

## Office Hours – September 21, 2015

Stacey: Hello everyone! Welcome to the Become A Health Coach Office Hours Call, you're here with me, Stacey Morgenstern, Carey Peters is out today. Many of you might know that she is about to have a baby, her first baby, and she's having a little girl! Wahoo! But she still has about six weeks to go, so she will be back with us most likely on the Office Hours coming up soon, but today she is taking care of growing a human—light work you know.

Um, but I am so thrilled to be here with you, because we're welcoming an entire new group of students who are starting this incredibly exciting adventure. So welcome to the September Become A Health Coach Class, welcome back the June Class, welcome back the March Class who is almost graduating! So thrilled! And I wanted to let you know for all of you, um, we will be together in these Office Hours calls, all of the groups will be together, which is actually really cool—because for those of you just starting out, you get a sneak peek of what's coming on this journey. You're going to hear questions from students who are a little further along from you, and uh, that's going to you know, give you a little preview of what's to come. When you're first starting a training, there is a part of you that's super excited, and then there is this part of you that's like, "What am I doing? Am I crazy? Have I made a mistake, am I in the wrong place? And I don't know about you guys, when you started in, those of you who started in March or June, but when I first started training, there was a whole mix of feelings—there was excitement, there was terror, wonder, thrill and horror all rolled into one. So the nice thing about being in this Office Hours Call together with other classes coming in is that you're starting to see what's coming, and what you're going to be learning, where you're going to be, where you're headed. So this is a chance for you to connect. And what's also really great for the people in the June Class or in the March Class, is a reminder of how far you've already come in such a short amount of time. If you think back to where you were a few months back to when you were first embarking on this journey, you are likely much farther along than you think. Think of how many things you've learned in Pillar 1, Pillar 2, Pillar 3 or Pillar 4, depending on where you are at. How cool is that?

Think of the ways it's changed your own decision making about your health, your own choice making. What are the things you honor for your body, your wellbeing now that maybe at one point you thought was just a luxury, or an extravagance, or indulgent? And now you see it as a must-have. A really common one for me, I know when I was first starting on this health journey, I would often put myself on the bottom of my priority list, my own self-care. So I have a daughter—and a husband, and there was this guilt, when I wanted to go to a yoga class, or do something for my own wellbeing, to have my body feel good, but it felt like it was in competition to making dinner. So I'd have this conversation in my head like, "I should be making dinner!"

Okay, I'll skip yoga today." And then I'd make dinner, and feel both guilty that I hadn't done something for myself, and resentful that I was feeling depleted, exhausted, and not getting to do the thing that I wanted to do. And what I really started to see, what I really started to get was that when I make that kind of choice, those around me suffer—they're getting a version of me that is not the best version of me. So, we call that a "reframe" you start to see something in a totally different way—a totally new perspective—and one you'll be learning as a health coach here in the Become A Health Coach training to impart to your clients—is that self-care is not selfish. When you take care of you, you have a surplus of energy, and that ripples out to everyone around you. So when you do choose to go to that yoga class instead of making dinner, or you can do both, but when you do choose to do those things for yourself, you're actually in service to those around you because they get a better version of you. So, it's not an indulgence, it's actually a necessity. It's not stingy, it's actually generous. You want the people around you to get the best version of you. So realizing that you, being bumped up, like oxygen mask on yourself first, you being bumped to the top of the priority list is actually so important, and one of the most loving actions you can do. One of the most respectful actions you can do. So, you'll see that as you go along in this training—this is two part training, it's both a personal growth training and a professional skills training. So whether you're coming into Become A Health Coach as a career, you're going to benefit side-benefits of improving your own self—because transformation starts with you, as you heal yourself, you heal the world. So, you're going to be getting those professional skills, and then a beautiful side benefit is that you're also going to elevate your own wellbeing. For those of you coming in with, just for personal growth and you're not choosing this necessarily as a professional vocation, you're going to be surprised that as you assist others to change by practicing in the Skills Lab, that you too are changed by that.

So welcome, welcome to all of you, no matter what stage you're at in this journey that that you are in exactly the right place, and I'm so excited for you to mingle with each other and inspire each other. And I know that some of you are also coming in with no experience at all with health and wellness, and some of you are coming in, and maybe some of you already have a certification, or you're already doing something in the alternative health and wellness space. So we can all contribute to each other based on our own life experience or our professional experience. And uh, our willingness to engage. The more you engage in this training and on the Facebook group, and connect with your community, the more outstanding experience you're going to have.

Also know, that learning is a process. Just a reminder, learning as an adult is a little different than learning as a kid. When we are curious, when we're kids we go to school—not everybody had a great experience in school, but likely as a kid you were very curious naturally. And you didn't have a lot of life experience, and you had a lot of curiosity. But as adults, we still have curiosity, but we have a lot of life experience we're bringing with us, and we've got a little bit of baggage. You know, some life challenges we've experienced and all kinds of other responsibilities.

We may have jobs, families, some of us have children, we have hobbies, and we have things we're responsible to. So the important thing to know about adult learning is that it's all about change. Change and flexibility in behavior, skillset, knowledge, and a shift in who we're being. As much as a part of us loves to change, there is that personal growth junkie in all of us, otherwise we probably wouldn't be here—something we have in common, as part of being part of this tribe, is that most of us are probably personal growth junkies. I read health books in the bathroom and cookbooks in the bathroom—just fascinated by all of that.

As much as there is that part of us that loves to change, there is another part of us, our critter brain that does not like change at all. For those of you who have been through the orientation materials, or have seen our training webinar for Become A Health Coach, and certainly those of us who have been with us for several weeks or months, know that the human brain, the cortex loves change and growth, expansion. The critter brain, the primal part of us hates that. It doesn't want change at all. So, oftentimes when we get into a learning situation as adults, mostly we're really excited, and a part of us is terrified. Because the critter brain, the part of us that doesn't want change, is trying to help us survive. And if everything stays the same and nothing changes, the critter brain ensures our survival. It's predictable, it feels safer. It's the unknown that feels unsafe. But guess what? All creativity happens in uncertainty. So we can start to look forward to the unknown. There are going to be times in this training, for those of you who are new, or even those of you who maybe are in the June Class, so maybe you've been trucking along feeling really comfortable with the material because it's familiar to you. Maybe you've heard a little bit about this before and now you're just more immersing in it, and it just feels really exciting. And then maybe you get to Pillar 3 or 4, and you bump up against learning something entirely new that you have never heard before, and there is going to be some of you who lean forward into that and there are going to be some of you going, "OH NO! That's too hard! Too unfamiliar! I don't know what that is, I'm freaking out! So what we offer you is to trust the process. Just trust the process. Notice that you can be really, really scared, or nervous, and allow that experience to be okay. You do belong, everything is figure-outable, and take it one thing at a time. If you're ever feeling overwhelmed, take a step back, simplify, smaller, bite size.

I know when my daughter gets really frustrated that she can't figure out something and she's working with a toy or something, and is slamming it on the floor screaming, "I can't do it!" so when you're feeling that moment, what I've explained to her is like, "okay, you know what? There is a way to figure this out and it's just a series of steps. So let's figure out what the series of steps is, and we'll start with the first one. We'll do that one until it's complete, and then we'll move forward." And you can digest/ assimilate/ metabolize this training in the same way. You take it in small chunk sizes. Do it until it's complete, digest it, assimilate it, write about it, talk about it on the Facebook group, as you're in conversation at a dinner party, and tell somebody what you're learning.

There is research that shows you retain about 30% of what you read, but 70% of what you repeat out loud. Pretty awesome. So talk about this, what you're learning, what you're passionate about, what you're fascinated by, talk about it with other people, and that's going to help you integrate it even more.

