if you do not want to continue. For example, here, you know you’ve got things going on in your life, it doesn’t work for you to continue and that’s totally okay. So I just wanna highlight that for everyone, that you as a coach get to choose. Plus, there may be clients after going through the whole program, maybe it’s not a dream client, and you’re like, “I really can’t stand going to a session with this person, and I don’t want to work with them anymore.” In which case, you don’t have to renew with them at all.

So for you, I mean, your name is Deedee correct?

Deedee: Correct.

Carey: Is it Deedee or Devon?

Deedee: Uh, Deedee Devon.

Carey: Deedee Devon—alright so, um, what—where would you say that she is still having a challenge? So in the final session, what is her immediate problem?

Deedee: Well, I know her pretty well, um, we just revisited the “Circle of Life” and um, she you know, quit her job, she is just feeling great, she is doing awesome, her only uh, hang-up would be spirituality, and her very first session, it was still spirituality. She has it, she just doesn’t use it. and I just said the very first time she met me like, I remember doing a grocery store tour, and she was one of the people that did my tour, and she said, “I just remember your positive attitude, I just wanna be like you, but the people I attract are like me, middle aged, empty nesters, divorced, you know the second half of their lives like, ‘I’m ready to take back my life.’” Like she’s sixty, and she’s like “I just wanna have more verve and sex appeal and all that fun stuff for them.” And I’m like, “Well, first of all, my first question is you know, where is your spirituality, do you have a spirituality? Do you have a spiritual practice?” And she’s like, “Um, ya, I’m catholic, but I don’t really do anything with it.” And I’m like “Well, I don’t know about you, but for me, my foundation is my faith.

Like, I don't really worry about anything, I just have faith, like, 'I've gotten this far, I don't need anything, I have everything I need,' just like, you know, faith is my mountain, I just trust and believe, and the more I worry about things that means I don't have as much faith, that's kind of like—if I have more faith I have less worry." And so now it's gone several months and she's still back to like, low spirituality. And um, so we talked about forgiveness and all that—

Carey: Ya, well let me ask you Deedee, what is it—in her words right now, whether it was at the end of Session 11 or whenever you talked with her last, in her words right now what is it that she wants solved?

Deedee: She doesn't really say anything, like she really focuses on the positive and what's going well because everything overall is doing much better. Um, I just sense from her comments that she still has this hang-up.

Carey: Ya, totally. What about her Life Inventory, what was her—when you did the Life Inventory with her, what were the things that she wanted to sort of tackle next?

Deedee: Um, well I would say that everything was at about 80%, it was (UNINTELLIGIBLE) spirituality was a big dip. And uh, because she said uh—

Carey: Well not the "Circle of Life", I'm not talking about the "Wheel of Life" I'm talking about the "Life Inventory", the one where you ask her like what are the, make a brainstorm list of things you wanna do before you die.

Deedee: Oh I didn't, you know I don't remember doing that one.

Carey: Okay great, so that's what you should do with her in the final—I believe it's Session 11, I could be wrong, I can go back and double check, I have to dust the cobwebs out of my brain, um, but ya, that is something that you're going to want to go back and do. But check, um, that would be Pillar 2, Week 13, ya—

Deedee: I haven't gotten that far yet, I've done Core, will you give the 12—

Carey: Oh, okay so go to Session 11 of Core.

Deedee: Okay right, I haven't done uh, I've done Core, but—

Carey: That's right you're in Pillar 1, so ya, ya, my apologies. Go to Core, um, and go to uh, Module 1—

Deedee: I can find it.

Carey: Ya, take a look at the syllabus, that will show you. Oh, I'm sorry—ya, that will show you in the syllabus for sure.

Deedee: "Life Inventory"?

Carey: Ya, "The Life Inventory" is the exercise, ya.

Deedee: Okay.

Carey: The thing that is really useful about that, because here's the deal, the thing with her having a difficult time, needing to control and not trusting others to take care of things, that totally correlates with a challenge with spirituality and faith, because to have faith is to believe that things are going to go well, or be handled, or you will have help from outside of yourself. And if your only way of coping in the world is believing that's not true, and that you have to do everything yourself, it's pretty hard to be spiritual. Does that make sense?

Deedee: Absolutely.

Carey: So that is something in one session that's going to be a real challenge. This is probably going to be a lifetime coping mechanism for her. So my feeling is that when you encounter something like that in a client and you know it's an issue, it's so big you have to go back to our oracle card today, chunk it down and focus on what is the immediate want that she has? She wants something, she's not getting it, how do you help her deal with that? And through that process, you help her start to shift the pattern and beliefs around needing to control everything. But if you try to go directly at that, it's going to be too hard. Especially in that first 12 Sessions. If you had been working with this client for a much longer time, and you were doing Mastery level TCM exercises with her, that would be a bit of a different story, but in the context of the Become a Health Coach program which has obviously worked very well with her, wonderful, um, you wanna stick to something a little more concrete and focused. And not even let her know that you're sort of chipping away at the control pattern. She doesn't need to know.

Deedee: Well I have gone—ya, I have gone through Mastery, and we kinda hit on that a little bit, we got all the way back to when she was 2 years old she swallowed a whole bottle of pills on accident—she was 2, and she had to go to the hospital and get her stomach pumped and I kinda related to her that maybe because she took that meaning that she was bad, and she was being punished, because it was traumatic, then possibly she feels like she can't do anything right, or you know, she has to do it all perfectly, it can't be bad.

Carey: Ya, let me frame this, hold on one second—for everyone on the call who is like, “What are you talking about?!” because this is extremely advanced TCM, it is not therapy, it is totally different, and for those of you who have been through TCM Mastery, and those of you who will go through it eventually, you only are going to do Advanced TCM once you've graduated from Become a Health Coach, that is really TCM level 1, and then we have graduate education in TCM, then you start going into some of these much deeper things.

So Deedee, this is what I wanna do, I wanna focus this really simply and tell you to go to Session 11 and do the “Life Inventory” exercise. Now, the “Life Inventory” exercise is really great because it helps the client you really can't go anywhere—as a coach, this is going to be really useful for everyone—you're going to see with your client particularly the more you learn as a coach, you're going to see all kinds of challenges that your client has, and her patterning and her belief system that he or she would benefit from by changing.

That does not mean that you say anything about those things. The only thing that we respond to as coaches, is what does the client want? And what they tell us they want. So then we help them get it. so, then the life inventory exercise is great because she'll brainstorm a list of things that she wants to do before she dies, really—and then she'll narrow it down, what are the top three? And then she'll narrow it down, what is the one thing she wants next? What is her thing? And the exercise—even though she has so many wonderful results and has accomplished so much, it is kind of an exercise that helps you guide your client to, what is next? You've gotten this awesome version of your life, there is more, and what is that one thing you'd like to reach towards? Once you know what that thing is, what she wants, then you can start using everything in her toolkit to help her move toward that. Now, you're not necessarily going to do that because you're not going to continue working with her, but what you can give her, the gift of that session with her will be is you're giving her her next vision, the next level, the next version of herself that she's growing into—you're helping her discover. And that's amazing. And you don't have to continue working with her, and if she wants to continue coaching, you can always refer her to someone else if you don't wanna do it. um, but that's gonna be a great value because it's focused on what she wants specifically.

Deedee: Okay got it, as far as the—

Carey: So hold on one second Deedee, vs. what you want for her—do you understand the difference?

Deedee: Ya, yes, okay perfect.

Carey: Ya, awesome, that's so great. I so appreciate that question because for all of us as coaches, we want things for our clients. And Deedee knows this, I'm not saying this because she doesn't know it, I'm saying for everyone else who might not be aware quite yet, that we often want things for people more than they want it for themselves sometimes, or that they're ready for, maybe they're not ready for it. so we always want to as coaches, and as people really, focus on, "What is it that the client is telling me that they want? How do I help them discover what they want and how do I help them get there?" Deedee, that's awesome, thank you so much, great question. Let's go to last four digits, 7383.

