

## Office Hours – September 28, 2015

Carey: Hello everyone! Welcome, welcome, welcome to the Become A Health Coach Office Hours, its Carey Peters, I'm so, so, so excited to be here with you today! I see that we have a bunch of people here on the webcast, a bunch of people on the phone. So, we're going to hop in, there is lots of juicy stuff we're going to cover today, so many great questions have been sent in and I just wanna go ahead and start by just kinda settling in for a moment, because you know, we've got a lot going on in our lives, and as adults we, it would be so cool if all we had to do was go to school, do our fun studies, and not have to deal with anything else. But, that's not really the reality of most of our lives, we have jobs, and families, and we have children, and siblings, and spouses, and partners, and parents, and friends, and homes, and pets! And we're lucky. We're lucky to have so much in our lives. And sometimes there is so much in our lives that it's hard to take a moment for ourselves and to do that sorta without guilt, or without multitasking, or without feeling like, "I should be doing something else!" And so, I wanna invite you to take this Office Hours time to allow yourself to simply be here, now, and to know that everything and everyone will be waiting for you when it's over. And that's okay. For now, you get to be here. For you, doing what you love to do. And allowing yourself this experience today, and allowing yourself this experience in Office Hours, or when you are listening to a training video, or in a Skills Lab, in a way, it's sort of practicing when you get to allow yourself to have this as your career, and imagining that you get to, you can, and then you will have the experience of getting up every day and being immersed in what you love. That feels really good and really exciting.

And not everybody in the world is sort of programed to believe that is a possibility, and so sometimes we have people around us that are um, well meaning, certainly, and wonderful and lovely, and may not totally understand or believe in what we're doing quite yet. And that's okay. Those of you who have been through Pillar 2 Lesson 1, you know about a concept called, "The Map", and if you have not gotten to that point in the training yet, you'll learn that the central concept to the Transformational Coaching Method, and for those of you who don't know it, I'll share a little bit about what it is, and those of you who do know it, this will be a quick review. So the Map is essentially the way that we see the world. And that everybody in the world sees the world in their own unique way. The way they see the world is based on all of their life experiences, based on their primary caretakers, their family of origin, their belief systems, um, based on the society they lived in and the schools that they went to. And everything that has sort of accumulated as experience in life creates our map of the world. And if you can imagine everyone almost looking around the world in front of their eyes is a map and that's how they see—some people see mountains, and some people see valleys where some people might see a river, other people might see an ocean, and a map is—everyone has a unique one. Every single person's map is different, and every single person's map is valid. And what you'll find is that as you are venturing out into this new career, you're going to learn a lot about other people's maps.

Because on your map, in your belief system, in your view of the world, there is a possibility that you can do what you love, and make a great living at it and can help people; or you wouldn't be here. Even if you were someone who was like, "Well, part of me believes it, but that's like, the smallest most minute part, that's okay too, that's alright, even if it's a teeny, little part. Some people don't have that at all on their map. So what you are gonna find is that as you walk through the world, kinda moving in the direction of what you want, moving in the direction of your dreams, that it sorta triggers other people to respond to you, and they're doing that based on their map of the world. So their belief systems are going to be very different from yours. And oftentimes, they're going to share their belief systems with you and sometimes they match, and sometimes they don't. And that ultimately, that's totally okay. They don't need to change, and you don't need to change—all we need is the awareness of, "Oh look, we have two really different views of this particular situation," and what you'll find is as you're growing in your career and your business, you'll gravitate toward people who have a similar belief on their map, the belief that this is a possibility. And, you may have people in your life who are very close to you, loved ones, people you treasure and cherish, who just are not going to have that belief at all, and that's okay. Because you'll find that group of people who do have that belief, hopefully here at Become A Health Coach, and you'll say, "Oh! My tribe! My people! I'm home!" And it doesn't mean that we lose the people in our lives who we love who are not quite on board yet, we don't lose them, they're just not there yet. They don't have the possibility on their map. What's possible about your presence in that person's life, is that you are there to help that person see the possibility, and you don't have to force it, and you don't have to push it and you don't have to shove it down their throats, just, you're being-ness and the fact you're doing this is what opens up a possibility for them, so all of a sudden they're looking at their map and a whole new city has popped up, and they go, "Gosh, wow, this is possible, I didn't realize it was before, and you've shown me that it is." And that's a pretty cool feeling.

In the meantime, remembering that at certain times, I know when I was going through my health coach training, I was like, "Am I just crazy? Is this just like, not even possible, and I'm just a complete dreamer? This is insane!" And part of me looks around and says, "Wait a minute, there are other health coaches doing this for a living, so it's not totally insane, I am not dreaming. This is possible. If someone's doing it, then I can do it too," And secondly, I kind of accepted about myself that I in a way, I was a bit of a dreamer in that I envisioned something for myself that was a different than a lot of people wanted for themselves. Not better, not worse, just different. And that I was comfortable, and wanted to do something different, not everybody is that way, and that's okay, they don't have to be.

And once I sort of accepted those two things it was like, well, practically yes, it's possible, there are people doing this, and energetically, ya, I do kinda like—I like thinking of something different for myself and having a different kind of lifestyle than what I was raised to move toward, which was a typical job, and typical jobs are fine too, there is nothing wrong with them, it just wasn't right for me.