Okay let's all take a deep breath. So, rest easy in knowing that yes, this is a process. We're inviting you to trust the process that your creative genius will be coaxed out in the unknown. When don't approach the unknown, you won't learn anything new. So this is a journey of stepping into the unknown. And that can feel vulnerable at times. So here is a little question that I want to pose to you to pattern interrupt—sort of record scratch your brain when you're in that moment of maybe manic panic of, "Do I belong here? Do I fit in? Am I falling behind? Is this too easy? Too hard? Am I doing the right thing?" And here's the question, "If I was the bravest possible version of myself, if I was the bravest possible version of myself, I would..." and you will fill in the blank. Because there are times when you're going to feel uncertain, when you're going to feel unsure, and you may even feel panicky. And there are times when you're going to feel so confident and certain, and excited that you're on top of the world, and so self-assured that you took this step in your life, because it is going to change your life. I cannot believe what's happened to Carey and I since we made the decision to become health coaches—how it has impacted my own self at 40, I'm more fit, more healthy, more vibrant, radiant, and energetic than I was at 28. And how it's effected my relationship with my daughter, to have her have a relationship to her body, to food. So, you're going to have moments of manic panic, and you're going to have moments of just elation that you've taken this step because you can feel that it is shifting your life for the positive. And the benefits will continue to unfold long after you've completed the Become A Health Coach training.

So again, let's all take a deep breath. The way that we're going to run this call, is that I'm going to um, tell you how to raise your hand—you can raise your hand at any time by pressing \*2, and this call is really about getting your questions answered, or if you're bumping up against something for yourself in the training, or with a client—any questions you have, and you'd like to get some coaching from me, um, I'll give you some context about what kind of questions you might ask, or what you might have in mind. But when you come on you'll raise your hand, you'll share your name, where you're calling from, tell me which class you're in, if you're in the March, June, or September class. And then I'll know where to go from there. So that's logistically how the call will go, press \*2 on your telephone to raise your hand. And if you're not on the telephone, you might be on the webcast, that's okay, you can type your question into the webcast, and I'll switch back and forth from the live callers to the webcast.

So this call is scheduled for two hours—sometimes it goes all the way to that and sometimes it can be a little bit shorter—it just depends on how many questions there are. We do want you to feel very spacious if you need to, you can come in and out of this call, there will be a recording and also a transcript that will be posted. So, um, why don't you take a moment and write down for yourself, "What is something I'd like to know, feel, or understand today?" And the second question I'd love for you to answer is, "What is going well?" If you're in the March or June class, you're familiar with this question already. If you're in the September class, and just coming in, you're like, "What's going well? What?" Maybe what is going well is that you're actually really proud of yourself for making the decision for joining us here. Maybe what's going well is that you're both nervous and excited, and you're just embracing that. Maybe what's going well is that you've already dug into the orientation materials, or that you've made space in your calendar to be here. Or perhaps you're taking care of yourself in a new way with sleep, or exercise, or drinking water, or trying a new food. So, something you need to know, feel, or understand today, and something going really well.

Now, we are going to open up for questions in just a moment, but I want to set a context for a moment on how to best listen when someone who is not in your class is being coached. For example, when you're in the September Class, and you're just starting out, when you're listening to someone in the March or June Class being coached on something, they have a question and you have no idea what they're talking about. And you're thinking, "Oh my gosh, this seems so far ahead, I haven't learned any of this, I don't know what's going on!" There are a couple of reactions in that situation. The first one, you could get totally overwhelmed, and say, "Oh no! I should know what they're talking about! Something is wrong with me!" Probably unrealistic, because they're months ahead of you. You shouldn't know what they're talking about! You haven't gotten there yet. So instead of feeling overwhelmed, or "I should know this," having that internal dialog, and beating ourselves up, or criticizing ourselves, "I should know this already!" You wanna listen with curiosity and anticipation. You can think, "Oh! This is what's coming in a couple of weeks! I don't know what they're talking about right now, but I'm excited because I will." And for those of you in the March or June class, let's say you're hearing someone in the September class, and they have a question and they're being coached, you have the opportunity to say, "Wow! Ya, I know that already, I remember when we had that question!" And then you might think to yourself, "What would my answer to that question be? How would I answer my question, what would be my coaching around this person's question." And use it as an opportunity to test yourself a little bit about what you have learned about coaching, being with a question, how much you already know. So those are ways in which if you're in the different classes hearing other people from different classes being coached, how you can approach that and still get a lot of value.

So, we'll open up for questions, you're going to press \*2 on your keypad, and then for those of you on the webcast, you can type your questions in. So we'll start with your name, where you're from, what class you're in, and what is going well. Let's start with that. Okay, let's go to last four digits of your phone number are 4440.

Joyce: Hi Stacey.

Stacey: Hi, who's this?

Joyce: Hi, this is Joyce in Baltimore, Maryland, how are you?

Stacey: I'm great how are you?

Joyce: Great, great. It is wonderful to talk to you.

Stacey: And um, tell me what class you're in.

Joyce: I'm in the June Class.

Stacey: Excellent. What's something that's going well for you?

Joyce: Um, I just love each week's videos. I just get so excited when each week's sessions are released, and I love our little Facebook group, and I can't tell you how much I love the Skills Lab! It's just unbelievable, and have previously, several years ago, have been in another coaching program where we had something a little similar, but not to the extent that you have with a prescribed outline and lesson. And I was so discouraged, five years ago I just dropped my love of life coaching, I didn't even start anything after I completed the program.

Stacey: Your coaching practice is called, "Love of Life?"

Joyce: No, no, I was in a life coaching study, but I never actively—

Stacey: Oh, got it, got it.

Joyce: But I never actually, actually, the name of my business, I've had the domain for five years but I never had done anything is MyBestMidlife.com, but um, I was so discouraged when I came out of that program because I didn't know how to get started. So what you're doing with each week's videos and outlines, very, very specific Skills Lab is really giving us an exact program just like your program, of exactly how to take a client through. So I just love it, I'm so excited. And um, I have to say that I'm not normally one to trust the process, at all, but I have been trusting the process, and what I find is that I can, I'm really using my intuition with each one of my partners that I'm able to coach with. So I've been just thrilled.

- Stacey: Well, thank you so much for saying all of that. It helps to put the newer people at ease—especially going into the Skills Lab. So I'm curious Joyce, what you would tell someone who feels intimidated by showing up to a Skills Lab, practicing, especially if they don't have coaching experience. What may say to someone who's like, "Aaah! What if I'm not knowing what I'm doing, and what if I'm not good at it?"
- Joyce: Well I still think that because I always think that no matter what I'm doing. But, um, you and Carey went over that, and I think in the orientation webinars, to really trust the process. And at a bare minimum, I would suggest just reviewing this week's material for the Skills Lab. And then really it struck home to me that we don't have to get the "A+" we don't even have to get the "A", all we have to do is show up and get the "B" or the "C". It doesn't really matter, but there is so much wealth of experience and support for everyone going through this process. So even myself, such a perfectionist, even if I think, "I could do better next time." I think, "Okay, I will do better next time." And then I just drop it.
- Stacey: Yes! And by the way, I don't know if Carey has mentioned this before, but a great framework for right after the Skills Lab is, "What worked well? What would I like to try more of or differently next time?" It takes out the critique aspect of it, of trying to negate something we did as Oh, that sucked, that was wrong, I shouldn't have done that." And instead it's like, "no, no include that, because we're grateful for all the learnings." And no learning happens without mistakes. So it's a little self-audit afterwards of what worked well, because we want to do more of what worked well. So what worked well, and then what would I like to do more of or try differently next time?
- Joyce: That's beautiful.
- Stacey: So, did you have a question of something I can help you with today?
- Joyce: Yes, I definitely do. I'm actually playing hooky from work, um, I'm at work, but playing hooky on the call. So a couple of weeks ago I wrote in and you were the facilitator for the call, and I'm glad I have the opportunity to come in today. My question is around the Closing the Deal Conversation, my specific question was, I am definitely talking to a variety of people about my interest and passion in my coaching program, and how I'm going to be doing some complementary sessions around increasing energy and weight loss resistance. And I'm not getting a lot of great feedback in terms of um, my peers saying, "Oh, wow, I'd like to be one of your clients!" And I have definitely heard from the Facebook group and the other students in the June class that they're just going ahead and mentioning it in conversation and they are getting a great interest. So I'm curious if I need to reframe it differently. I do know about the intended emails, which I haven't sent out yet, but I'm curious about what your thoughts were, and thought, "Gee, do I need to put this on a community list?" And sort of like, recruit people the Craigslist way. So that is my first question.

