

Office Hours – October 5, 2015

Carey: Hello everyone, it's Carey Peters, I'm so excited to be here with you for the Become A Health Coach Office Hours Call, aaaahhh, we get to settle in together for the next hour to two hours, we'll see how long we go, how many questions we have, and that determines how long we're on together. But regardless of the time, this is the time for you to get the support that you need, and to relax. Because for this next time we're together, you don't have to be in charge of anything, you don't have to be a leader of anyone, you don't have to know the answers, you don't have to be a coach, or a mom, or anything. This time is just for you to be present. To look at the different questions that are on your mind. I know that we have people on the call from all different areas of the training, you might be in Pillar 4, you might be just starting in Pillar 1, or perhaps you're making your way through Pillar 2 or 3—wherever it is in the training, chances are good that you are excited about some of the things you're learning, you're having "Aha's!" About some of the things you're learning, and that you also have questions about what you're learning. And what is the application of what you're learning to working with clients in real life? Or, what is the application of what you're learning to your life, and your health, or there may be concepts that we share with you that you think, "Ya, it kinda makes sense, I think...I think I should know what they're talking about but I don't really." So, this is the time for you to be here with me and also the time with Stacey, to get your questions answered. To get a deeper insight into and understanding of the concepts that we present in the training, and how they're more than just concepts. How they apply to your own life, and how they apply to a health coaching career, whether you build your own business, or you want to work for someone else. So, that's what we're here to do here in these Office Hours.

One thing I want to encourage you to remember is that whenever you're on a group call, you have a really cool opportunity, because chances are good that anyone who asks the question is really asking for the entire group. And I know that there are many of you, and I'm kinda like this too, I'm not one to um, raise my hand in a group and want to talk, I get a little shy, which might be hard for some of you to believe, but it's true. So for those of you who do raise your hand, you are speaking for everyone. And for those of you like me, you tend to be a little more shy and sit back. You wanna challenge yourself to um, to raise your hand, to speak up when you normally wouldn't, to share a question you might think is silly, or you think you should know the answer but you don't—but it's all okay here. We're all here in a learning environment—there is no judgement, I'd like to call it a "JFZ" Judgement Free Zone—no judgement here, just love! Um, and that whatever is up for you is totally valid, and this is the place to bring it. one of the things you'll find in the training is that the more that you use the office hours and the Facebook page, and the more you use the Skills Lab, and the places where you can get assistance, get help, and interact the more you'll get out of the training. You know, when you're going to a physical school, you all might remember, that's sort of inherent in a physical learning presence.

And since we're in a virtual environment until our live events of course, which the first one will be coming up in April 2016, um, so until that point we're in a virtual environment, so it really does stretch our comfort zone about how we participate when we might not normally. Um, so I want you to keep that in mind while we're on the Office Hours Calls, and that's how you should approach all the calls for your Become A Health Coach Training.

So, let's all go ahead and take a deep breath in, and just settle here for a moment—if I sound like I'm out of breath, it's only because I—I have two weeks to go in my pregnancy here, and I have a very large belly pressing up against my lungs! And at times you'll hear me trying to catch my breath. I know that many of you ladies have been there and you know exactly what I'm talking about! So let's all go ahead and take a deep breath in, and let it out, and allow ourselves to settle in for a moment. Nowhere to be, nothing to do except be present. Okay, take a deep breath in and let it out. Excellent.

So I'd love for all of you before we begin, to jot down the answers to our questions, so, wherever you take notes, whether it's on a computer, in a journal or notebook, or on an iPad, whatever you use, this question, I'd love you to consider today, is something that you are appreciating about yourself. Maybe it's a new understanding that you have about yourself, maybe it's a way you've been approaching the training or approaching your life, but something you appreciate. One of the things you're going to find both with your clients—we're so used to being hard on ourselves that our default when we go into any situation, like a Q&A or a coaching session or whatever, I just think that with all the things that we haven't done, or haven't done well—and all the things that we should have done better. So we really wanna start switching that focus of attention, like, "What is it I'm appreciating about myself? No matter how small." It can be something large, it can be something small. It can be, "I got up today." Yay! Great! Whatever it is for you, go ahead and jot that down, what you're appreciating about yourself in this moment right now. Great, I look forward to hearing your appreciations, and if you're on the webcast and you'd like to type yours in, you're welcome to.

And then the second question I'd love for you to answer is, what is the question that's on your mind right now about the training, about health coaching, about self-care? What is most up for you, if we could get together in a room, just you and I, and we could sit, and have some water with lemon, and hang out and chill! I'd love to have a cocktail but it's a couple more weeks before I could do that with you... what would be the question where you'd be like, "You know what? I just finished Pillar 2, and there is a training video I just didn't understand, what was this particular concept?" Or, "I just finished a lesson in Pillar 4, and you gave us a bunch of sample starter niches, are we supposed to use them all or just pick one?" Or, "I just learned how to deliver um, Session 8 of the Done for You 90 day Total Transformation Program, and it's really cool, and I'm not totally sure I understand X."

So what is that question that's up for you? It might be about when to start working with practice clients, or when to start charging clients, or feeling like—I got some questions by email and thank you for those of you who sent them—like, “Gosh, maybe I need so much work on myself how am I ever going to coach anyone else?” I totally understand. Whatever it is for you, just jot that question down. And what we wanna know is that on this call there is going to be—whether you or I speak directly or not, there is going to be a negative wisdom that's looking for entry into your mind, heart, and soul. So we all just collectively want to ask that we sorta open up our hearts, and our minds, and our souls to that negative wisdom that's looking to land for us today, for all of us—myself included.

To know that it's there, and to look at it with curiosity and excitement. And when you're ready, just take another deep breath in, and let it out. Go ahead and press *2 on your keypad if you'd like to talk to me about what you're appreciating about yourself today. So if you'd like to ask, um, any question that's on your mind about the training, and certainly if you're on the webcast, please type in what you're appreciating about yourself and type in your questions. Again, if you're live on the phone, press *2, and I'll unmute you. until then, so you know, you're all muted, so you don't necessarily need to mute yourself—and then simply, know that I'll address a couple of questions send in via email to our support desk, for those of you who can't be on the office hours call today. Alright...so, let's begin with a name I don't recognize—let's see, I'm going to share the last four digits of your phone number, when you're on Live, that's the way we identify you because sometimes um your name pops up funny, or it's someone else's name, so I'll just say the last four digits of your phone number and unmute you. So for you, your last four digits are -4728. Hello?

Mayea: Hi.

Carey: Hi how are ya?

Mayea: Can you hear me? Hi, I'm Mayea, I know it's hard to pronounce.

Carey: Hi Mayea!

Mayea: Hi.

Carey: Thank you for pronouncing that I definitely would have gotten it wrong.

Mayea: It's a hard one, ya. So, I'm from California, I'm in the September class, and I just started, and I started a little late so I got a little panicked for a second there. Um, but then I, you know, it's all fine, I caught up and I feel good about that. And what I'm appreciating about myself is that I care. I do deeply care about people, and um, and I think that's important.

- Carey: Yep, I agree. I agree. So what's the question that's on your mind from your experience so far in the September class I can help you with?
- Mayea: I feel like I have quite a few, but um, one is, is, the quick kinda one is caffeine, I feel like I'm someone who has struggled with fatigue a lot, so I find that if—I can't do coffee, I can't even do it because I get crazy, but even if I have a green tea in the morning, I definitely feel the crashes—so for me I know that I can't really do caffeine, but um, I'm just wondering when you're helping someone figure out their dips and cravings and stuff, is that, how much that's going to effect that.
- Carey: Mmm-hmm. So the question is—it sounds like you've kinda figured out for yourself that caffeine, even green tea, causes crashes and problems for you, but when you're working with clients, how is it that you figure out, or help them figure out how much caffeine is effecting their energy levels?
- Mayea: Well, I guess when you're trying to figure out the protein thing, um, you know it's, if you're having a coffee, and you're dipping, but it's not, maybe it's not the protein, maybe it's the caffeine, or—you know what I'm saying? Is that going to be a problem in figuring this stuff out, or does it even matter?
- Carey: Ya. This is a great question, so are you asking um, I wanna make sure I specifically understand, when you're working for example, to help them understand what's the optimal kind of protein and when to eat it, then that sort of result for that experiment are going to be kind of messed up if they're on a caffeine roller coaster and they're not aware?
- Mayea: Right, exactly.
- Carey: Ya, that's a great question. So, here is what I'd say about that. When you're working with a client, you're kind of um, going by the old adage of, "How do you eat an elephant? One bite at a time." And that sometimes you're going to be working on something that has multiple layers, but you can only address one layer at a time. So if you were to say to your client, "Okay, here is what we're going to do, we're going to shift your protein around, do this experiment, you're going to quit drinking caffeine, you're going to stop eating sugar and you're going to drink more water. That's what we're tackling this week." They're going to go, "Um...no."
- Mayea: Mmm-hmm. Mmm-hmm.
- Carey: That being said, what you can count on, and what you can feel good and confident about is yes, um, you're observant to notice if you're doing a coaching experiment with a client, and they're drinking all kinds of caffeine, they may not get a perfect sort of reading on their energy level based on protein.

However, what you're training them to do is becoming observant about their own energy levels and their own body. And they will start to—the benefit of that, is that they'll start to observe so much, they'll start to observe that caffeine is messing them up, or how it's effecting them.