Karen: Hello Carey!

Carey: Hi.

Karen: This is Karen, I'm in Montana.

Carey: Hi Karen!

Karen: I'm glad to be on the call with you, thank you.

Carey: Thank you for being here, and where in the course are you?

Karen: Oh gosh, I'm in the June Class, so um, today would be Pillar 3, um, we had that week off, I can't quite think, I think Pillar 3 Week 3.

- Carey: Okay great! What is it that you're appreciating about yourself in this moment?
- Karen: I am pretty happy with um, I guess the way that I'm balancing my time, and specifically uh, I kinda made the jump and started um, working with my practice clients, and that new balance of adding that time into my week. It has been going well, even if it is challenging, so ya, I'm really excited about that, because I was a little bit scared to get started on that, and um, um, time wise, and just other fears, but it's going well and I'm enjoying the adjustment of adding that into my time. So, that's going well.
- Carey: Cool, great! So awesome, what is your question?
- Karen: Ya, so I actually do have a pretty specific question about the practice clients, um, I feel like I've—I'll just do a little background, I feel like I missed maybe a little bit of a—it's a gentleman, he was the first person I started with and we just completed Session 4 on Friday and things are going well, he's—he's definitely making those nice um, small steps we're looking for, and I feel like there is something that I kind of missed and now I don't really know where will be appropriate to insert that or talk about that and um, here is what that is. Maybe it would have been like Session 2 when we're talking about high and low energy foods, I feel like right now, his diet—he really needs help with what he's eating. And I haven't quite—I don't know why we haven't, I feel like we sort of missed it, um, we definitely did talk a little bit about high and low energy foods in that second session, and I have um, sent him a couple recipes between then and now—but I do know from his health intake form what he eats, and um, I guess ya, if you can tell me how I might address that with him now—like I don't want it to become too late in the program that he doesn't get a fair shake at um, trying some different foods in his diet.
- Carey: Ya, that's great, um, so what was the problem he had when he came to you that he wanted to solve?
- Karen: Yes, his goals are to lose some weight, to have more energy, um, he—this wasn't exactly on his goals, but it was in his health intake form—he has very high blood pressure and very high cholesterol, and his own dad died at 58, um, from poor health, and he just passed that 58th birthday, and that was part of his motivation, it was "I just want to enjoy life more!" that was his big MOFA, "I wanna live longer than my dad, and I wanna enjoy life more." So he's kind of whittled down to those goals. So I know his diet is very important, and I'm feeling like, oh, we're going to be on Session 5, and I really haven't been helping him with what to take out and what to put in!
- Carey: Ya, let's look at what you have helped him with, uh, has he noticed, has he had positive results so far?
- Karen: Ya, so working with the gentleman, I'm finding that uh, different than the female client I have, and also just general conversation with men and women about health things—so it's been kind of interesting and exciting working with him.

Uh, the last session I definitely asked that question with the kinda “Aha!” or insight from the session, he’s pretty brief on what he—he’s a man of little words, I’m sure that’s not shocking to you, so I do have to pull things out, sometimes I have to...I don’t want to say “bait” him but I will say something I got from him during the session and make sure that he realizes that was a benefit. So such as, um, he also indicated on his intake form that he drinks too much alcohol at night, so right away, one of the things we started with is um, I don’t know why, I just thought of the lemon water because I had just come off of the 14 day Cleanse myself and I love that ritual, so I asked him if he thought he could drink lemon water. And he agreed to do that, and he actually in the second session told me how much he loves—like, he has completely brought that into ritual with his daily, evening ritual, um, he has one or two glasses of lemon water, and we’ve even focused on the fact that that’s great, because he is getting the hydration and the benefit from the lemon, but he’s also hopefully pushing out, uh, well, replacing one or two of those alcoholic drinks. And that he has been successful with, and he likes it, but he hasn’t particularly given me any indication of feeling better—but I had him focus on the positive of look at this new healthy habit you’ve established already in four weeks.

Carey: Ya, ya...

Karen: So that would be one example of something he’s done um, better.

Carey: Ya, and is he saying that he wants more change in what he’s eating, or is that you feeling like he needs to change his diet more?

Karen: Ya, exactly—I was listening to what you said to Deedee, I definitely know that I look at what he eats and I think, “Oh my goodness! I just wanna change everything!” I just, it’s more me for sure, however, if he wants to lose weight, I feel that—of course what he eats isn’t the only factor—that this is a big factor. And also for his blood pressure and his cholesterol, so...

Carey: Ya totally. So here’s what I’d suggest—as you’re going through, first of all to know that um, he—depending on the client, often, this is a generalization, but often clients move a lot slower than we do, or that we’d like in terms of changing what they eat. We look at what they eat and like you said, you wanna change everything. If you could just wave your hands and then like, “Presto Chango!” You change his entire diet, right? It’s probably like killing you, and you’re like, “I just wanna change it!” So here is what I’d suggest, is that you have to remember that in health coaching, with most coaching with most people, this is not always true—you’ll have some people who will blow your mind with how fast they go, but most people, slow and steady wins the race. And that you keep them—so for example, you just, I’m sorry, you just finished Session 4 with him? Correct?

Karen: Yes.

Carey: Ya. So he’s about to go into self-sabotage territory, so you actually, it’s a really good thing that you did not add more information about this, because um, you notice for those of you who have not been through Pillar 2, we’ve got people who just started the course, so um, by the way, just a reminder that a benefit of being on this Office Hours call with

people who are ahead of you and behind you is if they're ahead, you get a preview of what's coming, and if they're behind you, you get a review of what you've learned. and either way it's really valuable!

Okay so with Session 4 you notice, and for those of you who have been trained in Session 4, there is no new information, and this is very specifically because the critter brain is going to start to uh, react.

Karen: Mmm-hmm.

Carey: And that's where—around Session 5 is where self-sabotage usually happens. So you want Session 4 to be setting up—the point of Session 4 is not to give new information, but to help the client navigate this self-sabotage pitfall in the program. Because if you don't help them do that, it doesn't matter what information you give them, because they'll quit, run away, ask for their money back, or whatever. And I know that seems like maybe with a guy it's different, but, it's not. I mean, anyone's critter brain when they experience change, um, is going to rebel to a certain degree. So it's really important in Sessions 4 and 5, those are navigational sessions—they're not information. And that's where TCM and the coaching sequences that are in those sessions are really important. This is something really—I've not seen in other health coach trainings. It's important to understand that over the course of a health coaching program, tons of people will quit, and that between Sessions 4 and 5 is one of them.

So here is what I'd suggest, in Session 2 you talked about some foods giving him more energy than less, in Session 3, you talked about honoring hunger and fullness—if someone is drinking a ton of alcohol at night, if you think about that from an energetic perspective, what is it that they're probably looking to accomplish?

Karen: Well, for him in the evening—you mean, what is he looking to accomplish by drinking the alcohol or by removing some of it?

Carey: No, by drinking.

Karen: Okay I think he um, he's a pretty happy guy and he's pretty well adjusted, he's pretty good in all areas of his life, at least it seems that he is. So, I know that he uses alcohol to relax and he's also a really kind of happy go lucky guy, um, I can't imagine him ever being an angry drunk, let's put it that way, he's happy go lucky, so um, I think he uses it, well, pleasure, some kind of pleasure and relaxation.

Carey: Ya, okay, that's great. Um, so what we wanna do is um, as you're shifting what he's doing in the day and what he's eating, and how he's eating, is looking at how to add pleasure and relaxation during the day, and that alcohol becomes less important at night. And this sounds like a guy who likes to have fun too?

Karen: Mmm-hmm. Ya.