Stacey: And are you—is it that you’re talking to people and they’re not taking you up on an invitation for the Closing the Deal Conversation? Or is it you’re doing the Closing the Deal Conversations and people aren’t interested?

Joyce: No, I haven’t even started the Closing the Deal Conversations. What I’m looking for, and honestly, constructively felt that there was one step missing in that particular lesson. So there has to be a step leading up to engaging people in interest and saying, “Oh, I’d love to do a strategy session with you on...” So my question is how do you get people? I’ve been casually talking about it and very excited, and telling them a little bit of what I’m learning. People at work, and people who I think, you know, who I’d love to coach, and they’re not picking up on this.

Stacey: Ya, so if I get your question, it’s preceding the invitation, what is the conversation starter that engages or compels someone to want to move forward into a sample session, or a Closing the Deal Session with you?

Joyce: Correct. Mmm-hmm.

Stacey: This is where the hot hook framework is useful, some people call it the “Elevator pitch” I don’t love that terminology, I love to think of it as more conversationally because if you’re having a one on one conversation with someone you met to say, “What I do is, I help so in so to get the blah, blah, blah without the duh, duh, duh...” You know it just feels so stiff and unnatural. So there is something that, I think of it as um, contagious fascination. And what I mean by that is that there is something about what you’re doing, that you’re so excited about that it’s almost like when people talk about life purpose. It’s the thing you can’t not do. So there is something about weight loss resistance, and what was the other topic you mentioned?

Joyce: Energy—increasing your energy.

Stacey: Increasing energy, so what is it about increasing energy or weight loss resistance that just like, gets you? Why are you excited about that?

Joyce: I think that there is hope, and that there is some—there is not a one criteria but it's sort of a journey, little steps leading to increasing that energy level, increasing that weight loss.

Stacey: And what can happen for someone who has that increased energy?

Joyce: They’re able to do more things they need to do, that could be—it is for me, but with sort of a charged energy about them without having the sluggishness all the time.

Stacey: I'm just going to ask you a bunch of questions if that’s okay.

Joyce: Mmm-hmm.



- Stacey: Great. So, when somebody is sluggish in their life, if they continue on that track, what's just be dramatic for a moment, what's the future nightmare that could occur?
- Joyce: Well they just don't end up tackling certain goals that they wanted to go after.
- Stacey: Okay.
- Joyce: Because they're too tired.
- Stacey: And what in general, what could be the sorts of things important to someone. Of course it's going to vary for each person, but let's just play a little bit, could you give me a couple examples of maybe for yourself, or people you've talked to? What is it that being sluggish prevented them from doing in their lives?
- Joyce: I actually haven't had this specific conversation, but that's what I'm saying, just leading up to the strategy, I would say for me, um, when I'm feeling sluggish, especially when I come home in the evening, I just don't exercise or move the way I want to. So when I devote even just 20 minutes to an exercise on a treadmill, I'm like, "I'm too tired, I can't even go down into the basement to do that!" If I wanted to get on my Facebook page and maybe post something about this program, I'm just dragging, I can't even do that, so I'm just sabotaging myself, being so tired and sluggish.
- Stacey: Okay, and after you, so you're faced with the choice of go downstairs or the treadmill or whatever, and "I'm too sluggish, too tired, just dragging along, I kinda made a promise to myself earlier in the day that I would, and then I don't." And the feeling that goes with that is what?
- Joyce: I'm just too tired to do what I said I would do.
- Stacey: Too tired, and is there a judgement or is it more like, "Ok I'm too tired, I'll just do it next time."
- Joyce: You know for me there is no, the judgement is gone, it's just, I have to continue to keep it in mind that I'm going to do it, but right now I'm just not feeling it, I have to push it off to another day.
- Stacey: Great. So that's the place you've gotten to. Was there a time where there was a judgement?
- Joyce: Yes.
- Stacey: And what was the judgement?

Joyce: I'm just not good enough, I can't keep up with other people.

Stacey: Okay, great. Okay, and "If I can't keep up with other people, or if I'm not good enough, what might happen to me?"

Joyce: I'm not going to be able to succeed in this program, I'm not going to be able to have the energy I want to, to lose weight and increase my energy level.

Stacey: Okay, and if this was someone else, not you, but someone kinda like you who was not a health coach, not in this program. If they were having that conversation, "I can't keep up with other people, I'm not going to be able to succeed," what else might they be worried about?

Joyce: I think I would immediately go towards, "Let's look at what you do every day and what you've already accomplished for yourself, and let's set new standards for you and not you know, think of stretching you and not comparing yourself to others."

Stacey: Okay. So here's what I want you to do, Joyce. This is where um, instead of thinking of quite the outcome yet of the Closing the Deal Conversation, I want you to release the pressure on that and back up a step, just use this as a research frame. What you're looking for is both in weight loss and increasing energy, what are the gains to someone if they got those results, and what are the losses if they don't. So we're looking at the—both the positive and negative consequences.

So with weight loss, is that most people, it's kind of like what we teach, most people know what to do, they're just not doing it. And what happens when they don't do it? They often end up in a punishment cycle, they start to beat themselves up, which sort of, they try to fore themselves into submission and taking action. "You're so fat. You loser, you better do it tomorrow, or you won't eat for a week!" You know like, beat up themselves, and I don't know what kind of client yet yours is going to be around these topics, it could be someone who wants to look and feel better, it could be that simple. But I want to invite you to dig deeper. You said the word, "Sluggish," what are the thoughts, feelings, and behaviors that go with "Sluggish"? I don't want you to answer that now, I want this to be what you're in conversation about. What are the thoughts, feelings and actions, habits for the actions, that go along or perpetuate "sluggish"? And what are the thoughts, feelings, and habits that go with weight loss, and increasing energy? What are the positive and negative consequences of each? Sluggish, and increasing energy. And we wanna look at different areas of their life. How will it benefit them in their personal life? What are the roles they play in their personal life? Maybe they're a parent? Maybe they have a hobby? Maybe they're an athlete? Maybe they're just anxious all the time, partly because they have so much to do and not enough energy to do it.

So this is where it's just curiosity instead of looking for someone to necessarily sign on with you. It's just a, "Hey, I am entering this field of becoming a health coach, and elevating to the next level," because you already have some background life coaching, so, "I'm going to take my practice to a next level, and I'm in an immersive research phase. So I'm really curious right now about as many people as I can talk to about their experience of wanting to lose weight and not being able to, even when they're doing healthy things, and their experience around energy. Because I believe that you need energy to do all the things you wanna do in life. And if you don't have that energy that we spiral into negative thinking, of 'I'm not enough, I can't keep up with others.' And comparing ourselves, beating ourselves up for not doing it better somehow. And that drains us even more."

So we could also be curious, like another research question and conversational question is like, "What do you notice are the things that give you energy, and what are the things you notice take away energy?" And then just starting conversations with people about these topics so that you can start to gather the words that they actually use about their experience. Then, we're going to synthesize that so you can approach people with the conversation that is highly engaging.