Mayea: Or how it's effecting them.

Carey: I've had health coaching clients come to me and say, "I'd love to work with you, but I'm just telling you right now I'm not giving up caffeine—so don't even talk to me about that." And I say to them, "No problem at all, you don't have to give up caffeine. We're going to talk about all kinds of other cool things that are going to help you get to the goal you wanna get to." And then by Session 5 they come to me and I say, "What's going well?" And they go, "I gave up caffeine!" You know what I mean? Because—

Mayea: They don't need it anymore.

Carey: Right. And we're training people to be connected to and observant of their bodies, their energy levels, their cravings, etc. But they start to put two and two together so you don't have to worry, so you'll find early on, "Uh, oh, is one thing going to effect the other?" Because the truth is that I mean, there are all kinds of things that can effect someone's energy levels, not just caffeine, not just protein, it is a many layered thing.

Mayea: For sure, for sure.

Carey: So know that it is enough to just work on one layer at a time.

Mayea: Okay, that's good to know.

Carey: Ya—

Mayea: Ya, I think I'm a bite off more than I can chew kind of person.

Carey: Ya, well, no wonder you're tired!

Mayea: Ya, exactly. I need my caffeine! So I guess that's the other part that's kind of connected I guess in a way, is um, I'm kind of an all or nothing person, and really good at doing everything I'm supposed to do, then one day something happens like, I trip a little and it all kinda goes downhill from there. Um, and I don't realize it—I can't catch it. So I'm wondering, I mean, both for myself and clients, I guess I'm biting less, like taking it in little steps.

Carey: Ya, so, so how is it that you've figured out you were an all or nothing person. What told you that was the case?

- Mayea: Well I'm, I'm kind of notorious to with being able to do crazy amounts and juggle and do a lot at once. And then I just collapse, I'm just like, useless, I get so tired, um, and I don't know, I can't really—
- Carey: So which part are you not catching, there is the getting a lot of stuff done, and then there is the collapsing part, do you find you can't catch either wave, like you're not aware of either one?
- Mayea: Um, you mean taking too much on vs.—
- Carey: Mmm-hmm.
- Mayea: Ya, I think both, I think when I feel good I think I can just do it all and I just manage to do it all.
- Carey: Ya. Ya, so at what point when you see the pattern of all or nothing, first of all, when you see it, what do you feel about yourself? Like you see that all or nothing thing, there it is again, and what is it you say to yourself in that moment, or think about yourself?
- Mayea: I think it—I mean it's kind of a—it's definitely not a pleasant thing, I think it's kind of a feeling that I um, I can't take care of myself I take care of everybody else, and I have a hard time like, paying attention to what my needs are.
- Carey: Great, so it's more that when you see that pattern in yourself, you realize like, “Wow, I'll take care of everyone else, but I don't take care of myself or recognize what my needs are.”
- Mayea: Mmm-hmm.
- Carey: I have that right?
- Mayea: Ya.
- Carey: And so when you realize that when you take care of everyone else and that you don't um, really acknowledge or take care of your needs, what do you make that mean about you?
- Mayea: Well, I think what it—hmm...um, I think in a way, I think deep down somewhere there is a piece that I don't matter somehow, does that make sense? Is that what you're asking?
- Carey: Absolutely, ya, you're doing great, you're answering perfectly. So ya, deep down, that is sort of saying, “Wow, I'm not taking care of my needs or making myself a priority, that somewhere deep-down that means that I don't matter.”

Mayea: Ya, I think there is something in it for me to (UNINTELLIGABLE) because it's kind of a selfish thing in a way, it makes me feel good about myself to help other people, or to make things better, you know what I mean?

Carey: Ya. Would you say that if we made power housing a verb, which I kind of like, that power housing makes you feel like you matter.

Mayea: Ya, ya.

Carey: And so if you were to stop power housing, how would you know that you have value?

Mayea: I guess that's a good question...

Carey: You don't have to answer that right at this moment, the answer can be "I don't know that's why I powerhouse." So that's okay, but the exploration that you're doing with this subject is incredibly important, and you'll continue to go deeper into this exploration, especially when you're a client in the 90 day Total Transformation Program yourself, because when you realize, "Wow, I source my value as a person from powering through things, and doing all kinds of things, however, my body will take the occasion to say, 'this is not working for you physically.'" And so the gift of that fatigue you have is that fatigue is asking you, begging you to see your value in other ways. Besides what you are able to do for people. And to see how you matter outside of doing, and what just being your being, how that matters. That's what your fatigue is asking you to see. So, how does this apply to clients? Chances are very good that you will attract a lot of clients with similar challenges.

And in fact, when you get into Pillar 4, you might want to—well actually Pillar 2, um, when we start having you work with practice clients, I would strongly encourage you to work with them around energy. Um, and use this sample—we'll give a sample starter niche uh, around something simple like, "Doubling your energy" because this is your place of growing, therefore you're going to attract clients who are having the same challenges. And by teaching them, you learn for you too. You are not—just so you know, and for everyone else, whatever challenges you're experiencing in your health, your patterns, etc. you will not have solved by the time you start working with clients. You'll be several steps ahead of your clients, but the actual working with them is part of the transformation and healing for you too. I'm not saying that your coaching relationship is about you, it is about your client, but what I am saying is that there is a powerful effect that when you're teaching something, you just inherently start to naturally start to follow your own teaching.

And when you don't, you feel so out of integrity because everyone in this training, all value integrity, you're not people who are going to be okay being out of integrity. So you're going to start to walk your talk in a more powerful way. Does that make sense Mayea?

Mayea: For sure, I think that there is no difference between teacher and student, you have to be both to be either.

Carey: Right. So what you're going to find is you'll attract clients who struggle with their fatigue. And you're going to help them understand their macronutrient balance, you're going to help them increase their quality of food, you're going to help them understand when to eat in the day, you're going to help them shift how they eat. You're going to help them eat well no matter where they are. You're going to help them with who they are being when they eat. You can imagine someone who needs to power through everything, how might that person eat? How might that person sit down at the table?

Mayea: Mmm-hmm. Well ya, they drink caffeine and they keep going!

Carey: You've gotta power through it! It's so super annoying, I can't believe I have to stop and eat.

Mayea: It's funny because I am a mom, and I work, and I'm a single mom now so things have changed, and my work—I'm an actress so my work is not constant, and um, schedules are all over the place, we're very flexible. But um, but one of the things I really wanted to do was work with foster kids that are pregnant—because a large percentage of foster kids born to foster kids are—go back into the system—so I was hoping to catch those kids while they are pregnant, learn how to take care of themselves so that they can be better parents for their children so hopefully that doesn't continue on.

Carey: That's wonderful, what a wonderful thing to do. The first step to that is going to be for yourself understanding how to experience your life, knowing that you matter without power housing. And to do that, you're going to want to start to work with clients who have the same challenges. That's different than the group you just mentioned, not that they don't have challenges with energy, but my feeling is that as you're starting with practice clients, I would really encourage you to work with people around the topic of energy—because this is your growing edge, so as you evolve, you're going to be a much more powerful coach for that group you just mentioned.

Mayea: Mmm-hmm.

Carey: Does that make sense?

Mayea: Absolutely.

Carey: The other thing to keep in mind, and all coaches have to keep in mind is that one thing we have to address, whether we're working with foster kids, or executives, moms, personal trainers, or doctors—is that it doesn't matter who you're working with. At the end of the day where we can um, especially those of us who like to powerhouse, it has to feel at one level, and it might not, but just from my personal experience of coaching over the years, uh, is that we have to watch our tendency to want to help and fix people who don't want to be helped or fixed. So I'm not suggesting that your foster children who have children don't want help—that's not what I'm suggesting, I'm suggesting that in any given group of people, there is a percentage of people who want help, and they are going to proactively seek you out and say, "Please help me, I'm ready to change and I'm ready to do the work." And then there is going to be a percentage of people who aren't going to do that, and they're going to be hesitant, skeptical, kicking and screaming, whining, and for some reason, we as coaches want to go to the group of people who aren't coming to us asking for help, and we want to make them want to help themselves. And that also can sometimes—Mayea, I don't know if this is your challenge at all, but for others who have this challenge, that can sometimes make me feel like we matter. "If I can get somebody who won't take care of themselves take care of themselves, then I matter, and I made a difference." I have to warn you that is something you're going to watch for, as a career as a coach, it will force you to break that pattern, thankfully. Because as coaches, what we really wanna look for are people who are looking for us. If we are looking for clients who don't really want our help, that's really about solving our own unmet needs, usually around our family of origin, and not about that claim at all.

So on this topic of the things that make us feel like we matter, I share this with you just because I think it's a common challenge for us, and those of us who do care deeply about helping people, and we all do, or we wouldn't be here. Um, so we want to look at not only helping ourselves, you know, one of the things that we say at Become A Health Coach is first for you, then for others, and doing our healing and our transformation, and then when we're working with clients, no matter what the group is, we wanna make sure that they want us to be there. And that anyone who doesn't like, "Okay great, moving on." And we're not going to have any luck trying to force people to change who don't want to change.

Okay that was a tangent—but Mayea, I hope that was useful for you. Okay, let's go to last four digits, -4102.

Nicole: Hi, this is Nicole.

Carey: Oh, Nicole.

Nicole: Hi, I'm Nicole Denzin, thank you so much for taking my call, thank you.