- Carey: So when you're talking to him, for example in Session 5, you may at the end of Session 5, give him um, focus on like a single afraid or flop out—what I mean by that I mean, if there is something in the way that he's eating, maybe it's breakfast or lunch, or dinner, maybe—I'm just going to make something up as an example, um, let's take lunch for him—maybe he—I'm totally making this up—
- Karen: Can I give you what he's eating? Carey, could I tell you what he's eating for most every breakfast because that might be the one? It's up to you to make it up if you want, but—he goes to, he lives out of town, he comes into town to go to work and he stops every single morning, and eats at a sandwich shop, and he gets um, a bagel, ham, cheese and egg, and four cups of coffee—um—ya, and I don't know, that just seems like a lot. That seems like something to switch.
- Carey: Ya, well think about it, if he's drinking alcohol at night, he needs four cups of coffee to wake up—he's basically on a yin and yang rollercoaster of caffeine and alcohol, of energy and relaxation, and he's using chemicals to do it. now, if you were to say to him, so pretend to change—is he eating in the car or is he eating at the restaurant?
- Karen: No, he actually does go, I think a friend owns that restaurant, and I'm not sure if he meets up with someone, but he does go and eat there every morning.
- Carey: Okay, so here is what I would do, when you are um, shifting how a client eats, my philosophy is gradual is best. And how you do it with him, so if he were to not have that ritual, he would be taking away a real source of pleasure in his day.
- Karen: I think so, ya, ya.
- Carey: Right? So one thing you could do is say, “hey, what's the name of the restaurant?” you could look it up online, or say, “hey, take a picture of the menu and send it to me.” And help him find, go, “Okay, let's look at, tell me what are the five other things on the menu that you like?” and then start with him choosing what does he like to eat. Don't worry about whether it's healthy or not, just what he likes. And then help him find other options that have some kind of lean protein, that has more fiber, that are more of like a magic plate—and then give him, and he chose them all, which is the important part, and give him like, two breakfast options for him to try when he goes the next time after your session. Say, “Hey, try ordering one of these other things.” And then for the four cups of coffee, I would ask him, and if you already asked him like, what does he like most about coffee? Is it the ritual? Is it the smell, the taste, is it the energy boost?
- Karen: No, I haven't, so that would be good too.
- Carey: Ya, like what is it that gives the most pleasure about coffee? For everybody it's different, some people just absolutely love coffee, the smell, the taste, everything. Um, because you're going to wanna offer him some kind of—I always think about this in the terms of swap and upgrade. So what would be an option to swap and upgrade? He's not going to stop drinking four cups of coffee, but maybe he has three cups and the fourth cup is something else—or maybe he has um, maybe he has three cups of coffee and one decaf?

And you're gradually starting to shift so he doesn't feel deprived, he doesn't feel like he's lacking pleasure and relaxation, because there is something in his day or in his demeanor where he has that tension he is trying to unwind from in the evening.

Karen: Okay, ya. I think he would do good. Mmm-hmm.

Carey: Pardon?

Karen: I think he might do really well with that, I really appreciate that suggestion since he took so well to the lemon water in the evening this would be logical for him, I could say, "This is an experiment we can do in the morning."

Carey: Exactly. And once he does that and feels really excited about it, then he's going to be ready for, in Session 6 you're going to talk about being bad and getting pleasure that way, and being naughty—but you can also add food wise, like "Okay, we made a shift in breakfast let's take a look at lunch, what's going on there?" And look to take the opportunity for what he's already doing, and just make a small shift or small upgrade.

Karen: Good, good, I like that. I'm glad—you make me feel like there is still time to work on this one and I didn't blow the only opportunity to talk about food or something.

Carey: No, no you can totally, you can always add stuff. Once you go through the coaching piece of the session and experiential exercises, you can always add in something about food. Um, and just to know that one thing to keep in mind is that the small hinges swing big doors—when you set up these small changes for someone, like the lemon water—like, he likes it, he gets excited about it, and then wants to do more.

Karen: Yep. He is eager, he is definitely good that way, he seems like he's ready, he looks like he's ready to go, he wants to try things. So, I gotta trust it and do the small steps.

Carey: Ya, exactly, and it can be hard for us because we feel like, "Uh, I only have 12 sessions, I have to turn everything around!"

Karen: Mmm-hmm. Right.

Carey: And, "I have to do it in the course of these 12 sessions!" it's a good reminder for all of us, I felt that pressure too, but what we can remember is that the changes you're making have a huge impact. Let's say for example, um, he—is h like, having lemon water—is he taking out one drink a night and drinking lemon water?

Karen: I did ask him that specifically, I believe at the last session and he—I think he kind of dodged answering it completely, but I have reminded him a couple of times that, "Well, if you're having one or two lemon waters, let's for sure try to take out one or two alcoholic drinks." I thought like, you were saying, swapping out, one for one or something, because I think he does need that or he's going to say, "Well this lemon is good for my liver" for instance, and he's just going to keep drinking whatever I drink at night.

- Carey: Ya, well this is another really good framework that you can share with him, this is for everyone on the call that I find useful for my clients, and I find useful for myself as well, when they can change that there is also, you think about the cumulative effect. So let's say, how many drinks does he have in a night?
- Karen: Um, you're asking me how many is he having? I think—he said on his intake about two, um, "About 2 beers and 2-3 glasses of wine."
- Carey: Ya, that's a lot of drinks—okay, so say five drinks—and how many days in a year, 365?
- Karen: Yep.
- Carey: Okay, so my brain is a little funny—so if I multiply by 365 times 5 drinks, that's 1,825 drinks a year. Okay? So you can do this for him—and then you say, "let's just say that you cut that down, don't stop drinking at night, but if you cut it down to 3 drinks instead of 5, so 365 times 3, that's only 1,095 drinks a year." That's cutting out a lot—
- Karen: Ya.
- Carey: So the impact of that is huge. So he doesn't have to stop drinking—now, eventually your agenda is ya, sure, eventually he needs to not drink that much, but you don't have to tell him that. It's little by little. So "Let's cut down from 3 to 5—look how much you're doing for yourself, and you don't have to feel bad." This is another great one for people trying to help their clients get off like, Diet Coke for example. Holy addiction! You all know I drank 2 2-liters of that stuff a day for many years, it's so addictive. And so if you have a client who has this issue you just go, "Look this is not about quitting, it's about taking the cumulative amount, and you lower it dramatically over the course of a year, but every day you're not really making that much of a change and you have what you want."
- Karen: That's good. Mmm-hmm. I feel like these things will really work well with him. Thank you.
- Carey: Ya you're welcome, because they're simple, they're practical, and the thing that is most important about them is that there is no deprivation—it doesn't feel depriving for the client.
- Karen: Mmm-hmm. Yep that's good. Thank you Carey.
- Carey: Oh my gosh you're so welcome, if we were to tell our clients, "Okay, you need to stop drinking!" well, they're not going to, or, "You need to stop drinking Diet Coke!" I mean, first of all, nobody likes being told what to do. They want it to be their idea and they want it to be exciting and fun. And see like, "Oh wow, even this little thing is having this huge impact."
- Okay, let's go to um, one more live call and then I'll go to some of the webcast and email questions. Last four digits of your number are 1553.
- Charlie: Hi Carey, it's Charlie how are you?
- Carey: Hi! Did you say "Charlie"?

Charlie: Yes.

Carey: Hello!

Charlie: Hello! I'm so happy for you, congratulations for your beautiful baby, and um, I'm so excited for you and happy to see you back on the agenda—I'm happy to hear you! Um, so, my question is the life skill exercise in Session 11, I looked it up when you were talking to the first caller and the um, oh gosh, the "Wheel of Life" oh well, not the "Wheel of Life"—you know, the wheel? I can't think of the name right now, you know I've been thinking about—okay, so I have a client and she is—

Carey: well hold on one second Charlie, one second, before we go deeper into the question, two quick things for you, where in the course are you?