- Joyce: So if I'm hearing you Stacey, you're encouraging me to just talk a little bit about the program I'm in, and tell them I'm in kind of research mode, and that you're curious about the topic of energy, and ask them what are the things that give them energy? What are the things that take away from energy, and the same kinds of things about weight loss?
- Stacey: Exactly. And where do they notice in their day that their energy dips? There is some aspect of the Closing the Deal Conversation that you're bringing into just banter. So we haven't set up a formalized container of "Oh, now we're in a Closing the Deal Conversation." It's more of a, you're meeting people, you're fascinated by this topic.
- Joyce: No one has told me, you know, I may be talking about energy and weight loss in general, but no one has said, "Oh, I have the same thing." Or, "Oh, I wanna lose weight." So we haven't even gotten to that point yet.
- Stacey: Ya, I think that's because right now you're still talking about it super general. And we need to get onto a daily granular, human experience level of what is it like for the person who has low energy, and 20 or 30 pounds to lose or however much you're working with? What is it like to be in that person's body so they have an experience of, "Woah, you're in my mind. You understand exactly what I'm going through." And what that's like. So we put ourselves in the shoes of someone who wakes up in that body, maybe they're already feeling sluggish, even when they wake up, like, kind of do a big sigh of dragging their feet out of bed to the bathroom, do their morning ritual, and then they go to get dressed, they're facing the closet and they've got the wardrobe blues—they've got a closet full of clothes, but nothing to wear.

- Joyce: That would be great, but I don't know that there is any way that maybe these basic questions going into a conversation with this goal can perhaps be written up for us?
- Stacey: Well it is, in the Closing the Deal Conversation. So you're taking the questions from the Closing the Deal Conversation, and bringing—see what question you sort of resonate with and start to bring that into a natural, more casual framework. And it's from those casual conversations I actually had great success in leading actually, without my attachment to it needing to go to a Closing the Deal Conversation, but just after five or seven minutes of talking to someone about these kinds of things and getting really granular—like, “Wow, no one has ever asked me those kinds of questions or listened to me that way, like, is this what you do?” And you're like, “Ya, and actually, if you want to take this conversation further, we can set up a conversation.” Do you have a name for your Closing the Deal Conversation?
- Joyce: No, because I think it's going to depend on who I talk to. So that again, is that—
- Stacey: Well, this is where it gets—you can't call it a Closing the Deal Conversation.
- Joyce: I'm not even there yet, Stacey.
- Stacey: I understand, I understand.
- Joyce: I'm not even there.
- Stacey: But, you have gotta be prepared for that. Because you are going to have somebody who wants to do that, and so is there um, what would be a—have you thought about it at all of what would be the name of the conversation?
- Joyce: Well again, I would either do the “Weight loss resistant” or the “Increased energy” depending on who I'm speaking with—those are the two I resonate with in terms of clients.
- Stacey: In terms of “Increased energy” would you feel comfortable with a “Double your Energy Strategy Session”?
- Joyce: Sure, sure, I'd be comfortable in that.
- Stacey: So then the conversation is “Double your Energy Strategy Session” it's, “If you had double the energy, how would that make an impact in your life?” That's an incredible starter question, its like, “Woah, I haven't even considered that.” Because most people have a poverty deficit or sacristy thinking. It's—they don't even allow themselves to imagine how good it could be. They're just in that constant survival mode.

So part of the way to inspire someone is to give them a felt sense, which you do this by this question, of having them imagine that if they had double the energy, then there is not very often, they're mostly like, treading water doing doggie paddle to just stay afloat and get a breath of air. And so the way to inspire someone is to give them a sense of like, "Wow, I'm cruising on my back, and maybe on the raft or something." Something like that, because most times they're faced with obstacles, difficulty, problems, not enough to do, not enough time. And so there is some way in which we're um, giving them altitude, rising them above that for this part of the conversation. And um, so double your energy strategy session of, "How would that make an impact in your life?" And then once they're in that inspired state, you simply turn around and say like, "Well, this is something that I actually help people do. Because I believe..." then you want to fill in what is it you believe about somebody doubling their energy? Would you like to continue the conversation? If I could offer you a way to double your energy, would that be useful for you? If I could offer you a resource for that, would you like to know more?" And inevitably they say "yes." And that's when you say, "Great, do you want to set up a 30 minute conversation? I'd love to continue the conversation." Does that help a little bit?

Joyce: Um, it helps a little bit, but again, let's—you know, if that was—I guess I'm still confused.

Stacey: Okay, so let's focus on that, where is it that you're stuck?

Joyce: So if I'm letting some of my colleagues know for example that I'm in this program, and I think that they perhaps have a weight loss issue, so there I might talk about weight loss resistance. So I'm almost feeling as if they're stepping back a little bit like, "Who is she to talk about weight loss resistance, or even asking me questions."

Stacey: What lets you know that they're thinking that?

Joyce: I don't. I'm just, it's a supposing that I've had.

Stacey: Ya, but I'm wondering, what is it that you're paying attention to that has you think that?

Joyce: My body size compared to theirs perhaps?

Stacey: And your relationship to your body size is what?

Joyce: Um, I definitely, with regards to my self-care, um, you know, I still look to lose 10-15 pounds, and I've been making small changes, and I'm trying not to be judgmental about if I don't always carry through these, and that's sort of the beauty of this program and what I feel I have to offer especially with women in my same situation.

- Stacey: Okay. So when you are talking to someone about weight loss, there is some part of you that's sorting for you know, "Who am I to be talking about this because..."
- Joyce: I think I haven't been talking about weight loss specifically, I am sort of dodging—I'm talking about improving one's health through nutrition. I'm doing energy—
- Stacey: What are you dodging?
- Joyce: The weight loss. The actual specific conversation around weight loss. Because to me it's more of a health, it's a health related issue and not, I don't wanna just focus on any potential coaching program I have just on weight loss. So I'm thinking about improving one's health.
- Stacey: Okay, there is some judgement or comparison going on in your mind—what is it?
- Joyce: That they think, they might think, "Well who is she to tell me what to do?"
- Stacey: Okay. And what—when you have that thought, what happens after that? Do you stop talking about health? Do you backpedal? Do you just non confront? What do you do?
- Joyce: I'm just thinking in general, I'm trying to get excited, I tell them I'm making small changes and we're learning all kinds of neat little tricks to um, you know, such as slowing down, and learning things like how stress inhibits digestion and/or weight loss. You know, just trying to give them the impression that I'm just excited—that I do complementary sessions now, and I actually don't want to pin it down to specific weight loss, even if that does become the qualifying issue where I might lead them into because I just, that's not where I want to go. I was a previous pharmaceutical rep for many years, and I tell them about that experience and how I'm really looking to use more natural, holistic solutions in improving one's health, and that's what I've been doing over the last few years.
- Stacey: Okay, I wanna go back to the "Who is she to tell me what blah, blah, blah..."
- Joyce: Okay.
- Stacey: What might you think instead that might be a little bit more empowering? What else might be true?
- Joyce: Well I think I'm just thinking that in my head, I don't know if it's really true or not.
- Stacey: Well, it's definitely not true, (TALKING AT THE SAME TIME).
- Joyce: I really don't know, it's sort of like a curiosity.
- Stacey: So whose voice is that, "Who is she to tell me?"