- Carey: You're welcome, where are you calling from Nicole?
- Nicole: I am calling from Largo, Florida, which is the Tampa/St. Pete area. And it's uh—it's beautiful in Florida here.
- Carey: I spent my youth uh, going to Sarasota just about uh, an hour and a half south of you, to a little island called Cuesta Key, I love that, I love Florida.
- Nicole: It is a very beautiful area, very beautiful area. Um—
- Carey: Indeed, what class are you in Nicole?
- Nicole: I'm in the June class.
- Carey: Okay cool, and about where in the training are you, Pillar 2?
- Nicole: I'm in Pillar 2, we're probably about more than halfway through Pillar 2, we're going to deliver Session 9 this week.
- Carey: Great, great.
- Nicole: I love this program, oh my gosh, I love this program.
- Carey: I am so thrilled! And what do you love about yourself? What are you appreciating about yourself today?
- Nicole: Well I'm appreciating my health, I appreciate my health all the time because I was a very sick individual, mentally, emotionally, physically, all of that. And that really set me on my journey to understand about health, because I didn't want to listen to doctors anymore because they didn't have any good news for me. So I studied holistic healing, and natural healing, and I got myself better. And in that process, I learned so much information, and I can't keep it to myself, so I started working with other people, and they were following some suggestions I had, and they were getting better, and many people were getting better, and better and better, and I do have a certification through Tony Robbins as a life coach, so I combined the idea of Transformational Coaching that I learned through Tony Robbins, into helping people with their health, and I was doing that, and realized that I needed, and really wanted that certification as a health coach. So I searched, I'm a good researcher, so I researched so many different courses out there, and it was so clear that HCI was the perfect course.

And I've been thrilled every single week that I learn a new lesson, I'm absolutely thrilled. Uh, great information just to add into everything else, so I do appreciate my health, I do appreciate finding this course, I appreciate being able to integrate this course into my practice, and I do have um, I'm at the point in the curriculum where we are to take on practice clients, so I set up—so I went through the Closing the Deal Conversations, and there is nothing like that! It really just brings out everything that the person is feeling, and it's so cements why they need to go into coaching, it reveals all the nooks and crannies and it's the most fabulous thing I've come across. So I've done that, I have two clients now, and we're about to go into Week 2. But, here is my question, so in doing the Closing the Deal Conversation, because it reveals so much, it to me is revealing actually more than what is actually covered in the 90 Day Program. The 90 Day Program is really awesome in what it does, but the things that kinda fall outside of the 90 Day Program like nutritional supplements and different things like that, emotional conditions, anxiety, that's a big one, or depression, or anything like that. Things that I feel qualified in helping people with, that I usually work on individual coaching, what is your situation on how to integrate this into the 90 Day Program or should that be in individual coaching? That's where I'm kinda confused.

Carey: Ya, so this is a great question, the question is that the Closing the Deal Conversation revealed so much about what is going on with the client, um, and in fact it's so much, it might be what's covered in the 90 Day Program in the way we're training you in it, such as nutritional supplements, or emotional conditions, etc., so what do you do about that? How do you integrate those things into the 90 Day Program or do you go into some kind of individual coaching something or other, am I getting that right?

Nicole: That is accurate, yes.

Carey: So here is what I'd suggest. First of all, my answer of going into an individual coaching that's a different structure than a program—now the 90 day is not the only kind of program, there are other programs you can offer, um, however, I feel very strongly—and I'm sure you know this from your experience as well—is that programs are, and packages are far more effective and powerful way to work with a client than just, I don't know if this is what you're suggesting Nicole, but just in case anyone on the call is thinking of this, going into like, "Let's have a couple of sessions and work on X." Um, it's less compelling. You'll also hear Nicole, maybe in your research in your travels you've noticed some coaches who work on a retainer model, have you seen that where you pay a coach X amount of dollars per month and you just work with them ongoing, indefinitely, have you ever heard that—

Nicole: No, I hadn't heard of that. Part of my practice is that I was doing individual coaching and realizing that "Hey, everyone else is doing programs, I need to figure out how to do that!" and I didn't know how to do that, and that was part of what attracted me to your program.

Carey: Ya, so when you say you were doing “individual coaching”, how is that different than the program the way you did it?

Nicole: Well, you know the programs, the 90 Day Program for example is very specific, it’s regimented, and it has certain things you do certain weeks, and it’s great, right, it has structure, it has a beginning, middle and end. It has a purpose, it has a point. Where the individual coaching has none of that. We may be working on health condition, maybe a thyroid condition or something, and we’re working on their immune system, so we’re talking about the immune system and food, and things like that, and of course, nothing is in a silo, so somebody with a thyroid condition typically have some emotion evolved, anxiety, depression, we work on that as well. So it kinda flows, it’s flexible, it flows, compared to being specific.

Carey: Got it. In the individual coaching was there any kind of timeframe, or was it just kind of open ended?

Nicole: I haven’t worked that well at time frames, it’s kind of open ended.

Carey: Okay, so here is what I wanna suggest to you. It’s possible Nicole that you might use the 90 day structure and just not like it. You might say like “Hey, I’ve tried this with a couple of clients, I just prefer an open ended structure.” In which case, that’s okay. I mean, you know, I have encountered other coaches who do ahead and are more comfortable there. I would encourage you, before you make that call, give as much time to the 90 day structure as you have to the individual unstructured, so you have an equal opportunity to see what works better for you. So that being said—

Nicole: Oh, I see the value of the program, ya—

Carey: Well I see you see the value in it, but it may be that—I just want to give you permission that as you continue to practice that you prefer open ended open ended vs. the 90 day and that’s alright. So here is what I’d encourage you to do, so what you discover is when you get to Pillar 2 Week 15, what we share is, after we’ve trained you in all 12 of the sessions, what we share is an overview of all 12 sessions, and we call it the “Arc of the Coaching Program” and what’s important about that for you to understand, the reason I’m sharing this is so you can understand how to add nutritional supplements, or how to add different sorts of things that you would work on emotional conditions, or other kinds of modalities, and there are lots of people on the call who have a lot of skill and a lot of technique in addition to the session structure that we’re giving you. So when you get to Week 15, we wanna show you, how would you create your own—certainly you learn in the 90 Day Program, but how do you start customizing it, how do you start making it your own, how do you incorporate some of that freedom and flexibility that you’ve described your individual coaching, and apply that into a program setting?

So that's what we share in Week 15, and how the program is structured, where does that—what is important about the beginning, middle, and end, and what are the pieces that you need to keep of the beginning, middle, and end, and where do you fill in all the other things that you might like to fill in.

Nicole: Okay.

Carey: So I wanna share with you that you are going to learn that in Week 15, and it will surprise you, I've never seen anyone, this is Stacey, I would love to take credit for it but I can't. I learned this from her and I was like, "That is the most genius thing I've ever heard about how to create a coaching program!" And just to give you a sneak peek, one of the things that makes program creation effective, no matter what topic expertise you're covering, and many of you have all kinds of topic expertise you'll eventually pull into that 90 day structure. And there will be many times where a client will renew with you to do the 90 day structure over, and over, and over again. And some of you have asked, and Nicole, this may not be a question of yours, but um, one of the emailed questions is "Well, if I'm repeating the 90 Day Program, am I doing the same thing over and over again?" The answer is no. Because you're doing the same structure over and over again, but the topic you're taking deeper, and deeper, and deeper the more you work with a client.

So, just to give you a sneak peek, and for those of you who are not yet in Pillar 2 this will be really exciting, well, if you are in Pillar 2 it will be exciting, and for those of you who have been threw it will be like, "Uh huh, uh huh!" so the thing that's most important about the structure of a coaching program is that it accounts for the inevitability that the critter brain will get triggered and the client will want to self-sabotage or drop out. Now Nicole, I don't know if this is something you've experienced with clients, but when they start to get to too much change at too deep a level, they freak.

Nicole: Mmm-hmm.

Carey: And not every client does that in every single program, but eventually, as you do your job better, and better, and you stretch them more and more, they will self-sabotage. They'll wanna drop out, or they'll you know, something will come up. All of a sudden they can't make their appointments, whatever. So the structure of the program has got to allow for the navigation of that experience. So there are very specific exercises in Session 1, 4, 5, 10, and 11 that help a client move through that so they can still get what they want. That said, when you are adding in things you want to add in, for example, supplementation, or anything else, you know, "Oh, I might add those in in sessions, 2, 3, 6, 7, 8, because those aren't the spine of the program where I have to make sure that the client stays engaged and is doing specific things. So I'm keeping that structure. And in those other sessions you can add different topic expertise. Does that make sense?"

Nicole: It makes great sense. So pretty much what I'm hearing you say is that uh, that the question that makes sense, my question makes sense, and just hang in there, and that will all be addressed. And I will be surprised—but I am surprised every single week. I am not only surprised, but I am delighted! I'm just having such an amazing time in this program, and I keep talking about it to other people. So I just think that both you and Stacey are just amazing people, you're so intelligent, and you so know what you're talking about. I am so happy that I am following under your guidance, that that's real for me. So thank you really, from my heart. Carey, thank you so much for everything you have done to put this program out there to help people.