Charlie: Oh, sorry, back up—okay, I just started, I ran into Blue in Tucson, and we were chatting and we started talking to each other once a month to kind of share best-case practices, and she was raving about your course, and it thought, "Oh my gosh, another course?" And she is like, "You should take it!" so I decided to sign on a few weeks ago, and I'm in the second week.

Carey: Great, so Pillar 1, Week 2, awesome, and what are you appreciating about yourself in this moment?

Charlie: Uh, I think that—let's see, two pages later, let's see what did I appreciate about myself—um, I think basically that I'm showing up and moving through the Pillars, um, you know I've been in practice for a few years, and it's good to get a refresher, but I think it's a little more than a refresher in some ways because your reframe of health coaching is very different than what I learned at IIN, and um, I've been building up my practice, or my skillset in general over the last two years doing additional reading and trainings and it's good to have a different perspective, so I think the reframe I'm going to enjoy, and ya, so that's what I appreciate.

Carey: That's awesome, that's awesome, so your question is about the "Life Inventory," and the "Wheel of Life"?

Charlie: Ya, totally, so I have this client who is so um, she is just completely disconnected with her emotions, uh, uh, I do corporate wellness so I actually get private clients from my corporate wellness talks, and uh, she is um, she is going through a lot of emotional stuff because her marriage is kind of rocky, but she is disconnected from her emotions. So, I started off with the clearing the clutter, the big MOFA, and really sort of walking through the program for what I've learned in TCM and Core—and the biggest challenge has been—actually the biggest breakthrough has been in Session 4 when I actually did the "Yessing your desires" wait—no, I actually did, it was a cross between that and um, oh gosh, the one where she got a chance to—the judgement exercise. That's what I did with her.

Because she was heavy in judgement for herself, she had the biggest breakthrough. So now, uh, I'm at the point, well Session 5 where she could sabotage, so she's been doing a little sabotaging all along, so my question is, is it appropriate at this point to use—I have been thinking I wanted to use the “Life Inventory” or, the “Wheel of Life,” and which one would be best?

Carey: You want to do that in Session 5?

Charlie: I do, simply because uh, we, because of Thanksgiving week, we had a week off because she was traveling, and uh, and she's also starting a cleanse, a detox, so I'm walking her through a simple detox, I do with my clients, and um, clean eating. So it doesn't really (UNINTELLIGIBLE) and I want to do the inventory because I think it would be a nice way to get her reconnected after the week off.

Carey: Got it.

Charlie: So I just wanted to know which would be best, “Wheel of Life” or “The Life Inventory”?

Carey: Well this is the first program you've done with her?

Charlie: It is the first program I've done with her, and I have not done the “Wheel of Life” yet, I just, I think for her a reframe—or just a framework for her to see where she is in the various areas, because her goals when we started were to um, to feel more in charge with her life and to also feel supported. She wanted to—she's very stressed, she's feeling overwhelmed and she really wants to change uh, some habits that are sabotaging her weight loss.

Carey: Ya. My feeling is um, what do you think about going and doing Session 4 as it's written in Core?

Charlie: It actually would be Session 5—which would be the sabotage.

Carey: Well right, but actually in Session 4, is where you reveal your client's original goals and say, “Are you on track?” You revisit the MOFA and do the mental rehearsal of pleasure and success. I'm curious because it sounds to me like you're saying, “I wanna review, are we still connected to your original goals?”

Charlie: Right, that's exactly right, ya.

Carey: That's exactly what that session does—so I would save the “Wheel of Life” and “The Life Inventory” for later, because they're really powerful um, for uh, setting up um, renewing with the client. And you don't wanna use that too early. And if the goal is to reconnect and have her check in and see her original goals, like, “Are we on track?” that is Session 4.

Charlie: Okay so then since I did the “Letting Go of Judgement” exercise last time because she really needed it, then just go back to Session 4—so this would be “Session 5” if we're keeping track of numbers because I've had 4 sessions with her, and it was Session 4, so then it's okay to kind of do that switching up?

Carey: Yes, absolutely.

Charlie: Okay.

Carey: Ya the reason why—the thing you wanna be careful about is knowing—one thing you’ll get—and for everyone going into Pillar 2, in Week 15 of Pillar 2, we go through the entire sort of arc of a coaching program, and we show you where are the embedded TCM exercises, and which sessions, and which sessions, people are going to fall away and have critter brain problems, and where do we help them with that? And as we call it, the “Spine” of the program. So certain sessions you know that you're going to have TCM exercises.

Aside from those sessions, you can kinda mix and match any way you’d like, and that’s—we start out in that lesson to try and teach you how—if anyone wants to create their own health coaching program, here is how you’d structure it. I mean, most people don’t understand how to structure a health coaching program in a way that anticipates where the client is going to fall off track. What you're telling me is Session 4 and 5 are the two places that are a danger zone for our clients, and you’re telling me in Session 4, you did a massive awesome TCM exercise, um, so she had a big ole breakthrough—so you have kind of already are accomplishing what needs to be accomplished you’re just doing it a different way in Session 4. So when you go into Session 5, your instinct to want to reconnect with her I think is absolutely right after a breakthrough like that. So as long as you are um, as long as you’re on that track in Session 4 and 5, I don’t think it matters if you mix and match exercises. Do you see what I'm saying?

Charlie: I do, I do, and it's just, you know she’s going through this big drama of trying to have a baby with hormones and all this stuff, and her marriage is so rocky, and so it's creating all kinds of—a disconnection from her own emotions and what she wants vs. what her husband wants. And then really feeling like she has to say no to herself all the time. So the judgement exercise came, it was between judgement and yessing your desires, and I had never done “yessing your desires” on the phone, so I was a little nervous and was like, “Oh my gosh.” So I actually framed it by asking her, “What’s most important for you right now, judgement or the desire part?” and she chose judgement. And that’s how I did it instead of imposing my idea that she should do judgement or “yessing your desires”.

Carey: Ya, great!

Charlie: Okay, and the preframe was the three brain scenario, I actually put together a little pictorial for her, and I walked her through how her brain works, and that was a real eye opening for her, then I did the judgement exercise, so that’s what I think was—

Carey: Awesome, that’s awesome.

Charlie: Ya.

Carey: So going into Session 5 I think your instincts are exactly right, and I think you can take the scripting from Session 4 and use it for Session 5.

Charlie: Okay, so I'm looking at Session 4, and it's mentally—this is where you remotely rehearse success, so that's fine.

Carey: Yep, yep.

Charlie: Awesome.

Carey: And you review the goals, are you on track, etc.

Charlie: Awesome.

Carey: Great, I'm so glad that's useful, and that brings up a great point which is, now Charlie has been a health coach for a while and she's been trained for a long time, so if you're listening to this and going, "What is she talking about? She's making it up!" Eventually you'll get to the point of um skills where you're able to sort of make up sessions on the fly. Now right now we're giving you in Become a Health Coach, here are the 12 sessions, here is what you do, because if you had to be learning from scratch, then of course you're not going to know what to do in a particular session. But, if you've been coaching for a year, two years, three years, four years, whatever—you're going to start to do sessions with your clients to do sessions with your clients and you're going to start to really go by instinct and by really responding to what the client needs. Um, which is exactly what Charlie did. And what I wanna highlight for you in Charlie's question, for the rest of you on the call is you will eventually get to that point of skill. If you're just starting to learn coaching, you don't have to be there now. I certainly wasn't! I—when I started I was like, "Just give me the step by step paint by numbers coaching sessions, and that's what I'm doing!" I'm not getting crazy, I just—it was like "tell me what to do and I'm gonna do it!" but then a couple years in I learned years, I had more skill, more experience, more confidence, and I start shifting around and playing with the sessions according to what the client needed. That will be in your future if it's not already here. Very exciting.