- Joyce: Um, probably like, the critter brain, the younger self responding to my mother.
- Stacey: Uh huh... and if we could go back in time, what is it mom would have said?
- Joyce: Actually, she just said it a few weeks ago to me. “How come you’re so heavy? Why aren’t you losing weight?” Like, mom is a size 2, she’s 85 years old, and I’m a size 10. So, she has to keep it up for all the little old ladies— so I thought, “Woah.” But I’m not thinking of my mother when I’m having conversations with my peers at work.
- Stacey: Not consciously, not consciously thinking about her, but somewhere in there, is a “Who is she to tell me?” So, we want to um, what do you think the—what do you think the energetic—like if we were to step into someone who was receiving a broadcast—an energetic broadcast, because it’s not actually being said. But someone who’s receiving, there are words coming out of your mouth and someone is receiving also an energetic beaming of uh, internal dialog. Like, “Who is she to tell me, blah, blah, blah...” let’s say you’re talking to me, and I’m projecting doubt onto you about what I’m talking about or what I say or how I’m coaching you. What do you think the experience of that would be for you?
- Joyce: I think I could pick up pretty well on that energy actually.
- Stacey: I bet you could. I feel like you definitely would. So if you notice that from me, would you um, feel inspired to talk with me further?
- Joyce: No, I would not.
- Stacey: Would you have confidence in my ability to help you?
- Joyce: No, I would not.
- Stacey: Okay. So what needs to—what is it that Joyce needs to adopt—what is the internal dialog that Joyce needs to adopt so what is being received is a “Wow! I think this person could really help me!”
- Joyce: I definitely know where you’re going, um, and I think I’m trying to do it right now, but I think that I because I haven’t responded, this comes up in my head.
- Stacey: Okay hold on, I’m going to pause you. Imagine someone, not you, but someone you respect or admire who may have fifteen, twenty, thirty pounds to lose. But they project confidence. Can you imagine someone like that?
- Joyce: Yes.

- Stacey: Okay, go ahead and step into that person. Put your heart where their heart is. I want you to see through the world, through their eyes, breathe through their lungs, put your fingers in their finger slots, put your toes in their toe slots and go ahead and breathe into their body. What is it they're believing about themselves that allows them to project that confidence?
- Joyce: They love themselves unconditionally.
- Stacey: Ya. Do other people want to be near that or far away from that?
- Joyce: They want to be near that.
- Stacey: Absolutely. It is magnetizing. Does it matter what size they are?
- Joyce: Absolutely not.
- Stacey: Okay, I want you to take this learning and bring that back into your own body. I want you to imagine a Joyce that has this knowing and this knowledge. Sometime in the next couple of days, just having a conversation about weight loss, or doubling energy. What's different about her?
- Joyce: That's a great exercise Stacey—thank you.
- Stacey: You're very welcome. It's a beginning. It's not the end all, but it's sort of what you project you get back.
- Joyce: Ya, definitely.
- Stacey: One of the greatest gifts you could get in this process is not the better technique of how to do the Closing the Deal Conversation or how to engage someone it's about who you're being in that moment. When you love yourself in the presence of another, it gives them the presence of themselves. And that is actually the gift of health coaching. We are mirroring for someone an experience of unconditional self-love. And that love, it's the judgement that holds all the weight. That self-love is the pathway to weight loss or doubling your energy. Can you imagine how much energy drain it takes to be judging ourselves?
- Joyce: Oh, tremendous. That's part of the exhaustion. Energy drain.



Stacey: Yes, it is, it syphons the life out of us. Judgment syphons the life out of us. And this is the turn around, I think we can continue conversations about what to say and how to say it and naming your session and all of those things are going to be useful, but I think the nugget for you here is this, the noticing who you're being in that moment and having that kind of turn around. So I wanna thank you for giving me the opportunity to work with you today.

Joyce: Thank you Stacey.

Stacey: Thank you Joyce. Okay, let's all take a deep breath. If you wanna raise your hand press \*2. Let's go to last four digits, 0422.

Natasha: Hello?

Stacey: Hi there.

Natasha: Hello Stacey, this is Natasha, how are you?

Stacey: Natasha, how are you?

Natasha: I am doing absolutely well, absolutely well.

Stacey: So can you tell me where you're calling from, and which class you're in?

Natasha: I'm calling from New Orleans, Louisiana, and I'm in the June Class.

Stacey: Fantastic, something that's going well for you?

Natasha: Well, you might wanna stop me, I have a whole bunch of stuff. Stacey, I'm just like, really excited about the information I'm learning, and I'm able to actually put it into work for myself. I'm excited about feeling more confident, uh, when I'm doing the Skills Labs. Uh, because I will get with another partner, and they will share the same sentiments I have, "I'm not fully prepared, I'm nervous," and I usually say the same thing, like, "look we're both learning together, we're both nervous, let's both just put our feet in and do the best we can do and learn something from this experience." So carrying that attitude I just have really been allowing myself to focus on what it is I need to learn and get out of the lesson.

Also, I'm getting uh, very excited because I'm getting a lot of respect from my family, I had a little bit of resistance because they were not sure exactly what I was doing, I had that to degrees—and you mention you're getting a certification, and that raises people's eyebrows. Like, "What is this and what are you doing?" But now they see the information I'm learning, the information I'm sharing, they see the difference in my behavior because I'm like, excited. So now everybody knows on Mondays and Fridays, I have a class. They kinda know the schedule, and what it was before was, "Oh, you're taking those little

classes, huh?” That kind of thing. So it’s—actually in addition to that I have people now outside of my home, like my friends asking me, “Natasha, when are you going to call me? I wanna be one of your practice clients?” So I’ve actually had the opposite of the last caller—I’ve had people waiting on me to get started.

Stacey: Wow! Fantastic. I love hearing that. Thank you for being here and sharing that. Is there more? I didn’t cut you off did I?

Natasha: No, no, I could go on, but I’m going to leave it here.

Stacey: So, how can I help you today?

Natasha: Well Stacey, as I mentioned, all that information, um, I have gotten an invitation from my children’s principal to speak at their school at the festival they’re going to have in April.

Stacey: Wow!

Natasha: Well, they know I’m a heart survivor—so they want me to do some information about health and I did tell the principal I’m going to be a health coach—

Stacey: A heart survivor? Tell me, what that means?

Natasha: Sure. I am 45, and at the age of 42, I had a triple bypass.

Stacey: Woah!

Natasha: Ya, I had that in spite of exercising day to day, I didn’t smoke, um, I wasn’t on any medications—I’m small framed, small size, so I basically was a pariah for the medical community because when I went in, saying that I’m having some heart issues here, I basically got dismissed from seven cardiologists. They all were telling me, “I believe you have anxiety.” I said, “Yes, I probably do, I’m a married single parent,” what I meant by that was my husband works long hours so I kinda had the kids by myself all the time.

Stacey: Yep.

Natasha: Yep. I said, “I’m probably stressed and have anxiety, but I’m not a medical professional, I don’t desire to be one, but I’ve had this body for 42 years and I know that what you’re telling me, stress, hot flashes, indigestion, chest muscle spasms,” I said, “that’s not it.” And I said to myself that I was going to keep going until could find a diagnosis or die trying. And basically because I insisted that somebody find a diagnosis—they ended up finding it, I had three blocked arteries.

Stacey: Wow.

- Natasha: So from there, I have been uh, a heart health awareness speaker with the American Health Society, and I've got my own uh, what do you call it 503c, uh, so I'm going to renew all that, and so they already know I speak about that so they asked me. So I'm trying to be prepared and help everybody I can, because I figured that god left me here for a reason, because I could have died. So spread the word, spread the word, spread the word
- Stacey: First of all congratulations, wow. Hello! What a story, what an incredible story. So you are speaking with the school—is there something you need help with? You sound like you know exactly what you're doing?
- Natasha: What I'm not sure about, because the audience is going to be parents and my own physician will be in the audience, and so I thought that I wanted to be very careful about what I'm saying meaning, how do I present to them what it is I do and what it is I don't do because I don't wanna come across—
- Stacey: What is the topic specifically?
- Natasha: I don't have a topic yet, but she wants me to gear it to health, I have to pick a specific topic, she wants me to talk about food, how we eat in Louisiana, we have a lot of spicy cuisine and that kind of thing, and that regarding health. She just told me this yesterday.
- Stacey: Is it about health in general or do you wanna speak about heart health?
- Natasha: I wanna speak about health in general.
- Stacey: Okay, and I think it's important for you to speak about heart health because that probably is a huge topic in New Orleans, and I would be curious to look up the life expectancy rate of those living in New Orleans compared to the rest of the country—because I think, and I don't wanna say for sure for now, but like, five years ago, um, around that time New Orleans had the lowest life expectancy rate, meaning people die younger than anywhere else in the country—so it was at the top of the spectrum of that, which gives people a compelling statistical reason about why they should care about what you're talking about.
- Natasha: Ya, Louisiana is defiantly number one in the heart disease list.
- Stacey: Exactly. And you have an incredible story that even, it doesn't matter how young you are, you know, at 32, who would expect a triple bypass at 32—
- Natasha: Yes—at 42.