Carey: Well, thank you Nicole, I'm really receiving that and taking that into my heart—and I take it as high praise because you have um, been around the block! This is not your first rodeo, and you certainly know, you have experience with trainings, and you have experience with coaching, and you know this is something you can speak to with a lot of authority. So I really, really do appreciate that feedback. So what I want everyone to take away from the topic that Nicole brought up is that yes, ultimately, the 90 Day Program structure is infinitely customizable. So whether you have all kinds of topic expertise and different skill sets you wanna bring into it—or you don't—for example, when I came into health coaching, I didn't have anything that Nicole has, I was starting from scratch and I didn't have that.

However, even if you don't have all of that additional skillset and expertise, one of the things I wanna point out for the sessions you're learning in Pillar 2 is, let's say that you do repeat, and this goes to, let me just check and see who's question this was, um, (UNINTELLIGABLE NAME), I hope I'm saying your—oh nope, I'm sorry, it's Beth Michaelson. And I hope I'm saying your name correctly—she's saying, "How can I repeat the 90 Day Program without it being redundant. It doesn't make sense to keep repeating the same program over and over if we wanna keep the same clients." I totally agree with you. Now, Stacey and her health coaching practice would renew her 90 day clients up to eight times. So what is it that she was doing? One of the things she was doing was always keeping the 90 day structure intact. That you'll learn in Pillar 2 Week 15, what is that structure? Then what she was doing was making sure, and this is something you're learning as we're training in the 90 day, and even in Pillar 1, that less is more for your clients. They much have less information and less action steps than you think. And you're going to want to take them further and faster than they're ready to go just because you've gone further, you've one faster. It often has to be a lot less than you think. We're always, always looking for one step forward, which doesn't sound all that sexy as a coach, but if you're a coach who can consistently move your client one step forward in every session, you're a phenomenal coach. I promise you that, it may not seem that is true, but I'll tell you after 10 years in, it is.

So let's say for example, you do the 90 Day Intensive as is, and then your client renews. Session 1 you're going to go back, you're setting the big MOFA, you're anchoring in the big MOFA, you're clearing clutter, all of that is the same. Session 2, you're going into energy, and the basic question around energy is how do you add that which gives you energy and how do you remove that which takes it away? And it could be, still you can be working with your clients around food. Now one of the things you'll have around Pillar 1, is like, 50 handouts. You notice as we're training you in the health coaching program, Stacey's program, you do not use all of those. The reason why is A) it would be too much to do with someone in a single 90 Day Program, and B) because we want you to be able to have so much topic material and topic expertise that you could do the 90 Day Program with new materials multiple times over.

So, instead of necessarily you may not be following the exact script of Session 2 the second time you go through it, but the basic concept is the same, which is, what do you add in first that gives energy? It might be food, it might be movement, it might be some kind of lifestyle activity, it might be sleep, and there could be multiple things that people want to add in. And what is it you're taking away that's draining energy—and chances are good your client knows what that is. And if they don't you help them figure it out. And you have all kinds of resources from Pillar 1 to pull from, so that your client is having a different experience with you than they did the first time they went through that session. And, you have enough material from Become A Health Coach that you can take a client through Session 2 in multiple ways, like, six times. So, I want you to be assured that when you understand that Pillar 1 is about building the toolkit. Pillar 2 is about giving you the structure of the program. Once you have the structure of the program, you can customize with the toolkit from Pillar 1. And, if you have a toolkit outside of Become A Health Coach, you can use that as well like Nicole was asking about. So I hope that makes sense, and please feel free to ask more questions about that. I know conceptually that might make sense, but then when it comes down to brass tax, you might be like, and "What is that? What do I actually do? How do I choose a particular handout? How does that customization occur?" And I want to encourage you all to not be shy, feel free to ask these questions every single office hours you like. Alright, let's go to last four digits, - 6167.

Nancy: That's me.

Carey: Hi.

Nancy: Hi, I'm Nancy.

Carey: Hi Nancy!

Nancy: Hi there, it's great to be talking with you.

Carey: Great to talk with you!

Nancy: Thank you.

Carey: What class are you in Nancy?

Nancy: I am in the September class, so just in Week 3 in Pillar 1, thank you so much. And um, well—

Carey: What is it you're appreciating about yourself?

Nancy: Ya, so a few things here that came up for the—um, I'm resilient, and I'm loving, uh, I'm inspired, and I'm courageous.

Carey: Wonderful qualities.

Nancy: Ya, thank you. And, I'm grateful.

Carey: Ya...

Nancy: Yes, absolutely. So, first of all I really wanted to thank Nicole for her questions because there really are a lot of overlap there for me as well, and a lot of inspiration I thank for you as well for the feedback that you gave her. And so the question is that on my mind right now, and I'll sort of preface it by saying that, I was really torn coming into this class about whether I wanted to take the TCM Certification, or whether I wanted to do Become A Health Coach. And um, I actually am in the, we're in the last week now of Deep Dive, and um, oh my gosh, my heart just sings with that work, and I'm feeling so, so called to life coaching right now. And I have this sort of tremendous foundation in health. So, I'm a colon hydro therapist, and so there is a lot of foundation there, and I have a huge passion for, like just, I'm a sponge for all the info I can get about health and digestion, um, and at the same time, I'm just not sure I wanna be that coach that is taking people through protocols, and you know just in a way um, feels overwhelming to me. Partly because I feel like I have amassed a lot of information. So, what drew me to Become A Health Coach is sort of, I've gone through this phase of wanting to bring somebody into my wellness practice that's going to provide the coaching because I'm trying to fit it into my colonics practice, and I'm feeling overwhelmed by that, because I was trying to do it in the context of also providing a service, and it just kinda felt like I was trying to fit too much into that and I was overwhelmed. And so I was kind of like, saying, "No, it's going to be somebody else not me doing this." And then I just sort of watched myself every time I got an email or something about coaching, it's like, I can't just—I'm just so called to it.

So I realized then that yes, I think I'm the coach. And it's in me, I've got the stuff to coach, but I need to learn how to do it. sort of admitting that I have a lot of info and I think I have a lot of gifts in that way, but the structure—and like Nicole said, oh my goodness, it's like, if I could just learn how to structure this, and break it down into pieces so that I don't become overwhelmed with, you know, just so many things you just covered. For instance, I just give too much information to people, or wanting to do too much at once.

And so, um, also along the way, just in sort of reflecting on my life, who I am as a person, like, “What am I here to do?” I feel like, you know, I've been through times in my life—I think transformation after transformation, and I so believe in transformation, the path of life, and the divinity of all of it. So I feel like my heart wants to work with people at that level. And yet—do you know what I'm saying? So, my question, after all of that, thank you for all of that, is that after going through Become a Health Coach, um, I would love to be able to put myself out as a life and health coach, and where do you think I might be with that when I finish this course?

Carey: Where I think you might be with that in terms of a skillset or marketing capabilities?

Nancy: Yes, absolutely—and by the way, I did have a Clarity Session with Melissa about this last week and she was really helpful. So thank you for that.

Carey: Good.

Nancy: And I did ask her a question for instance about the 90 Day Program and is that—you answered the question about whether it is customizable, and at the same time, I have this little taste of Deep Dive, and it's like, you know it's like, I don't know, I'm a little bit at a loss, like I just—

Carey: How am I putting myself together?

Nancy: Ya.

Carey: It sounds to me like you're going, “How am I putting this all together, and at the end of it all what am I actually able to offer? Am I a health coach? Am I a life coach? What does it mean to be a health coach? Does it mean I'm taking people through protocols, um, if I'm a life coach does it mean I get to do the deeper work? And that's where my heart is.” That's what I'm hearing you say, would you say that's accurate?

Nancy: Carey, that's very accurate. Thank you.

Carey: Ya. Um, okay cool. So this is phenomenal. And the thing I really wanna acknowledge you for is the fact that your heart and soul is calling you towards something and you just are not ignoring it. You're going down the path, even though you're not totally sure what it's gonna look like, and that takes a lot of courage. Um, to follow your heart that way. So, I just want to acknowledge you for that.

Nancy: Thank you.

Carey: Okay, so here's a couple things I wanna talk about. Um, I wanna talk about the different—there are two different answers to your question, because ultimately in your wellness practice you can always hire a colon hydrotherapies for you, and you do the coaching.

Nancy: Yes, that's part of it. That's part of the plan.

Carey: Right. So you don't have to do that. And also in health coaching, you don't have to lead your clients through protocols either. Now, here is the thing. Um, this could look a number of different ways, but ultimately what I think we're suggesting at Become A Health Coach, and one of the reasons why I think this training is appealing, first of all, for those of you who are loving the Transformational Coaching Method um, you wanna consider the Become A Health Coach training like a level 1 of TCM. Yes, there's Deep Dive, a four week training that gives you a glimpse into TCM and it's awesome, but, Become a Health Coach is really pulling back the curtain and showing you a lot of what's behind that Transformational Coaching Method. And, it's setting a foundation for those of you to continue on through the TCM Certification, the TCM Mastery, by the way—um, if you are almost done with Become A Health Coach, you can consider taking TCM Certification, if you are in Become A Health Coach, I would not advise it. it would be way too overwhelming, super confusing, uh, it's just too much to do at once. So, I wanna assure you though, if you're in Become A Health Coach, and you still have months to go, it's all based in Transformational Coaching Method—all of it. the Closing the Deal Conversation, even the way we approach, for example the 10 Dietary Paradigms of HCI, all have a basis and a foundation in TCM. Like, because that's Stacey's and my um, our sort of coaching philosophy and foundation, everything kinda comes out of that. So I wanna assure Nancy, and everyone on the call that in Become A Health Coach, you're learning a very strong foundation in Transformational Coaching. And some of you would be so intrigued and in love with it that you're going to wanna go forward, and others of you will be like, "Eh, I don't know, maybe another time." And that's fine too, whatever the case may be. So um, here is the thing I truly believe about health coaching. And the reason why we say that health coaching is 20% information and 80% transformation, it is because at the end of the day, health coaching is a doorway into personal empowerment, which is what I believe life coaching is as well.