Okay let's go to—as a reminder for everyone on the call, and wants to talk with me live, press *2 to raise your hand. I wanna check out some webcast questions, um, and then I wanna get to some emailed questions. Great question from Julia in Pacific Grove, California, hi Julia, she is saying that health coaching is new for her, and she's asking, "Should I be connecting with health coaches in my area? Form connections and learn what they're doing?" Sure! Absolutely! And um, I would also—you're gonna wanna be able to sift through what they're doing, because some coaches in your area that you meet, they're going to go, "Wow, that person has a really awesome idea! I think I can do that in my practice." You're also going to meet some other coaches who are like, undercharging and having no idea how to run their business, and those coaches you do not want to model. So just to make sure you know when you're connecting with health coaches that some of what you see you'll want to model and some of what you'll see you won't want to model.

That being said, it's a great idea to reach out to other health coaches, and say, "Hey, I'd love to meet with you!" and you can even create a little health coach meet up in your area. I don't know if you're that kind of person that likes to do that kind of social stuff, but I think it's a great idea, great thinking.

Okay, a question from Claudia in Woodbridge, Virginia, she says, "What point in the course can I start seeing clients? So Claudia, what I would suggest if you're first starting the course is to wait until you're through Pillar 2 Week 2. That's basically 8 weeks into the course. And the reason why is that is when we train you on how to have the initial conversation that we call the Closing the Deal Conversation with a client. Once we train you on that and you practice that, you can start to have those initial conversations with practice clients, and then you can start accepting them as clients. Because as soon as you complete Pillar 2 Week 2, then we start training you in each one of the sessions of the Total Transformation Program. You may be like, one or two sessions ahead learning what they are before you turn around and deliver the sessions to your practice clients, and that's totally fine. Um, seeing paid clients, it depends. Everyone on the course is at a different place, there are some people who have been coaches for a long time like Charlie, um, there are some people who are new to coaching. So you want to keep in mind what your experience is. If you are a coach, you can start charging whenever you want. Um, if you have never coached before, you want to give yourself the opportunity to practice first. There are certain practice requirements we have for the certification—we require six Closing the Deal Conversations, and two practice clients. Go to all the practice first and then start charging for your client. But it's really important to practice, it's extremely difficult to have someone pay you and feel—you're going to feel nervous about it no matter what because this is new, but you're going to feel really nervous to take a client through the Total Transformation program and then have someone hand you money, you're going to feel a lot of pressure and a lot of responsibility. Because chances are you're going to feel like, "I don't know if I can deliver, I feel like a fraud, what if this person is giving me money and I can't give them results!" Don't put yourself in that position. That's why we require the practice clients. We want you to feel confident enough to know that program is going to work. So when someone hands you money, ya, you're going to be nervous, excited and scared and thrilled, but you'll have some confidence that what you're going to deliver is going to be a benefit.

Um, Gina has a question about um, what if you get more than 6 practice clients? Um, I think you mean more than 6 Closing the Deal Conversations, Gina, um, well, here is what you wanna do, she is saying, "If I send out personal emails to 10 people and they all say they want to have a Closing the Deal Conversation with me what do I do?" Well the first thing is, if you want all 10, great! Practice with 10, we require 6, but oh my god, the more practice you get the better. So I would do all the Closing the Deal Conversations. So if you do all 10 Closing the Deal Conversations and all 10 people wanna be your client, that's awesome.

What you have to ask yourself is, “Do I have time for that?” If you only have time for two clients for example, then you can say to the other 8, “I’d love to work with you, and, I have a wait list, I’ll be ready to start...” and tell them whenever. Just tell them you’re putting them on a waitlist so you’re only doing what your schedule will allow and you’re not overscheduled.

Betty, I just wanted to appreciate your appreciations... really um, acknowledging you for standing stronger than ever after that massive change in your life. Michelle from Houston, thanks for your message.

Um, there is a question from Nora in New York, “Is the 90 Day Program suitable for pregnant women?” Um, ya, I mean it is and also, you should be doing it in conjunction with whoever the woman is working with, her OBGYN, whatever medical professional she is working with through the course of her pregnancy, is who you want to make sure that she runs the suggestions by. There are some special things that go with pregnancy that may need to be addressed, but there is nothing in the 90 Day Program that will hurt, that’s for sure. That being said I would definitely as your client to make sure that she’s letting her practitioner, her health is provider know exactly what it is that she’s working on doing to make sure that there is no issue. Just being pregnant myself I don’t see one, but I ran everything by my OB.

Um, Nicole in Lakewood, she has a really great question, she’s been a health coach for over five years and her biggest struggle is, “keeping organized notes from sessions in a way that’s easy to input and view for sessions, any suggestions?” Um, we are working on in the student website having an area where you can track notes from all of your client sessions, which is all there in the client profile, um, in the meantime, what I did was I kept a digital file for each client, and I basically had sections for notes, of like what’s going well, what their challenges are, what recommendations I gave them, and what they appreciated from the previous week. And I would just jot that down on a Word document during the session, uh, I worked over the phone, so I was just on the computer, um, doing that. So that way I’d just open up the clients Word Document, and I could see immediately from the previous sessions all the recommendations they were supposed to do, everything I wanted to follow up on, any notes for myself about things to address in the next session, and it's not like, super high tech, but that worked for me, I hope that is somewhat useful for you.

This is a great question, and I'm not sure who submitted it there is no name, but uh, she’s saying, “how do I get off my map? When a client says that they eat donuts and pastries for breakfast and they don’t want to eat any veggies because they hate them? My automatic reply is, ‘Don’t eat pastries for breakfast! Keep trying different veggies!’” She’s saying, “I realize that’s my map and not my client’s.” This is so great and it goes back to a little bit of what we were talking about with Deedee earlier in the call and that is where we are in nutrition and health is sometimes very different than where our client is. And it is challenging for us to get off our own map and to get onto the client’s map.

And for those of you who are like, “What’s a map?” um, it’s a TCM concept we’ll talk about at the beginning of Pillar 2. Basically the map is uh, a visual um, to symbolize the fact that everybody has a different view of the world and a different perception of the world, a different set of beliefs about the world and about themselves. If you were to take all that and project all those beliefs onto a wall, it would kind of look like a map, and that is basically the way how a particular person sees the world. Um, every single one of us has a totally different map. We all see the world completely differently. If we were all in an event together and a fire broke out, and two hours later we asked everyone in the room what happened, we’d have 200 different stories, even though it was one fire, but seen 200 different ways. So the important thing to know about the map is that first of all, everyone has a completely different point of view, and the second thing to know is that every point of view is completely valid. So it could be totally different than mine, but that doesn’t mean that it’s not valid or true for that person. For that person, that is their map, that is their world, and that is accurate. And that we honor the fact that somebody’s world view is totally different and totally valid.

So her challenge is, “how do I get off my map?” She’s basically saying, “I’m kinda stuck on my map when a client tells me that they eat donuts and pastries for breakfast and they don’t wanna eat veggies.” So, here is the thing—we wanna keep in mind swaps and upgrades—something we talk about in Pillar 1, for those of you in November, I don’t know if you’ve already gotten there, but we talk about that spectrum of food from uh, you know Farmer Jane’s Organic Farm all the way to a Twinkie. That there is totally unprocessed healthy food all the way to food that is so processed that an atomic bomb could go off and it’d still be there. And that essentially what we’re always trying to help the client do is upgrade the quality of the foods they’re eating, and we’re trying to help them balance their macronutrients. If we can do those two things, we’re accomplishing a lot of our clients, and that is going to have a big effect on their mood, their energy, their weight and their all-around health. And so when you have a client that’s like, “I’m eating donuts and pastries for breakfast, that’s what’s happening, don’t tell me to eat vegetables!” “Okay—so don’t.” So here are two things you’re going to do with them, you’re going to try to upgrade the quality of the food that they’re eating, and you’re trying to balance their macronutrients. So if someone wants to eat a donut and a pastry, go, “Great. Tell me your absolute favorite, most luxurious donut and pastries.” And if they say “Hostess,” say, “Okay what would be—what is the best donut shop in your town?” or, “Have you tried a gluten free donut?” or whatever. Looking for either a super high quality awesome donut, or something that’s like, slightly healthier, maybe gluten is ever so slightly—but trying to get them to do a donut upgrade, right? So not only are they having donuts, they’re having the (UNINTELLIGIBLE) donut, a fabulous donut. Okay? Awesome.