- Stacey: Well you think that it can't happen to you, well, you were the same! No way, it can't happen to me I'm 32. And the key part of your talk is that this is something that can be helped through diet. And we know that for sure. So I think that actually is the main point. You do wanna have some shock in there, which you have—because life expectancy, is let's say there is 100 people in the room, for you to find a percentage of like, of those 100 people, statistically speaking, how many of them are going to have a heart attack or some kind of illness or medical condition that could have been helped by nutrition?
- Natasha: Yes—
- Stacey: So “Out of 100 of you, look around, there is 100 of you in this room, 87 of you are going to have, or 1 in 3 of you is going to... for every third person, see two people around you, one of you is going to have heart disease.”
- Natasha: Ya, I actually use that in several speeches. I say that exact thing you did, every third person, so yes I use that.
- Stacey: So, something that shocks them into attention, I would start with something like that, then I'd go into your story, “32 years old, triple bypass, no one thinks it's going to happen to you, guess what, this is all something that can be helped through diet and lifestyle. My intention for today is to inspire you with a few small changes that everyone in this room could make that will affect not only how long you live, but how well you live for the time you've got.”
- Natasha: Right. Now my deal is, I have all that because that's kind of what I say—so what I'm trying to do is when I'm explaining, I'm a certified health coach, I'm trying to find the dialog, what is that to explain—I want to explain what I am without uh, people thinking, “Oh she thinks she's a doctor,” or that kind of thing. I wanna be clear on what a health coach is and isn't.
- Stacey: Ya so, a health coach is a master of habit change.
- Natasha: A master of habit change. Ok.
- Stacey: Most of you what—think of something you could be doing that would have an impact on your life, but you're not doing it. Health coaches are not here to replace medical attention, not here to diagnose or fix, or cure.
- Natasha: Okay.
- Stacey: But we are here to help you make easy changes that support your best life. And the choices you make every day that determine your quality of life.

- Natasha: Okay. I'm trying to jot this down. I do have another question. How do I tie in that we as health coaches are seeking relationships with other health practitioners, meaning, doctors, nurses, dietitians, nutritionists? Because I kinda wanna say that because my own doctor will actually be in the audience.
- Stacey: Sure. I'd probably—be mindful of that because if you're just saying that for your one doctor in the audience, if there isn't actually doctors in the audience then do you need to be saying that? So you can say, you know, "The future of health care is changing, I became a health coach because I believe that health coaches are the missing ingredient in the health care system. We bridge the gap between all allied health professionals, so we're not working separately, we can work together. Doctors can prescribe, diagnose, cure, but health coaches can create the right support and the right accountability to sustain real habit change. It's time for our health care system to start allying and working together." Does that make sense?
- Natasha: It does and I did say that my own doctor would be in the audience, but there are a lot of doctors uh, and all that sort of thing in that audience. So I did want to make that point clear, so I didn't want people to assume that I'm trying to assume the role of a doctor.
- Stacey: Not at all. So you made that perfectly clear and say like, "This is the conversation of the future. Doctors and health coaches are already working together," so that's, ya, you're highlighting that a bit. Great job, I'm so excited for you.
- Natasha: And I have one last note on that. Um, 7 months post bypass surgery, I ran/walked in the Crescent City Classic 2013.
- Stacey: Woah! I love it, I love it.
- Natasha: So I'm back on my regular schedule of dancing and jogging, and I'm actually living a better life since I had the surgery. Some people think it's weird when I say that the surgery was the best thing that happened to me because it allowed me a chance to learn how to live. Now I'm actually enjoying my life whereas before there was always so much stress. And I actually know what's going on inside my body, and how to handle it, and definitely taking the classes have helped me understand even better. Before I was just doing research for three years on my own, but once I took this health coaching class, it's blown my mind because I now I understand how everything went.
- Stacey: Wow, well bravo! Thank you so much for having the courage to make those choices and to tell your story.
- Natasha: Thanks.

Stacey: Wow. Let's go to the webcast—if you want to raise your hand press \*2. And I see Andre confirming, “You are correct, New Orleans and Louisiana in general is the worst in life expectancy due to diet.” Mmm-hmm. Okay, Tara asking, “how much time should I budget for the Skills Lab?” Um, if you're here, I think the Skills Labs are 90 minutes, but Danielle, if you're here if you could confirm that for me?

Um...okay I'm looking at Michelle's question in Louisville, Kentucky—“My husband has become supportive of my choice to leave my job and peruse my dream,” Congratulations, “He has been my greatest opponent and it feels great to finally have him support me. My question is, how do I eliminate my own self-limiting beliefs and have the confidence to step outside my comfort zone to create a successful business?” So it's really useful to know what your beliefs are Michelle, so, what is uh, what are the limiting beliefs going on with you. and notice that every time we speak, think, like, beliefs are just running, sometimes we don't even realize they're running, but you can't go for 15 seconds without saying some kind of belief. See I just said one right there, “See you can't go for 15 seconds without saying some kind of belief.” It just happens it just falls out of your mouth, you can't even help it. So start noticing for yourself what are the beliefs that are perpetuating that? So the beliefs are what? What is it that someone might be believing about themselves or others to be having the experience you're having—which you didn't expand upon exactly what you're having limiting beliefs about. Is it about building a successful business? So noticing what are those beliefs. And what might someone believe in order to have the experience that they could have a successful business? And let's notice the difference between the two. You don't have to do anything about them, you don't have to adopt them, you don't have to believe them, and you don't have to do anything with them. With just curiosity and awareness notice what the differences are between those. And having that awareness starts to enrich the menu with more choice. There is a way in which we can put it out in front of ourselves to really look at it. And notice what is it we wanna believe? Then we can sorta make the movement to embodying or embracing the beliefs that would go along with someone who would have a successful business. And that does take coaching, you might ask on the Facebook page if somebody who has experience with belief change—there might be someone in the training further along than you, so uh, that would be useful. Just say, “Hey, does anyone want to do a practice session around some limiting beliefs I've had about having a successful business?” So then you can have that experience as a client. Because inevitably you're probably going to meet a client who is also having that experience. So as you work on yourself, you will gain the experience and knowledge of how to do that for someone else. Very powerful. Thank you for that question.

Okay, here is Valarie, “Something I need to know, feel, or understand how do I know I have read or found all the materials for the class?” Um, okay...so, in each Pillar you can click on the Pillar 1 and it will have tabs about the different parts of the course—so I'm not quite sure how to answer that question beyond that.

Everything is on the Member's Page, and if you have trouble with that you can certainly email us for assistance. Okay, um, you will also get an email, Valarie, just to let you know, I forgot about this, but you will get an email each week that will tell you about this week's lesson, so you can check with that as well.

Welcome Julie, from Land of Lakes, Marlene, in Toronto said, "We've been having a study group every Tuesday and Thursday evenings it's been great to workshop and brainstorm the work outside of Skills Labs, a question that comes up often is the business aspect of the course, we've all been wondering what kind of work we'll be covering, especially for someone not in the field already." So Marlene, I'm curious, are you in the March or June Class? Oh you're in the June group, so you'll be getting all of that in Pillar 4, um, about how to create your own program, and place it, and more about the Closing the Deal Conversation and what are the steps to uh, set yourself up as a business and get your paying clients, if you haven't already had your paying clients. So it's setting the foundation for building a thriving, health coaching business. So that will be coming in Pillar 4. You can also look back at the syllabus, the curriculum syllabus to see what's being covered in Pillar 4.