The challenge with life coaching is that the doorway is not particularly um, it's a—in a marketing perspective, it's not a very powerful doorway. You have a lot of people who are life coaches who are really having a hard time getting clients because for those of you who are in Pillar 4, Business and Marketing, we wanna teach you guys how to fall—there is a difference between a \$1 problem and a \$1000 problem. And you've probably seen this in your wellness practice. I mean, if someone is not having a problem, they may not be walking in your door and pulling out your wallet to pay for care. And so—

Nancy: I totally hear that. Ya. Mmm-hmm.

Carey: Ya, whether you call yourself a “health coach” or a “life coach”, or whatever—at the end of the day, no matter what the niche is, it has to be a \$1000 problem being solved. Not a \$1 problem. And the challenge with life coaches is that they really don't know that. This is a gross generalization, but they have a harder time when you flat out say, “I'm a life coach.” That's not a \$1000 problem. Like, “Oooh I'd like to help my life get better,” but they don't have to do it today. Really it's similar with health coaches, I say, “I'm a health coach,” “Oooh, I'd like to be healthy, but I don't need to do that right now.” So in Pillar 4 we're going to show you um, how do you navigate that from a marketing perspective. So what I'd suggest is that you wanna consider that you're not really making a choice between health coaching and life coaching. What you're ultimately going to do as you get deeper into Pillar 4, and I know that you're just starting so that feels so far away, but I want to give you this to chew on, is that what you're really going to be doing is looking for the problem that you solve for people that is a \$1000 problem.

Nancy: Got it.

Carey: And it may have to do um, with the doorway of health. And the reason why I say “doorway” is because you know when people—coaches talk about niche, and how you choose a niche, what is a niche, etc., etc., but the way I'd like to think about niche is if you imagine um, for those of you who have been in Pillar 4, this will sound familiar. But if you imagine a long hallway and on either side of the highway are doors. And on every single door there is a nameplate, and you can imagine your potential client walking down the hallway looking at the nameplates on the doorway, and one might say um, “Heal Psoriasis”, and one might say, “Manage Type II Diabetes”, and one might say, “Get rid of belly bloat”, and another one might say, “Solve IBS”. Um, but they're walking down the hallway and they're looking for the nameplate that has the problem where they go, “Oh yes, that's my problem” in their words. Once they see that, then they put their hand on the doorknob and open the door, and they're like, “I'm coming in!” And it's you. Little do they know that you're going to solve the problem on the nameplate, but you're going to do about 100,000 times more than that? They don't know that. Because if that was all on the doorway, or all on the nameplate, they'd never open the door.

They'd be like, "Oh my gosh, this is totally overwhelming, I don't understand what this person is doing." So, what we're aiming for as you're putting all your skillsets together, Nancy, this will happen, I promise you, it may still be murky, but eventually what you're going to come up with is, what is that messaging on that doorway? Because once they open the door, and they go, "I have that problem I want it solved." And they come to work with you, you're going to be taking them to I'm sure a level of transformation that they didn't know, weren't aware, but you have to meet them on where they are.

And this is something for those of you in Pillar 2, who you've heard Transformational coaching concepts, actually, I don't think we talked about this in Deep Dive, but we talked about rapport, which is developing, I'm sure you've heard rapport before, many of you have as well, but it's basically like, the more you're working with a client, the more you establish rapport, the deeper the amount of transformation is able to be. So when you first start working with a client, it's not that deep, you've gotta make changes on the level—there are three levels of transformational coaching, first is on the level of behavior, second on the level of beliefs, and the third is on the level of identity. Beliefs and identity are where like, serious transformation occurs. Serious. And if we were to start there with our clients, they would freak out. Their critter brains would totally shut down, they would run away. So we have to start with change on the level of behavior. And that's kinda what's related to the name on your doorway on the nameplate.

Nancy: Absolutely, and that's the great thing, I do kinda have a nameplate on the doorway that says, "Digestive Challenges".

Carey: Exactly.

Nancy: Right. And also what's wonderful are that the people who come through my door, a lot of them are the ones who are—they've been down the path and they're open in a lot of ways. I'm amazed at the people that come for colonics as you might imagine. So that's sort of beautiful.

Carey: Because, if you think about digestion too as a metaphor, and you're looking at life coaching, this is how someone is literally taking their life. And when they have problems with digestion, they're not taking in life.

Nancy: I have a little eBook I wrote about just that.

Carey: Well see, you're already on your way! What it comes down to Nancy, you can manage the doorway, making sure, like really just uh, clarifying the articulation of that doorway so people know exactly what it is you're offering. And again, we'll get into that as we go along on Office Hours and a lot in Pillar 4, and starting in Pillar 2. Um, articulating that and then having the patience to know that the transformation gets deep the more you work with a client. You start with behaviors and then you get to go deeper, and deeper, and deeper into those deep dive techniques that you're in love with.

Nancy: That sounds fabulous, and it really resonates. Thank you so much.

Carey: You're so welcome, so this all will come together, and I think a lot more simply, and beautifully, and powerfully than you might have realized before we started talking.

Nancy: Ya, absolutely.

Carey: Ya, I'm super excited for the people who walk in your door, they think they're coming in for IBS or belly bloat, and oh my gosh, they're about to get a life changing experience! Very exciting.

Okay, so let's actually go over to the webcast. Um, great questions on here, let's see if I can't—okay, here is a good question, there isn't a name attached to it, but I love this question, "How do you get clients to change when they're convinced that they can't do what you're suggesting? So for example, the client says, 'I hate all vegetables, how else can I eat healthier?' Or, 'I'm not giving up doughnuts and muffins.'" I love this question. And it speaks to the power of the Six W questions we share with you in Pillar 1. Um, by the way those of you in Pillar 2 might notice, and we're actually going to create some content that will make this clearer, but each session is really addressing a particular W question, we don't expressly say it, but that's what's going on under the surface. So, when a client comes to you, and I'm sure that you heard me say earlier on the call that I've had clients come to me and say, "I'm not giving up coffee, don't ask me to." Or, "I'm not giving up sugar, we're not having that conversation." Or um, I'm trying to think if I've had a client who hates all vegetables, um, I haven't had a client—but I had a friend of mine who literally will not order a vegetable, it's hilarious.

So, what do you do in that situation? First of all, you want to stay in rapport with the client, so if you haven't been in Pillar 2, "rapport" is basically creating a situation where the client feels like they are with like kind. Like you get them, you understand them. And what's important about that is that their critter brain can relax. And when their critter brain can relax, and they're not on the defensive, then they open up to more possibility. So as a masterful coach, your job is to open your client to possibility. In fact, we often say that the value in coaching is not in creating change for people, the value is in creating choice. And to have a different choice you have to have new possibilities. Right? If the critter brain is on defense, the critter brain is not interested in seeing new possibilities, they're just hanging onto its position. "I will not give up donuts." "I will not eat vegetables!"

So instead of trying to suggest anything against that, because it's a losing proposition, go, "Great, I think that's a terrible idea too, I don't think you should ever eat vegetables!" Which will surprise them because they expect to hear from a health coach that they should eat vegetables. "No, I don't think you should, I think you hate them, so let's honor that. So, what do you like instead?"

And then listen to what they like, but ultimately, for the client who doesn't want to give up donuts or muffins, no problem. Because at the end of the day, the Six W questions, "What to eat?" is only one question. You have so many other areas to work in, How to eat, When to eat, Where they're eating, Who they're being when they're eating. Um, there is so much work to be done around how someone eats, and you can set an entire program just doing that. So that the thing you say to your client who does not want to give up donuts or muffins, say, "Awesome, I don't think you should. As a matter of fact, I think you should enjoy those donuts or muffins!"

And they're going to go, "What!?" And you're going to go, "Ya. I think you should enjoy them, in fact, here is my challenge to you, I'm going to suggest when you get donuts or muffins for whatever meal, I would suggest two things, one, I would suggest that you set an alarm, and you give yourself 20 whole minutes to enjoy every single bite of that donut." So basically, you're instructing them to do a 20 minute meal. One of the things that happens when we eat food that we don't think we're "Supposed to" we sort of eat it fast so nobody will notice. But if you can slow somebody down and say, "I want you to enjoy every single bite. Get the best, your favorite donut, the best donut you can get, go out of your way if you have to get it, and then set the time aside and enjoy every bite of it." Because what that person is saying to you ultimately, is "I'm not giving up pleasure" and you're agreeing. You're saying, "I don't want you to give up pleasure, in fact, I want you to enhance your pleasure." And your clients will be shocked.