The second thing you’re going to want to do is to try and balance the impact of the blood sugar rush from that donut. So go, “Okay, so you’re going to have a donut for breakfast every day this week—it’s going to be the best donut ever, and, what kind of proteins do you like at breakfast?”

Do you like egg? Sausage? Do you like bacon? Um, do you like steak from last night's dinner? What do you like?" and find out from the client, let the client tell you what they like in the morning. And if nothing else, have them just add some kind of protein with the donut—then they are mitigating the effect of the blood sugar somewhat. Does that mean that we always forever more that the client eats donuts for breakfast for the rest of their life? No. This is about working with the client and taking small, gradual steps. So asking your client, let's say your client says, "I love hardboiled eggs." I don't know, for example—it may seem weird, like a donut and a hardboiled egg, but ya, "Okay cool—so don't eat vegetables, but have a donut and a hardboiled egg for breakfast. Great, is there any fruit you like? What about berries or an apple or something?" Something to give them some fiber. And again, is fruit the best source of fiber in the world? No. but you wanna work with the client and get them some resemblance of a magic plate. Um, so that even if they're eating donuts—and if you guys go back to that lesson in Pillar 1, one of the first two weeks of the Magic Plate—maybe it's the third week—um, where we talk about the Magic Plate and the balance of macronutrients, and a lot of the examples, we talk about how do you deal with clients who are having Diet Coke, and ice cream, and all kinds of what seems like junk—and you help them gradually move away from that by upgrading the quality and balancing the macronutrients. And before you know it, the client is like, "Oh, I don't even want a donut for breakfast." They start craving healthier stuff. They're eating in a healthier way and they crave healthier foods. And it happens gradually, and that's okay. And whenever we start feeling um, sort of righteous with our clients about what they're eating, which I totally understand which I have done that myself, we just have to step back and realize, "yes we're totally on our map." And when we're basically saying to the client, "You should eat the way I think you should eat." What we're saying to them is, "My view of the world is better than your view of the world." Do you see that? It's subtle—well, not so subtle really, you're basically saying, "Your choices are wrong, and your view of the world is wrong. My choices are right and my view of the world is better." We wanna avoid that because my view of the world and your view of the world are totally equally valid. So we're just going to work with that person and their view of the world, and gradually help them make the shift they're going to make. And that's the way to kinda get off your map and onto the client's map even when they're eating a ton of junk.

Alright, okay this is a good question, I'm not sure who wrote this in, but someone says, "I find when backtracking," and backtracking is something you'll learn about in Pillar 2, it's a way to—when you're coaching your client to repeat back to them what the client says, very, very important, I'll keep it short, you'll learn more about that when we get to Pillar 2, but she says, "I find I get stuck after the first question, so if the client says, 'I'm so tired of not having energy,' I'll say, 'Okay, so you're tired of not having energy?' And the client says, 'Right.'" Then the question says, "Well, now what do I say? My tendency is to jump in with all kinds of action steps and now I know that is not helpful or effective," this is awesome. I totally had the same challenge, because as soon as someone tells us a problem we wanna be like, "Okay, here is a solution, do this, do this, do this, do this..." Um, but that's not particularly useful for the client, that's a situation where they're being

told what to do, vs. discovering the way we walk them through a coaching session. So here's a thing. In the coaching session scripts, we give you all kinds of coach sequences and things like that, but for now, let me tell you that a really great cheater thing to do when you're coaching and you get stuck, so your client says, "I'm so tired of not having energy." Is you say, "So what I hear you saying is that you're tired of not having energy." And the client goes, "Right." And they don't say anything else, and you don't know what to say, one of the best things to say is, "Tell me more about that." "Okay well so..." Now, that being said is when you get to Session 2 of the done for you health coaching program, there is entire scripting around how to find foods with more energy, you're going to get help with that, but for now, you can always use when you're stuck, "Tell me more about that." Or you may start exploring, "When during the day do you not have energy? All day? Oh, interesting. What do you try to do to get more energy? How is your sleep?" You can ask questions like that, but usually, "Tell me more about that?" will work in every case.

Um, I see another question on the webcast page of saying, "Please give me an example of how to specifically help a client step back." Um, I would love to do that, can you write in more? Do you mean—can you give a little more context? Because there are a lot of ways to help a client step back and I wanna make sure that I'm giving you the answer you're looking for.

Um, okay another great question, hold on one second—ya, um, okay awesome question from Marlene in Toronto, she is saying, "Hey Carey—a personal question about our own learning, I think my critter brain is kicking in, I was doing fine up until a week or so ago, and now I'm thinking that I'm not going to be able to do this training, who am I to do this, I don't know enough, I don't know anything, any advice on how to overcome the times where we doubt ourselves and what we're doing?" And she's in Pillar 3 Week 3—and going, "This is happening now? Why in Pillar 3?" So, Marlene, this is really, really wonderful. Just as a curiosity, I don't know for you specifically, but whenever your critter brain kicks in like that, it's such a great sign that you're hitting something that is really powerful for you and a big area of transformation. So, Pillar 3 Week 3, we happen to be talking about transforming your money legacy, and is that something that is powerful for you? We're sort of um, filled with transformational opportunity. Um, money can be extremely triggering um, for most of our clients who work on it. so the fact that this is happening to you when we're talking about in Pillar 3 Week 2, we started talking about uncovering your relationship to money, and now in Week 3 we're talking about transforming your money legacy—lie, we're deep in the money work. And now is the time where your critter brain is like, "We're out of here! See you later!" Then we go, "Aga!" there is something very powerful here! And that's okay. And knowing that every single one of us has at least one thing and if not multiple things that will cause or critter brains to react that way.

So knowing that okay, this is a story about not being able to do it, you're not good enough, you don't know anything, etc." because truthfully, you know a lot more than a lot of people going through this training in Pillar 3 Week 3, you know a lot. Um, so none of that is true. And I could actually, I can say the same thing about this parenting thing. "Who am I to do this? I'm not good enough, I'm totally inadequate, I can't do it!" I'm dissolving into tears, and I have friends and family who will remind me, "You can do it, it's okay, one hour at a time, you can do it." They're right, I probably can, but my critter brain is shitting my pants—pardon my French. So, um, so you can too, and this is a story that's coming up that's not true, and to go, "oh, where is the thing that is pushing that button?" and that will happen for all of us.

Over the course of your learning as a coach, if at some point you don't hit a wall, then we're training you wrong. Because we're trying to stretch you in every area of your life and everything's fine in your health and your career, and your relationship to money, and your love relationship, in your spirituality, and so at some point you're going to hit a wall. And maybe you don't do it in the Become a Health Coach training, maybe you go into our advanced graduate trainings and you hit the wall there—at some point you hit the wall and your critter brain is going to kick in. so it happens to everybody and it's okay.