Renee asking, "Will there be any live events for this group? I get so much out of those!" So, for those of you that don't know, we do host a three day live event. Our next live event, we don't have the exact date yet, but it will likely be the first week of April 2016, um don't have the location yet, but that's what we're aiming for. We'd love to have one sooner, but Ms. Carey Peters is having a baby... and uh, we thought that might interfere a little bit. So the next event will be coming around the corner. I know that the winter will go by fast, and then we'll be together. I highly, highly encourage every single one of you to attend, it's really a fantastic experience. So thank you Renee for asking that. Okay last four digits going to 3395.

Keri: Hi.

Stacey: Hi.

Keri: My name is Keri...

Stacey: Where are you calling from?

Keri: Bozeman, Montana.

Stacey: Oh, I love Bozeman! My brother in law lives in Livingston. So not too far.

Keri: Not too far. So I'm in the new class, September, and today's the first day!

Stacey: Congratulations, you've made it so far! How are you doing?

Keri: Not too bad, just sitting in a cozy chair, drinking some tea and listening. So, um...

Stacey: What is something that maybe you've gotten out of today's call so far?

Keri: Well I loved listening to the last two conversations. Um, ya, I got a lot out of it.

Stacey: It's kinda fun to hear what other people are thinking about, or doing...

Keri: Ya, definitely. Um, the first lady, I was listening to her uh, I wrote some notes, and um, um, I liked that you said, "Marrying yourself love." Uh, ya, that resonated with me. Um, I am—you asked uh, what is going well, and the first thing that hit me immediately is just that I'm here. I'm here and at the perfect, perfect timing. Um, I have looked at a bunch of different schools, and like, for a long time, I was running a—um, I opened an alternative health care center and started off small, started off with massage therapists, because that's what I knew, um, I wanted it to be this large, alternative healthcare center in this amazing location—and I sort of put the cart before the horse. And I've been running it all by myself, and I've just got into too over my head and couldn't get to where I really wanted to be. So I ended up closing the business and flipping out, and going and hiding, and crawling in a hole and feeling sorry for myself, and looking at all the bad things of closing a business and the sadness around it. Um, and I guess the letting go of it. But um, during that whole time, that's been over three years ago that I closed the business, but I've always wanted to do health coaching. Um, there is just something that's always resonated with me about that. So—but running your own business and having a bunch of employees, I didn't have the time. So, it was like, no, no, and the last couple years self-sabotaging, wallowing, finding my own ground and that kind of stuff. And wanting to do health coaching but ya...uh, the timing wasn't right. So when I came across this, the timing was, I was so excited, and when I read all this, the first orientation I knew I was exactly where I was supposed to be in taking the right class, um, the right program. Um, I'm scared to death because there are some things I need to change for myself, um, I'm like, "oh ya, whatever..."

Stacey: What scares you about that?

Keri: Well, interestingly enough um, I think I just, I don't know where I read this in the last day or so, but the more that you focus on knowing that you have to change the more that it becomes a monster—and I've always been into alternative health, very like, I love it. Everything about it. And knowing that you can be um, you don't have to get all these crazy diseases, you don't have to be super sick, it can be as simple as changing your diet. But for some reason the last couple of years, I know that, I live it, I breathe it and I self-sabotage it anyway.



So, it's um, it's been interesting watching my journey the last couple years of just uh, the more that I know I have to change to be—because I wanna be a health coach so I can help other people, um, because I started out with another—I decided to take a business schooling first before I did the health coaching, which I'm not sure why I chose that first, but I started into it, because I know a lot of things. I have lots of knowledge I just don't know how to put it together.

Stacey: Are you one of those people who reads the last page of a book before deciding to buy it—

Keri: No, no, but I just, I am a walking encyclopedia, with the knowledge—but not knowing how to piece it all together. So I thought that doing the business schooling part would be the wise thing to do first. Um, but the first month into it, I froze, I literally froze, became depressed, can't do it, I don't know what I wanna do, I don't know what I look like to the world. Who am I to the world? So luckily I'm a lifetime member of this business schooling, so, I'm at the—I didn't lose all of it. So then I froze. Then the next year last year, it came up again, and I don't know, I faked out again. But the more that I focused on it, the more I—I've eaten stuff I've never eaten in years over the last year and a half. I eat the stupidest grossest things, bad food, and um, I got super, super sick this last spring. So sick that I couldn't even go up, down sideways, and it was as simple as my stomach was super, super out of balance. Um, and I knew it, I knew it, I knew it, and I knew that I was setting myself up for getting a serious disease because I was becoming so imbalanced. I thought, I had to go through all of that to finally go, “Knock it off, you wanna become a health coach, knock it off, quit being so scared, stop being so sabotaging.” Um, and so it's been an interesting journey the last couple of years. Knowing what I wanted to do knowing that when—so, when I saw you a couple, about a month ago, I just went, “Ok, knock it off, you're doing this. This is perfect, this fits what I need, do this first, put the business end of it you know, over here, work it in,” and I like that you set people up for success, and that's what it looks like to me that you're doing. Um, not just giving me all the health knowledge and then being sent out there. And that was one of my fears with some of the different schoolings.

Stacey: Ya.

Keri: Um, having a lot of knowledge and getting out there and going, “Uh, I don't know what to do.” Because I have a fair amount of knowledge and not knowing what to do, so I like this. I'm scared to death because I do have one habit that I know that it doesn't serve, and I'm going to admit it out loud because it scares me beyond words. Um, and it's the stupidest, and it's supposed to be the taboo of today's society, um, I know all the bad things about it because I'm a health care, I work with elderly people, so I see all the bad ramifications, I've been a smoker—

Stacey: Ok.

- Keri: And I've been a smoker since I was young, since I was probably 14, 15 years old, and I'm 49. Both my sisters smoke, and my mother smokes. And my mother called me last week because I got her to go to an alternative person because she's having issues, and he told her that she has sensitivities to nightshades, and nightshades is tobacco. So my mother came to me and I've sort of come to her a few times going, "I know I have to stop, I have to stop for a lot of reasons, health, becoming a health coach, you name it, everything." And so um, my mother came to me Saturday—I knew she came to me and said, "Okay, I'll quit." She called me last night and said, "Alright, you ready?" And I'm like, "No, whatever...yes. Ok." So I'm officially quit, today, but it's uh, I um, it's a, you're a slave to it, you're a slave to sometimes really, a habit that you know within the deepest of your core of being, that is 100% not right, not raw, it's just everything about it and it freezes you, and paralyzes you, and I've known that for a long time. I told my mom last night that I smoke with um, misery. Because I don't enjoy it—and she says, "I don't, I've enjoyed it," she goes, "But I have to quit." And I'm like, "Well, I was not enjoying it and I still do it!" So, um...
- Stacey: Well, besides the "I have to" it's the, "What do you want?" You know, we wanna rebel against the have-tos...
- Keri: Of course, that's me, and I am rebellious. It's been the one vice in my life I've always hung onto. Partly is rebellion, partly is because it's my friend. It was my friend through thick and thin, it's always been there for me, and that's a really twisted thinking. But it is the truth. You know it's—
- Stacey: I don't think that's twisted thinking at all! And we thank what it has been in service of. What has it been a benefit for you for? How is it your friend? And I don't mean that sarcastically, I mean that like, actually, it has been your friend.
- Keri: No, I started to quit a couple years ago and I literally, the first day, I grieved, and it shocked me to my core. I cried and cried for like, two days. And I am not much of a crier, I'm pretty steady, pretty hardcore, but I was shocked at the grieving of it because I realized it was my friend. It's never given up on me, it's never walked away from me. Um, I can always just rely on it. And that's a sobering, sobering thought. Um, that what you asked me—
- Stacey: Well ya, it's been your friend. The point is in that, well, I'm gonna just pause you for a moment, of, that this has been your friend. So it should be different and there's shame that I can hear in the, "I still have this habit, and I've had it a long time." And again, it's a little bit that conversation of, "I can't be doing this, I can't be doing that." There is an incongruence and a misalignment that presents with a bit of an inner conflict with going forward. And um, what I would love for you to have the experience of because judgement or she is never the path of healing. Um, but what I do admire is your willingness to come on and talk about it. Because I do think that the transparency is the cure for shame.