So you tell them, you want them to focus instead of what they're eating, they're going to focus on how they're eating, they're going to do a 20 minute meal, they're going to slow down, they're going to chew, they're going to savor every single bite, and they're going to get the best quality donut they can. That's the first thing. The second thing you might suggest to them, is to say, "I'd love for you to have that donut as part of a meal that includes some kind of protein." So maybe the donut is a dessert or whatever, but that you're helping the client balance the blood sugar, so the impact of the donut is not quite so heavy on the blood sugar. So you would say to them, "Okay, you're having a donut for breakfast," so you'd work with your client to know what kind of proteins you like at breakfast, eggs, bacon, whatever, whatever they like, good. "So here is the challenge. You're going to have this particular breakfast with this particular protein, and then you're going to enjoy the hell out of this donut—pardon my French—or, out of that muffin, you're going to enjoy it. And then I want you to notice," maybe you have them fill out a 20 minute food journal afterwards, have them notice how do they feel after they eat it? How do they feel two hours after they eat it? So what you're doing is you're meeting them where they are, you're staying in rapport with them so that their critter brain doesn't get into a defense mode, and what you're helping them do is become connected to their innate response to the food.

They may do this experiment and find that they actually don't like donuts all that much. I had a teacher tell me once, he had a client who um, uh, ate fast food burgers all the time, and he said, "I'm not gonna not eat these." And he said, "No problem." And he said, "I'm not going to not eat them, I'm going to eat them in my car, that's what's happening." "Great." He said, "Pull over, take 20 minutes in your car to really savor your burger, have a meal and just enjoy that time in your car." And the guy came back to him and was like, "You know, I don't even like the taste of those burgers." He didn't know because he'd eaten so fast! So you may find out that when you give your clients the space, and time, and permission to connect to their experience of really being present and eating the food, whatever it is. That they're going to find on their own whether or not they actually like it. and let's say that they do like it and they wanna eat a donut everyday—well, alright, as long as you eat it, then go okay focus on the how, then focus on balancing the blood sugar, mitigating the blood sugar effect, and focus on increasing the quality of the food, so where can you get a donut with organic ingredients, or organic sugar, so you know you're not eating GMOs, right? So that's how you work with clients, and you do it in baby steps, and before you know it, your clients are coming to you going, "Oh, I changed this, I changed that" because they get so confident and excited about what they were able to accomplish because you worked with them so slowly and simply.

Um, someone wrote in that they're appreciating about themselves that, "I'm pushing through being very uncomfortable to make a big change in who I want to be, which is a health coach." And I wanna appreciate your appreciation, that was a big change for me as well, coming from an acting background and thinking that was, my whole life was dedicated to being an actor, like "what am I doing in this health coach training?" And of course, having a binge eating disorder myself, going, "Who am I to help anybody?" But I just continued forward as you are doing, and I think you'll be very happy you are doing so.

Okay, so great question from Cindy in West Coast, New Jersey, she is in the September course, Pillar 1 Week 2, she's someone who has an 8 year old who is diabetic, and the parent wants her to help with her daughter's diabetes, "...and how would you recommend using the tools to find the best way to eat? Is it different for children? Honestly this frightens me a little." Cindy, awesome question. All of you are going to have the experience of someone coming to you with a request that feels out of your comfort zone. For example, when I first started there was a guy who came to me um, who was recovering from Cancer, and wanted help about how to eat after Chemotherapy, I had absolutely no idea, it was just not—yes, I could take all the principles that we know and learn in Become A Health Coach, but to me it felt specialized, and I wasn't comfortable. And I said, "You know what? I don't think I'm the right person for you, can I refer you to someone else?" um, so I want us all to know that it is totally okay, you are not—your job as a health coach is not to become a topic specialist in every single condition that there is.

That is an absolute waste of your time and you're not going to be able to do it. Um, you may choose, like for example, Nancy, has a topic expertise, a specialty in digestion, like a really specific one. Awesome. Can she probably work with all kinds of other conditions? Absolutely. But her doorway remains digestion. It doesn't mean that she has to refer to other practitioners, but any time, if something is really out of your wheel-house it's a great idea to say, "You know what? I so want you to get the best help possible, and I wouldn't be the coach you expect me to be if I didn't tell you that was with someone else." And people really respect that. They really have no problem with that.

So in Pillar 1 Week 2, if you had no prior background, and you have no experience with diabetes, my feelings to you Cindy, is I'd go onto the Facebook page and say, "Hey, does anybody have any experience or specialty in working with children with diabetes?" whatever type she has, Type 1 or Type II, "and if you do, here is how to contact me, because I have a friend who would love help with her daughter." And it's as simple as that. And don't feel that you can't tell people, "Thank you so much for thinking of me, that's so wonderful, I want to get you the best help I can, so here are two or three recommendations of people who have this expertise." It's perfectly okay, I do it all the time, even now.

Okay, okay so great question from Gina as well, um, in New Jersey, hey Gina, she is asking, "Is there any advice on how to prepare for the Skills Labs?" She is feeling like, if she uses the scripts we give you, it sounds like she's reading it. And if she customizes it she's not sure if she's really touching on what's important for the week or what the purpose of the Skills Lab is for that week. And she's feeling a little defeated by that with the Skills Lab. Such a good question, Gina, so many people have this challenge. Here is what I'd recommend for you and for everybody. When you're doing a Skills Lab, and you're learning any new coaching technique to start off with, you're always going to feel like you're reading it. For some of you, that will make you feel comfortable. You'll be like, "Oh my gosh, thank goodness there is a script, I don't wanna try and make this up because I don't know what I'm doing." And then for some of you, that will feel really uncomfortable, like, "I don't like to feel like I'm reading, that doesn't feel natural to me, this doesn't feel organic, I'm not sure if I'm helping somebody. So, here is what I want to encourage you to do. And this I believe takes discipline, and it's not everybody's favorite word, but it is mine, when you are learning a craft, and you are learning the craft of coaching, very similar to learning the craft of playing an instrument. For those of you who played the piano, you know that you learn scales, you learn finger positioning, you have to learn how to raise notes, and you're learning the craft of playing the piano and the structure of it.

And it's pretty uncomfortable at first because your fingers don't naturally go in those positions, and the scales are hard, and it takes a lot of practice, and it takes a while for you to sit down with a song and feel like you're interpreting it and it's an artistic free feeling. That takes a while. And it's true with coaching as well. I want you to give yourself the permission to use the scripts as written.

To read them, to let it be uncomfortable, to let it be like you know, making your fingers learn a scale. Because you're learning the craft. And, to Gina's point, if you start changing around the coaching scripts and questions, you may not be learning the craft as we intended you to learn it. One of the biggest challenges that health coach students have when they come out of certification programs is that they don't know how to coach. They have no confidence in their coaching skills. Which is a huge problem because how are you going to go to somebody and say, "Hey, by the way, I really don't know what I'm doing, how about you pay me \$3000 for it." That's going to be impossible for you to do because you have too much integrity for that. You're going to feel like you're robbing somebody because you don't know wither what you're doing is going to be effective. This is a serious problem for health coaches. So, we don't want you to have that experience.

So in order for you to be like, "Hey, I really do know how to coach." You're going to have to use scripts, read them, and have it feel unnatural and uncomfortable first. Allow it to be so, and the fact that every single Skills Lab will be a new script, means that you're going to get used to learning a coaching skill and delivering it like, fast, and reading a script, and making it feel as natural as you can, within the context of the script. And that's the skill. That's not a skill you're going to have right out of the gate. And some of you who have a background in acting, ya maybe you will, um, I did, that was a plus, but not everybody has that, so you have to develop that muscle, because the truth is that you're going to be learning for the rest of your career coaching skills, coaching techniques, question sequences, exercises, etc. And to learn them from scratch the first say, five times you deliver them, they're not going to feel natural, they are going to feel uncomfortable, and they are going to feel like you're reading them. And that's okay because if you don't have that experience, then you don't develop enough skill in the craft to get to the point of interpretation and customization, and making it your own.

A lot of people really wanna jump past that uncomfortable learning part and just get to the Mastery part, but it doesn't work that way. So I wanna encourage all of you to let yourself—Stacey and I often say that "The best coaches are the ones who are willing to get it wrong, and the ones who are willing to let it be messy." That is how you learn. Learning is a result of mistakes and messiness. If you don't allow yourself that, then you're not really learning the fact in your bones. Which we would say, "Okay that's fine," except for the fact that our goal for you is to become a health coach and have confidence in your coaching skills. First of all to have coaching skills, which is more than most health coach graduates will be able to say, and then second of all, to have confidence in those skills. So it is worth um, feeling unnatural, it is worth feeling like, "I feel like I'm reading, and it doesn't sound like me." It's all okay. It's all okay and it's required. That's the other reason why when you get into Pillar 2, we require you to do the Closing the Deal Conversation with six practice clients. So you're doing the same conversation six times over. The first time you do it, very awkward.

The second time, a little less awkward. The third time, a little less awkward, the fourth time, less awkward, the fifth time, even less awkward, and the sixth time going, “Oh, I think I can do this,” by the 50th time you’re going to be an old pro, you’re not even going to need to look at that script, you’ll have made it your own. But we have this unreasonable expectation that we should be there right away. “The first time I do it like I’ve done it fifty times,” totally unreasonable and unrealistic. So we wanna give yourself the position to let yourself have the practice and learning time. Let yourself have the first one, two, three, four, ten practice times and don’t expect yourself to be in mastery level right away. The only way you get to Mastery is through the practice.