One second—okay, I had to answer an urgent message. So, my suggestion for you is when it happens, you're doing the exact right thing, you're coming to the Office Hours call, and you're writing in and saying, "Hey, what's the deal?" Because that's when you really need your mentors and your community to hold you up through that freak-out. It's extremely important to do that. If you're panicking about anything, reach out. It's very important. And I would say that the only reason I was able to work those moments, and let me tell you Marlene, I have had hundreds of them, is because I'd go to my training group or go to my coach and say "I'm freaking out, I don't think I can do it, help." And they say, "It's okay, I'm going to talk you off the ledge, you can do it, you're just freaking out, it's going to be alright." Then I'm like, "Okay, I'm moving forward." Alright.

Thank you Janine for your comment, and yes, okay so stepping back, let's go to that and then I wanna revisit from other email questions. So, "I see that stepping back is important to working with clients, I'm not sure how to do that." Um, okay cool, so stepping back, um, I have a context of stepping back in Transformational Coaching Method language, and I'm going to make sure that's the same for you, if you wouldn't mind writing in one more time, what do you mean specifically by "stepping back" um, just so I know where you're coming from and I don't go off on a tangent that's not helpful to you, and thank you so much for communicating that for me.

While I'm waiting for your response, um, good question, someone is writing in, "I wanna know if there is a way to get any of the handouts you're talking about on the Office Hours Call even if you're not at that point in the training?" For example, if you're in Pillar 2 of the training, but I'm talking about a handout in Pillar 4, can you get that handout in Pillar 4?

Um, that's a great question, and no. Here is the reason why: The reason why is because the handouts are given with a lot of context and teaching. If we were to just give you the handout without the context I'm teaching, it wouldn't make sense to you, and it could possibly be even more confusing. Or, it may be that you'd get the handout and not use it the correct way—we wanna make sure that all the information we give you, this is why we have the content come out one week at a time vs. give you everything at once, we don't wanna have you jump weeks ahead into the training is because it's important each concept we're teaching you each week you really have full understanding of before we move to the next thing. Everything is in context, otherwise it could be a little problematic. Otherwise I understand the question, and I appreciate you asking.

Marlene saying, "Ya, money is a huge area for me, it helps to know that it might be the very thing to work on." Yes, the thing that makes you want to run is the thing to work on. Awesome.

Okay, let me check out some email questions, um, and then uh, again, if you're on with me live you can press *2 to raise your hand, we have a couple more minutes here. *2 to raise your hand. In the meantime, I have a question from Amy, um, Amy Vitos—I'm not sure if I'm pronouncing that correctly, so forgive me if I'm not. But the question is about the Emotional Brain Training Tool—do let's just put this into context. Emotional Brain Training is something we teach in Pillar 1, and it will be a specific week for you, I believe it's Week 4, so in Pillar 1 Week 4, we're talking about how to eat. So you know in Pillar 1 we talk about the Six W questions, what to eat, when to eat, why eat, who you're being when you eat, where you eat and how you eat. And how you eat is so incredibly important that it might be more important than any of the others. But you'll learn about that when you get to Pillar 4—so, the Emotional Brain Training daily check in is first of all, let's talk about the point of that exercise. Um, a lot of times in Pillar 1 Week 4 we talk about stress and how stress effects digestion, and how important it is to slow down when we eat and how to be present when you eat. And I'll let you listen to the training to get all the details.

So a lot of times um, health coaches, or people trying to help people do this will say, "Take deep breaths before your meal. Take five deep breaths to calm your body down and turn on your relaxation response instead of your stress response." Well sometimes that works and people can take five breaths before a meal and they can calm down and be realized when they're eating so they can digest better, eat less, etc. sometimes that does not work and people are—there is too much emotion and too much going on inside of them to really calm down. And um, this is great for emotional eaters really too—when you're emotional, you're super tense, and your day is crazy and you just chow through a meal, you probably eat too fast, you need to eat more, eat more junk—so the Emotional Brain Training exercise is one that allows you to check in and process your emotions before you eat so you're not using your meal to try to deal with your emotions. You're doing it beforehand.

Now, your question specifically about EBT is, okay, so, when you do EBT, you're figuring out, what state are you in? That's the first part. Are you feeling great? Good? Are you feeling a little stressed? This is all in the handout and in the training. So when Amy did it for herself, she was in State 3-feeling a little stressed. So she scrolled to State 3, and what she found was that when she was trying to complete the following sentences, the sentences like "I feel angry that... I feel sad that... I feel afraid that... etc., etc." she didn't have answers to all those questions. Like she didn't have all those emotions necessarily. So basically saying, "if I don't have the answers, how am I able to process the emotion if I don't have answers to the question?" I think I'm understanding your question Amy. And I've been the client experiencing EBT, and I've had that as well, where there has been a sentence starter, one was, "I feel guilty that..." and I'm like, "Well, I don't feel guilty about anything..." I don't know what to do about that. So if you don't have an answer to something, you just skip it, no big deal. You're just looking at where is the emotion? So "I feel angry that there was a mix up on my calendar. And I feel sad that my daughter woke up with sniffles this morning. I feel afraid that I don't know how to take care of her, I feel guilty that um, I should know how to take care of her. I feel grateful that I have an awesome nanny who knows what she's doing, I feel happy that it's just sniffles and it's not serious, I feel secure that the pediatrician is around the corner, I feel proud that...hmm...that's going to be a hard one, I feel proud that we found a good pediatrician." So sometimes you're going to have answers to the questions and sometimes you're not. Um, if you don't have an answer, just skip it and move to the next one. And don't read too much into it and feel like, "Okay I haven't done it right." It's really okay. And then you just go, "Okay, I congratulated myself because I did it, I thought about it, and even just taking that pause, thinking about the emotions and taking the time before a meal and doing that check in, you're accomplishing what the check in is supposed to accomplish," which is pausing, letting yourself relax getting your mind off of whatever it is you're going to take out on your food. So that you don't have to worry like, "Oh no, do I have to answer every single thing, I did it wrong it didn't work." It will still work. I love the EBT tool, it is so powerful, so powerful, especially if you work with clients who overeat, binge eat, compulsive eat or emotionally eat.

Alright, um, Dawn has a question about the 14 day cleanse, she says, "Are there any limitations on what spices can be used? For example, crushed red pepper, chili pepper, curry powder...?" The answer is no; you can use all spices. Um, "Is asparagus okay on the cleanse?" Yes, asparagus is fine. Um, generally speaking um—she is asking, "What about oats if they're gluten free?" Generally speaking, if you want a greater detoxifying effect you wanna avoid oats as they're bulking in the gut—there are some grain options in the cleanse for people who want the most gentle version possible. If you want to increase the detoxing benefits, avoid all grains, even if they're gluten free. Um, but the idea of the cleanse is that it's super gentle, because some of your clients really won't be ready for a more therapeutic restriction or elimination. Um, Dawn also asked about Tamari—Tamari can be used if the person doesn't have a known gluten sensitivity—if you're going totally gluten free for the cleanse, use the gluten free alternative called "Nama Shoyu" and that can be found at Whole Foods. That answer was from Stacey, so "Tamari can be used in

the cleanse if the person does not already have a known gluten sensitivity. Try the reduced sodium, wheat free brand, and if you're going fully gluten free for the cleanse, use the gluten free alternative called 'Nama Shoyu', it can be found at Whole Foods."

Okay let me check our—oh, I have some hands here, let's go to a live call, last four digits are 0209.

Rachel: Yay! Hi!

Carey: Hi!

Rachel: How are you?

Carey: I'm good how are you?

Rachel: Oh my gosh I can't believe I'm on, I'm Rachel, and I'm calling from Georgia.

Carey: Cool, Rachel, where are you in the course?

Rachel: I am—I'm brand new, this is Pillar 1 Week 2.

Carey: Okay awesome. What are you appreciating about yourself in this moment?

Rachel: Oh gosh, okay in this moment I am appreciating the fact that I have made this step and I have been um, you know, bit by bit perking along in this journey and I'm excited about that.

Carey: That's awesome. Um, awesome, so tell me your question.