To actually be totally, radically honest. Like, “I do actually do this, and I want it to be different. But I’m a work in progress,” and to notice that is more than enough. We are all works in progress. Nobody in this call or anywhere else is perfect or has it all figured out. Even the big weightlifter with no body fat. You know they don’t have physically healthy choices all the time. It’s like, something. We all are a work in progress, and that is a part of our human experience, and we don’t escape that. There is no destination point where you are no longer a work in progress. I can be okay and totally appreciate who we are now without negating any aspect of it so honoring what is and embracing what can be. So this is a growing edge for you, and say, “Thank you cigarette, you have been my friend for a long time. I really appreciate what you have been for me. And now, I’m ready to update um, what kind of relationship I need for coping, or whatever it was in service of.” And to start exploring for yourself, if it wasn’t that, then what is going to go in there instead. Because we all need our coping strategies and we can decide if those are destructive or if those are healthy. What do we lean in towards when we’re stressed out, depressed, frustrated, where do we lean? And for some of us, we lean towards binging on food, or binge buying, or cigarettes, or alcohol. There is a way in numbing the sensory experience of difficult emotions. And that time can be really useful when we’re feeling overloaded when we just can’t deal. And now it’s time for an exploration and a research, what could it be instead? And instead of the self-destruction, might be health promoting.

Keri: Ya, definitely. I mean, yes, I’ve had some shame around it but also the thing that’s bothered me over the last couple of years, it’s just, going, and knowing that it’s time, knowing that it’s time to move on and I’ve stayed in that I’m not moving on. And that’s coming to this, this program too. It is that I need to move to the next thing, habit change. I love when I came across the first thing in the very beginning, it says, “I am the master of habit change.” And I went, “Oh...” Because that’s what you know, you’re needing to do, you’re needing to change a few things and you’re needing to say goodbye, and just walking into that, and walking into it being petrified, but okay, I’m going to walk into it. Um, but...

Stacey: Have you quit before?

Keri: Not really, maybe for like a week when I’ve had to go to a clients’ and they don’t smoke.

Stacey: Okay, what support do you think you might need to set yourself up for success?

Keri: I don’t know um, I was thinking of starting one of those AA things, there is a smoker’s anonymous, I’m not totally sure that is something I wanna do, but knowing that my family, um, and truthfully um, just admitting it to the public, because I’m a very private smoker.

Stacey: When would you like to be different?

- Keri: Meaning?
- Stacey: If you were to come back to a call in the future, what would you be proud of sharing with us? Not to set yourself for being disappointed if it doesn't happen, but if you were to come back and say, "Hey that was me that was sharing about that." What was something you could start looking forward to now that you will share with us at some point in the future about this.
- Keri: Uh, as far as around not smoking, would be—um, that I'm just, that I'm free from that. I'm free to move more, that sounds strange—
- Stacey: No, I love it.
- Keri: Free to move more, to go out for a walk, to go breathe.
- Stacey: Ya, I want you to be telling us that as if that's already true.
- Keri: It is true. This morning I took some serious deep breaths.
- Stacey: And how did it feel to be taking those deep breaths? What did it feel like in your lungs?
- Keri: It did, it feels good. I know that I have to, I'm not going to um, it's not going to be on an easy road, but just if I get bored, I like to put things in my mouth, just my thing that I'm trying to acknowledge now.
- Stacey: Mmm-hmm. I have that too, I do.
- Keri: And my mom did say something last night, she says, "Well, I can just sit and be calm." And I was like, well why would I want to sit and be calm? Right, you're right I know that, but is it ok to just be calm and to just sit in that moment and embrace that?
- Stacey: That's a whole nother question! Some of us discover, like all we want, "I just wanna be able to relax! I just wanna be able to sit calm but there is too much to do!" So we're racing, racing, racing, hurry, hurry, hurry, and then finally we get to a place where we get to sit and relax, and suddenly we feel anxiety because you're relaxed, and shouldn't you be doing something? That's a whole nother thing to focus on! So I wanna go farther on all of that, but it's time for us to complete, but what I want you to walk away with is um, to already be feeling that sense of that you can do this, and that it's really exciting, and that there are tons of people cheering you on. There is a version of you that is also cheering you on.
- Keri: Cool. I wanna thank you for your knowledge, um, for providing this program, um and this platform.

Stacey: And I'm excited to see what you end up doing with combining all of your knowledge, and that I love it that you put the cart before the horse, everyone's got their own way of doing things, and I think that there is genius in doing that.

Keri: I am putting the horse before the cart this time though.

Stacey: Well, this time. But you've already got some back end built, of your experience I mean, of learning like you. So it's cool to see what's going to happen to you, so welcome, welcome.

Keri: Thank you very much, and have an awesome rest of the day.

Stacey: Thank you, thank you so much. Ok so, go ahead and take out a fresh sheet of paper, what is something you are taking away from this call, something you're feeling in for yourself? Something you appreciated, learned, something you are taking away from this call. And I want to thank everyone who was here, just even if you showed up that your listening was as important as the questions asked, these are great questions saying thank you to those who courageously raised your hand and I got to work directly with—it does take courage to do that. And I want to invite you to post your answers to those questions for what you're taking away from this call on the Facebook page. There is a way in which when you write down your specific "Aha!" your take away, you seal it in for yourself, and when you share it on the Facebook page, you further feel it and you also give the gift to someone else of that "Aha!" We are definitely looking at having you get everything you can out of this training, so please engage as much as possible and helps us know what you're getting. Um, or where you need more clarity and help.

I do see the last question about the Skills Lab is um, is that do you need to do something before the Skills Labs? Just review the Skills Lab outline, you do not need to find a partner before the Skills Lab session, you can just show up and we will partner you up automatically. So you do not need to come with a partner. You only need to connect with a partner on the Facebook page if you are not able to come at the scheduled Skills Lab time and you wanna schedule it at your own convenience. We have people from all over the world in different time zones. We've tried our best to provide a variety of times, but for some reason you can't make those then you will say, "Hey, I'm looking for a partner for Skills Lab Pillar 1 and you'll find a partner that way, it's very simple, and you'll follow the outline. And then for those of you showing up for the actual Skills Lab time, make sure that you do review the materials for that week's lesson, and you read the Skills Lab outline so you can show up prepared. And we will explain how it's run, and um, and partner you up with someone.

So again, about sharing on the Facebook page, you may wanna push yourself out of the comfort zone a little bit. You don't have to post all the time, but we do want to know what is the truest thing you can be sharing right now? What is the most vulnerable thing you are willing to share? Here do you have a question? What was your take-away from the call? This is an extraordinary ride, it gets better every single week, and I'm so thrilled to be with you on this journey. You'll get a lot of Carey in Pillar 1 and then you'll get a lot more of me in Pillar 2, and so um, thank you, thank you for trusting in this process, for choosing this, welcome to the September Class, those of you in the March and June Classes, please uh, give that warm welcome to the newbies coming in. And know September Class, in just a few months you'll be the veterans of the program—you'll be the seniors so to speak for the new students coming in. So it's kind of cool the way that happens, I'm enjoying this community, thank you everyone, and have a fantastic day. We'll talk in a few weeks.