Alright, awesome, awesome. Let’s go ahead and go back to—let me check my email here. Okay so from Amy, this is a really great question, she’s in the September class, and she just started, and I wanna share this with any of you at any point in the training. She is basically saying, “As I read and listen to the lessons I’m becoming the concerned that I’m much more of a client who is in need of health coaching than someone who feels like they can coach anyone else.” For example she says, “When I read the issues a client may come to whether it’s body image or negative self-talk, or weight beliefs, or low energy, I feel now that I have more issues than I thought I had, so how do I coach myself past all of that so I have the confidence to coach someone else, mind you, and if I say perfectionist, and the need to control my thoughts, beliefs, and stress because I cannot control this thing.” Oh my gosh Amy this is awesome. Here is the thing, as you go thorough Become A Health Coach, you are being coached.

One of the reasons, there are many reasons why we do the things we do here but one of the reasons we have for Skills Labs is yes, so you can practice coaching every week like we talked about with the last person who had a question, but also, you can be a client every week. And that this training is just as much for you in your growth around your health, around your relationship with money, around your relationship with other people, etc., as it is a training to be able to coach other people. And I just wanna say, Amy that you are just at the very beginning of the journey, very beginning. And it’s totally okay that you feel like, “Oh my gosh I feel like I have so much work to do on myself!” absolutely! The truth is that we all do. We’re all works in progress. And, if we’re committing to being coaches for life, we’re eagles committing to being clients for life, which means that we’re always going to be working on our stuff. We’re always works in progress. So there is going to be some area where we’re trying to grow into a better version of ourselves. We will never arrive at a place where we are perfect, or we have landed, or we’re just done. It’s never going to happen. So, if we can accept that, and believe me, I understand the Type A perfectionist, you know I have those challenges myself.

So, when I started health coaching I was still struggling with body image, still struggling with negative self-talk, still had challenges round my weight, still had body image issues, still had some health issues. But the difference was for me, how I felt and the way I, I hope this is helpful for you, I’m someone who is always going to be on the journey and as long as I’m on the journey, I’m in integrity.

If for some reason I completely stop taking care of myself, and stop speaking, and stop learning, and stop growing, uh, I really shouldn't be coaching anybody. At that point, I should stop. But as long as I'm on the path I'm learning, and I'm growing and I'm being coached, and I'm stretching myself forward, then I'm doing exactly what I'm asking my clients to do, which is be in motion, be in action and take at least one step forward. And, I know enough that I can help my clients move forward, and I know enough that I can know that even though my clients are coming to me and saying, "I want my body image issues fixed forever." You think, you know, actually you don't. Because, that body image challenge is a gift in your life, and any time it comes up it's a beautiful message saying, "Hey, here is something you need to pay attention to." So your client is gonna think, "I want this eradicated!" And you're going to think as a coach well, "If I haven't gotten rid of it myself I can't help someone get rid of it." What you're going to learn as a coach is that you're not looking to get rid of it, you're looking to embrace it and upgrade it and go, "Wow, what I think is this challenge in my life is actually one of my greatest gifts, here is what I think it's teaching me, and if I fully accept this gift in my life, that's what is going to transform this experience completely." And then that's what you teach your clients to do as well.

So, I just wanna encourage you to have faith, and know that especially when you're at the beginning of the journey, and you're sort of looking down the barrel of like, all your own issues and going like, "Oh my god, how am I going to help anybody else!" that you will feel very differently about that by the time you get to Pillar 4 of this training. You will feel like, "Oh ya, I start to see now how I can really start to help other people, and I see that I'm on my own journey, and that's okay." There are things that Stacey and I are still working on, I have my own health coach, and she has a health coach as well, I mean, we know plenty about health coaching and about food. But just because we know it doesn't mean we do it! So, we have to have someone, we are working with people, pulling us forward in any way we need to be pulled forward. Does that mean I would (UNINTELLIGIBLE) and say, "Well, I can't create the Become A Health Coach program because I still have my own health coach." No! I can create, I can create the Become A Health Coach program because I have my own health coach, because I'm committed to the journey, and that's why you will be a great health coach because you are also committed to this journey.

Alright, let's go back to live calls, um, and this is last four digits -6988.

Deloris: Oh my gosh, that's me.

Carey: Hi!

Deloris: Hi, this is Deloris Reeds, and I'm in Maryland.

Carey: Hi Deloris,

Deloris: And I am in the September group! The September class.

Carey: Welcome, welcome.

Deloris: Thank you, I just had to go back to my notes because I was busy jotting down all these things, and like, “Oh my” so I have to get back to my question! And my first is what is something I'm appreciating about myself? So, and I am, I'm appreciating that I'm willing to be vulnerable, and um, to learn, and help others. And also, becoming more balanced in taking care of myself. So with being vulnerable, I am uh, a lot of people have issues on the inside, and of course I have those too, but I also have something that is very obvious, so I have a birthmark that people see right away, so from the beginning—I have a port wine stain, well, it's more than that, but in any case, it's on my face. So that is very evident when people see me. And I'll say that because it's not um, I don't have an issue with it, and it helps other people not have an issue with it, eventually. So, um, in that way, in the beginning when we were, first week, first call, one of the first things you were saying was that when you love yourself, you give permission for others to love themselves. Or when you think one way about yourselves, it gives them permission. So I was thinking how I could help people.

And many people have asked me to write—different people who know me have asked me to write the story of my life, and different challenges I've gone through, and um, I—so I don't know what kind of clients that I would really have, but one thing that a friend was saying is uh, people that have image issues—um, I have also done a lot of weight loss also on a different program. Um, and so I have expertise in a nursing background a way back, I left awhile back to raise my kids, so I haven't done it in a long time, but I do want a business in health and wellness, so I would be incorporating these two. But what my niche would be I'm not quite sure, except that I do want to help people and now thinking about image that might be something that I do. But ya, I do feel very secure about myself and I think that may help other people to accept themselves, and love themselves and so on. So that is one thing I do appreciate about myself. Um, becoming more balanced, since this year, I've gone through a lot of um, inner—looking inside of myself and seeing that I was very unbalanced. And seeing that when I saw your commercial/pass my emails when I was going through my emails, and when I see, “junk mail” I right away get rid of it, so I was ready to swipe it across to delete it, and then I saw “health coach” and I thought, hmm, let me see... and I looked at it and I was mesmerized because everything you were saying was me. And um, and I felt like all the imbalances were me as well. So one thing is, I do try to save the world, I do a lot of the things you say you struggled with, and other students I hear, um, and it's unhealthy.

And so one thing this year is I went totally in the opposite direction, not in the fact that I didn't care about people, but I withdrew because I felt like I was being used so much that I was, that my health was declining, and I had to figure out how to take care of myself. So this past year I've been um, trying to focus on me. Which does seem weird, it seems selfish, but I felt like if I didn't do that I was going to implode, and I couldn't help anybody. I couldn't help anybody if I didn't help myself get back into balance.

Carey: Correct.

Deloris: So I felt like this is the end of the year this year that I've been dealing with even depression, even anxiety, all these issues and why, what are the—just analyzing myself, going deeper and then culminating with, "I need to do this with myself." And even the health coaching, it was just so, so on time. Heard that two days before the course began and I jumped in, and that's all—that's how soon I jumped on, it was just, right on time. So those are the things—I so appreciate you. I really do, and the whole course, and all the students here, just being a tribe, it's so true. I feel like, "Wow, I really connect with these people!" Amazing, I thought I was very unusual. I am unusual in the area, in the people I know. I'm the only one I know who just seems to be able to do all these um, like I could do a million and one things, and I have all this knowledge that people keep coming to me for and always enacting more information and studying and all this stuff. And I didn't know anyone else like me, and now I see a whole bunch of other people!

Carey: Yep, like, oh wow! There are others!

Deloris: Yes, and it's so odd, because everybody says, "You're so unique!" so anyway, but now I don't feel unique—well, in a sense, I feel like "Oh! There are people like me!"

Carey: You are unique, but you're not alone.

Deloris: I'm not alone. Ya, ya. So those are things. I'm learning to be more balanced, um, taking care of myself, I started exercising again, and I had been doing it, and I'm learning things about myself, I lost a lot of weight, I wanted more attention from my husband, different things. And I hear you, and the why behind why we do things, so I'm like, "Why am I doing this and that?" So having to change it like, "No, I need to do it because it's good for me, not necessarily all these little things." And ya, maybe that will help in those areas too, but I did see that I had lots of underlying reasons of why I do certain things. But I'm doing it more, I'm exercising, I'm taking more water in, so those are good. Now, what's my question, ya, okay...?

So one of my questions is, I do have another company I'm with, um and I have a lot of knowledge around nutritionals and weight loss. I did lose 60 pounds, I studied about all of these things and I was trying to see how I can incorporate it—you answered a lot of my questions on this call, and I can't wait to learn um, more about that.

But one thing, I still have a question even after everything I heard was um, the protein level. When I'm looking at the different uh, experiments, and by the way, I did do the experiment, and I need to redo something, like yesterday's, had a headache all day long so I really couldn't tell where the energy was going, you know, it wasn't a fair experiment because I wasn't feeling well.

Carey: Ya.

Deloris: I was in the final day, so I need to redo the part of the experiment to take all the other variables out. But um, to make it fair. But, even with that what I learned from your program is this 45-55 grams of protein are needed per day. Maybe I'm reading something wrong, or I saw something wrong, but in my learning, in order to build muscle, maintain, build muscle because building muscles of course you burn more calories and um and then maintain your energy level, it's 30g/meal. So I'm like, how do I tell—I don't know how to incorporate the knowledge I learned with this with the knowledge I had.