Rachel: My question is this, I am a single mom, and I have a cleaning business, I'm pouring bleach right now as we speak, and um, and so this is, I don't know how this even goes with our content, but I'm concerned about people—I'm wondering how should I... should I tell people I'm doing this course or should I not? I'm doing this full time right now and I'm gonna wanna not do this, that's part of my goal of being a health coach, to transform and get out of this business, eventually. I'm not saying right away, but quickly within the next year for sure. And um, so is just wondering is this something I could share with people? How can I introduce, should I wait? I feel like there should be some kind of introduction to like Facebook friends and family and all that, like, how will that happen? Is that something in the next Pillar where I'll learn? I just don't know, it's just a thought I'm thinking.

Carey: It's a great question, a great question, yes, in Pillar 2 Week 2 we share um, is it one or two, we share email copy with you that you can use to send out to all your friends and family, to all your colleagues, everyone you know basically saying like, telling the story of what you're doing, why you chose to do it, and how you can share what you're doing with them. So it's not in any cheesy kind of way, it's heartfelt of what is meaningful to you about this and if someone wants to talk with you if they're interested in health coaching and experiencing that, then you tell them this is how you do it. so yes, we definitely give you the tools to do that in Pillar 2 Week 2.

Now, prior to that, if you wanna talk to people about it, you certainly can, the only question would be how to frame it that if you're—is there any concern that your current cleaning business would be like, “Oh no, does that mean you're leaving me?”

Rachel: That's exactly the question they're going to ask.

Carey: Ya, ya.

Rachel: That's why I felt like I should keep it under wraps for right now, and that there should be some sort of formal introduction that this is what I'm doing, etc. as opposed to just kinda, “Ya, I'm doing this.” And then there is a shroud of, “Oh no, she might be leaving.” So I was just wondering.

Carey: Ya totally—

Rachel: I wanna do it professionally whatever I do, I wanna keep it professional and I wanna keep it authentic because ya I can clean, ya I'm meticulous, ya I'm slightly OCD, but this is not the type of thing—you know what I'm saying, this is not what I'm aspiring to with my son, etc.

Carey: Ya. So with your clients with your business, you may want to do something a little different, maybe you have a letter, you write a letter and have it printed, um, you know, like, hand it to your clients or talk with them and have it be a little more professional instead of a simple email that you would send to friends, family, or colleagues. And then basically in that letter addressing what's going to happen really clearly so you don't wanna put yourself in a situation where they're like, “Oh no, I need to look for another cleaning solution.” And you're losing business because of it before you're ready to.

Rachel: That's my thing too, I don't wanna lose them before it's time—I'd like for them—I don't know what the transition is going to look like, but I know that there is going to be one for sure.

Carey: Ya, well, let me ask you this, given the um, given your schedule how many hours a week would you say that you would be able to give at this point to health coaching?

Rachel: I'm thinking maybe three or four? And it is going to have to be in the evenings as I continue cleaning, if I have to do all of this together, I have to get my son from school of course, and do the homework thing, and you know what I'm saying, it would have to be an evening, so I was thinking that was kind of the question I had for the advisor before I even signed up, I was thinking, “How can I even do this?” and so—

Carey: Ya, my thinking is, Rachel, take this with a grain of salt—here is what I'd do, and you totally don't have to do this. This is your business, like this is a very personal decision and important decision. Um, because you know this is your livelihood—my feeling is that I would start taking that three or four hours I have for health coaching, and I'd start with friends, family, and colleagues who are not connected to my clients—um, and I would start coaching and getting my feet wet, getting the practice I need, and moving to paying clients, and doing all those initial steps before you even bring it to your clients.

Rachel: My cleaning clients.

Carey: Ya, and here is why I'd suggest that, because the next phase I'd suggest is what if the revenue you wanna be generating from health coaching so that you can cut down your cleaning clients by, whether it's a day, or by number of clients, like there is some way in which you want to make room, more room for health coaching. Start that transition, you wanna know in dollars and cents what does that mean, how much this revenue this health coaching needs to bring in, and are you taking out one client—one cleaning client, or two cleaning clients, or are you just cutting a day out of your cleaning schedule—do you know what I'm saying?

Rachel: Ya, ya.

Carey: And then once you know that, um, then you can start either—depending on how you make that decision, then you can make decisions about how you're going to communicate this change, and that way you're not putting your bread and butter at risk.

Rachel: Right, because it's buttered at both sides, and I'm not willing to give that up at the moment!

Carey: Ya, good!

Rachel: I get what you're saying though, that would be smart probably to keep this completely separate in the beginning and then kind of decide how I need to break this thing down, and what can I get a—like get a feeling, I'm just now thinking about it and this feeling like, okay, I'm going to need one day a week for this, and there is somebody on whatever day that's gonna have to go on that day. And then we'll just have to—I'll just have to say to that client, "I do apologize but..." and then however I'm going to word this and refer them or whatever I do at that time, will be made. I don't know how this is going to happen, but just that thought, thank you for that, how it probably bit by bit is going to have to happen.

Carey: I think exactly, and to know that one day, what does that mean revenue wise—what is the revenues you want to generate prior to taking that day out so that you're not causing yourself any kind of cash-flow problem while you're making the transition.

Rachel: Okay. That's a bit down the road, but thank you so much for that help—and congratulations about the baby! I'm a single mom, I get it, and it's so awesome!

Carey: Oh my god, you are a hero! How do you do it?

Rachel: You just have people that are awesome that are around you and I mean, your support system is just, it manifests itself and then you're good. Your body knows exactly what to do and your mother's intuition knows exactly what to do—we were talking about faith earlier, everything is going to be perfectly fine, and then you just trust. When she's screaming at night and you're like, "Aaah!" don't worry, you're good.

Carey: Well you would laugh if you saw me this morning Rachel, I literally, my daughter woke up sniffing, just sniffing, and I—she was upset because she was like “What’s going on!?” she couldn’t breathe through her nose, and I started just terribly sobbing, and was like, it was like she was dying.

Rachel: I know! It's hard to calculate, the hormones, and it's exhausting.

Carey: Ya, and I really and truly—you know it's so funny how—thank you so much Rachel, it's funny how these little things when you're on a learning curve, whether it's your children, or whether it's your business, it can sometimes just bring you to your knees—of course like Rachel said, hormones and exhaustion after having a baby, hopefully none of you are having to deal with that after building your business, um, but there are certain things that push you up against a wall and it's okay, it's going to be okay and that what I truly believe, and I'm having to remind myself of now, um, in this current situation is that everything that is coming to you is helping you build your muscles and prepare you for the next phase of your business in your life. And everything coming your way is really a gift, and allowing you to strengthen a muscle that you didn't know you had. So that when you go to show up to be a health coach, to be a powerful presence in front of you or over the phone, or sitting in an audience, that you—who you are being is so powerful that people are stuck, and it's absolutely magnetic, and there is no worry about standing out from the crowd because you just do.

There is something I call that you're developing though all these challenges, I call it “Transmission” it's sort of your beingness, who you're being when you're with your client that is absolutely transformative and magnetic. And that's why they want you and they can't get enough of you. and that's what you're developing every time you run into something that's challenging or difficult in the training or in building your business. And as we come to a close here at Office Hours, I just want to remind everybody of the card I pulled at the beginning of the call here which was “Focus.” One small step at a time, and to know if you're experiencing overwhelm, you might be thinking too far ahead into the future. Chunk it down, what's today? What's the next hour? However small the piece is you have to make it so you can move forward and let go of that overwhelm, stay focused. You're doing a phenomenal job; this is a big learning curve. It's fun, it is fun, but sometimes it's hard, so give yourself a lot of credit and a lot of grace, stay focused, and I can't wait for you to be on the next Office Hours Call! Thank you so much for the wonderful welcome back! I love you guys talk to you soon.