Carey: What was that program that requires the 30g/meal that it suggests/recommends?

Deloris: Okay, so ya, it's—

Carey: If you could bottom line it for me that would be great because I want to make sure I have time to get to your question.

Deloris: Ya, ya, so that program is through um, the company I'm with, I'm not sure if you've heard of LifeGen Technologies, but they did a huge study with NIH, and they know the genes that deal with fat metabolism, and so they've done 30 years of research, and so this is based on their experimentation, so it's a TR90 Program, and so that's what I did, and everything you were saying was perfect, there was nothing that you said that conflicted, the only thing that I saw that was different and I don't know...

Carey: Like, what to do with that in terms of how to help your clients?

Deloris: Right. Because then I can't have two conflicting thoughts there to give someone.

Carey: So here's what I would suggest, if we go back to Pillar 1 Week 1, we talk about dietary theories, and studies, and that there are studies and evidence, and organizations and diets that work for everyone, and often they're conflicting. So it goes to your question Deloris, which is, "What the heck do I tell my clients then?" Right? So what you would have to experiment with in your practice, because of your particular background—this is not true for everybody—but because of your particular background, you wanna make a decision for yourself, "Okay well, I fi agree with this recommendation of 30g protein, if that's what I agree to be true, then that's perhaps what I suggest to my clients. And then I help them understand what kind of protein is best for them."

So if we're doing an experiment is it animal protein? Is it plant protein? And maybe that's the way of connecting them to their intuition of what's right for their body. So you have the spirit of the exercise, but a little more structure because of your background.

Deloris: Okay.

Carey: Does that make sense?

Deloris: Ya, okay good, good, so I'm not being false.

Carey: No, because the fact of the matter is, you know, when it comes to nutrition, everything is a crapshoot, you know there is just, some things work and some things don't and everybody has a different experience. You're not—that would be like saying, "Well if I tell someone to do the Paleo Diet am I being false?" No, there is plenty of evidence that it's effective. Um, at the end of the day, everything works, it just doesn't work for everybody. So that our role is to go, "How do we connect people to what's right for them in particular. How do we find the perfect diet for them? And for you to, you know that you've had this particular experience with this particular level of protein recommendation, you've been trained in it, there is no reason why you can't offer that to people than do it in a way that's in integrity and honest.

Deloris: Okay.

Carey: And you're still giving them the opportunity to explore their personal connection to how food makes them feel, which is what that protein experiment is about too. It's about getting enough protein certainly, but also understanding how does what you're eating effecting how you feel? You can absolutely put those two together.

Deloris: Okay. So another question then would be as far as energy, I think that sometimes for my experience fatigue can happen also because of mental um, fatigue, and I guess they need to figure that out too. So if you're doing an experiment but they have unresolved issues, and even when they're doing the experiment with animal protein, plant protein and carbs and so on, but they can't differentiate why they're still feeling fatigued, then it could be a different level. There could be other underlying problems. Where do you go? So if none of those things, if they can't quite determine which of those things gives them energy, or they feel depleted still, even after experimenting with those three where do you go from there?

Carey: So this is a great question, basically saying if your client tries the energy experiment, and they get the protein thing down, and they're still feeling fatigued and depleted, where do you go from there? Correct?

Deloris: Ya, that's correct.

Carey: Okay, so this is a great question and it goes to um, a question we had earlier as well which is, if oftentimes the issues you're going to be working with is your client's energy, for example, um, are generally multi layered issues. So you may likely, highly likely, that you'll work with clients, and you'll notice um, uh, that you have to work with them in multiple ways, that you come at the issue from all different directions, which is why we have Six W questions, not one. So your client can be eating a picture perfect diet and still feel like crap, and there could be all kinds of reasons for that. It might be who they're being when they're eating, it might be that they're eating at the wrong times, it might be that they have so much stress in their lives that they just can't manage it. It could be multiple reasons. So, what you are doing is basically looking for, alright, when it comes to what they're eating, which is one of six questions that you're exploring with every client. When it comes to what you're eating, how are we getting even a 1% improvement by understanding the balance of macronutrients, increasing the quality of food? And those are the two basic things that you're doing when you're helping someone figure out what to eat. The third thing is sort of taking away things that drain energy, which could be food sensitivities, we'll get to that in the 14 day Cleanse, and we'll teach you an elimination diet at the end of Pillar 1. So you may be taking those foods away and adding in other foods that might give more energy. You might go through that exercise, and people are eating beautifully and they're still tired. And that's okay. Because you still have five other areas to work in. Five other questions, because it's more than just the food. Food is important, and there's more. Does that make sense?

Deloris: Yes it does. Ya. So then I don't have to worry about it when they come back and say, "Well, none of this worked..."

Carey: Ya, you—here's the thing. You're going to say to them "The reason like, If I could wave a magic wand and we could talk for 20 minutes, and I could bibbity bobbity boop you and make this all go away, I would do it. And...it doesn't work that way. That's why we have a 90 day timeframe. Because this is a process, and this is a process of discovery. And uncovering what it is that's going to help you feel your best." And that's how you're going to reframe it for your client so that they're—ultimately how we train you in Pillar 2 from the Closing the Deal Conversation and how you deliver sessions 1, 2, 3, 4 all the way through 12, you're really doing a lot of what we call "reframing". Reframing is a coaching technique that basically tells people what to expect. So you are telling people on a constant basis from the second you invite them into the Closing the Deal Conversation, and for those of you um, who are still in Pillar 1, you will learn this in Pillar 2 Week 2 in particular. You're reframing for the client what to expect, what kind of results they're going to get and what not to expect. So if you have concerns, and you're just string in Pillar 1, that you are going to have clients who are going to be um, super upset with you if something isn't completely fixed after the first session, I would suggest to you to hold onto that, put that worry aside, and revisit that worry once you've gone through Pillar 2 and have worked with some practice clients.

You'll see that's not going to be so much a concern because of the way everything is set up. In fact, for those of you working in a niche around weight loss, um, this is a big challenge for coaches working in weight loss because they'll feel worried. "If I say that my niche is weight loss and the client doesn't lose weight, she's going to come back and yell at me and want her money back, and sue me, and I'm going to be a horrible person..." but the fact of the matter is that you can't move into the clients' house and control their every behavior—and even if you could you couldn't control their thoughts, and that's where it comes from anyway. So you cannot control the outcome. Um, and when it comes to the title of the coaching program, "Total Transformation", what you're really looking for is ya, your clients will lose weight and they will feel better. At the end of the day, they're going to have something more than that, which is a complete transformation of themselves and in their body.

And I wanna suggest that is more valuable than anything because you might find of yourself or for your clients that it doesn't matter if you hate yourself at a size 4, at a size 8, at a size 12, it doesn't matter. Right? So the transformation isn't so much around the external, although that will happen, but what your clients will be blown away by is the internal transformation. And that's why we call it "The Total Transformation", and yes, they will have all kinds of fun side effects like, getting into smaller size dresses, and feeling attractive, and sexy, and loving the way they look—but more importantly, they're going to love the way they feel. At the end of the day, what we're all after is an internal experience of freedom, joy, pleasure and contentment in our bodies and with food. And just because somebody is a size 2, it doesn't mean that they're experiencing any of that. What I'm saying is that somebody's internal experience and their external appearance are not always integrated. So what we're trying to help people have, what we're trying to help our clients have is an integrated experience, where their internal experience of themselves, of their beauty of their body, is one of freedom, joy, pleasure, contentment, and that's reflected on the outside in multiple ways.

One of the things I think is really great Deloris, about what you have going on is that, and this is something that we talk about in Pillar 3, we talk a lot about beauty and body image. And that your imperfections are really a doorway to ownership of your beauty. The more we accept ourselves and love those parts of ourselves that we're told by whomever that are imperfections, but that is what makes us gorgeous. And in my opinion, beauty equals personal ownership. When you truly own yourself and you're truly inside yourself and owning who you are and what you look like, no matter what it is, that is freaking beautiful.

So, what a call today! Gosh, another awesome Office Hours. I wanna thank all of you who asked questions, Mayea, Nicole, Nancy, Deloris, everyone on the webcast, everyone who participated. I just want you to check in as we complete here going back for—at the beginning of the call I mentioned that here is a nugget of wisdom that was waiting for you, and maybe it was what you thought it was going to be and maybe it was something else, but I want you to check in now and go, "What is that nugget I'm taking away from

today? What is that thing that was seeking entry into my heart, my mind, and my soul?" and letting that really sink in, and install itself into your beingness, and know that wherever you are on this journey towards becoming a health coach, what you're on the journey toward is becoming the best version of yourself, and therefore, opening up the pathway for your client to become the best version of themselves.

This is good stuff, and it just keeps getting better. I wanna thank you so much for your attention, your passion and your commitment today, I can't wait to get into the next training lessons this week and see all your comments on the student site, and the Facebook page. And we'll be back together for Office Hours in two weeks. It's possible that I'll be giving birth somewhere, so if that's the case, Stacey will be with you, and I will certainly be missing you. Um but uh, if my little one decides to wait until her due date to arrive, which is the 21st, then I will be on with you on October 19th, which is our next Office Hours Call, and I look forward to it very much. Alrighty everybody, have a great day!