So as I was getting ready for today's call, and thinking about all of you, I sometimes pull an Oracle Card, and this was a little um, I don't know if any of you are secretly a little woo woo, type people, but I can tend to be. And I don't necessarily wear it on my sleeve, but I do tend to like to find different ways to connect with that which is greater than myself and sort of see, "Hmm, where might everybody be today on the call?" And so the card I pulled um, was the Stag, which is very proud animal, and this part is all about pride and leadership, and when this card appears, it really tells you too take pride in all that you do, and to be the leader and to hold you head high. And others really do follow by your example. But, the card also says, it's not about being arrogant. Um, I don't know if some of you heard my story about when I first started health coaching and how I would be in the grocery store grocery shopping, and I'd look in other people's carts and I would judge them, oh my gosh would I judge them! "Oh, you're eating that?! You're a horrible person! I'm not eating that, I'm so good and pure!" So, what we wanna look at is, are we looking at people in the way that, "Hey, what is the highest good of all, and how can I be my best self?" Or, are we in this place where we're sort of like, arrogant, and elitist about what it is that we're doing. Certainly I, I laugh when I say that because I would certainly have that challenge.

So the idea is to not be in a place of arrogance, to not be in a place of low self-esteem but just to really be in a place where you go, "You know, I am on a path where I'm in service of being called to something that feels important. Something that feels larger than I, and I believe that is happening for a reason. And I'm happy with how far I've come, and I know that when I look back, even a year or two years, three years from now, I'm going to be really, really happy with that. And you can take pride in that, you can feel good about that, and just being in that space for yourself is an inspiration for other people whether they agree with what you're doing or not.

You know one of the things you'll hear Stacey and I say, there is a word, um, that you'll hear a lot in all kinds of ways, and it's "Authenticity". It's a powerful word, and one that's used often, and our particular definition of it is that authenticity is being in your truth without needing to be right. So I feel like what this card is asking of us today, is that wherever you are in the training, there are some of you in Pillar 4, there are some of you in Pillar 1, there are some of you in Pillar 2, wherever it is that you're in the training, is to allow yourself to be where you are, and to be your authentic self about it, without necessarily having to be right or pushing an agenda, but just being.

And allow the people around you the space to have their views of the world, and give you the space to have your view of the world, and for you all to peacefully coexist, and for those you're meant to effect and impact, um, it opens up a space for that to happen without you having to push it. And this is true for your clients as well, there is a sense of, you know, one of the goals of the Become a Health Coach training, and all of our advanced graduate training, especially in Transformational Coaching Method, and um, TCM Mastery, is that what we're after is helping you create your career as a coach. It's total ownership of yourself, of who you are, what is authentically true for you, and being that sort of pillar of solidity and acceptance in yourself, is what opens you up for your clients, in a really powerful way. You know, one of the things that we talked about, and I promised I'm going to move forward into questions and answers, um, but one of the things we've talked about is out in the real world, what surprised Stacey and I was, oh god, we were in school, we learned all this information, and most of it was useless. Because people don't make a change based on information, they make a change based on your, on how you coach them to make a change.

So we talk about the formula for habit change as 20% information and 80% transformation, and if I could add a little bit on that, I know that  $80 + 20 = 100\%$ , but if I could go to 120%, I would say that top 20% of habit change is actually who you as the coach are being, and who you show up as, as a person. It's one of the things that I think is so special about coaching as a career, the more powerful you are, and empowered in yourself, the more you open the possibility of empowerment for your clients. It's a really special, and exciting, and humbling um, kind of thing. So what we're after here in Become A Health Coach both for ourselves and our clients, is personal ownership and personal empowerment. And we happen to be doing that through the lenses of nutrition health and wellness. Which is such a powerful lenses because when you don't have your health, it's tough. We used to tease, my grandmother used to say, "As long as you have your health, you have everything!" and it was one of the things that your grandmother says so much that you kinda tease her about it and make fun of it, well, it was all well and good until she actually got really sick, and then she was diagnosed with a brain tumor about 15 years ago, and that's when her wisdom really hit home for me. That was the first time I really started considering health for myself and going, "Well, what am I putting into my body? How am I choosing to live my life, what are my thoughts about myself and the world? And is this healthy? Is this the best version of me I could be? Because she was right! She was right.

So, what I invite all of us to do today on the call is, as we're listening to different questions and different answers, you're going to notice that there are people in different um, sections of the training, and I wanna point out why that's a benefit for everyone. If you are further ahead than when you hear people who are behind you in the training asking questions, it's an opportunity for you to instill or install and remind yourself of knowledge from the beginning of the training. You know, we pack a lot through a short period of time, and to hear things repeated, you almost can't hear them repeated enough.

There have been trainings of mine that I've been in that I've retaken four and five times just to keep hearing it over and over and over again. And something a mentor told me years ago that I thought was really smart was, "There is one phrase that kills all learning, and that phrase is 'I know that'." So whether you're at the beginning of the training or the end of the training, whatever it is you're coming into this training with, because you're coming in with a whole lifetime of experience, valuable experience, lots of knowledge, many of you are extremely well studied, and resembling that no matter what your background, your personal experience, no matter where you are in the Become A Health Coach training then on every Office Hours Call, and every training video in every Skills Lab, every live event with us, in every touchpoint, they're always looking at, "What is that nugget of wisdom? What is that one thing that is seeking entry into my mind, my heart, and my soul so that I can move forward in my own evolution as a person, as a coach, as a trainer?" And by trainer I mean teacher, not like, fitness trainer.

So, I want everybody on the call to be listening for where is that nugget of wisdom? And for those of you who are early in the training, maybe you started in September, and you're in Pillar 1, and you're going to hear people ask business questions from Pillar 4, or coaching questions from Pillar 2, or personal growth questions in Pillar 3, it's so exciting, it's like, "ooh! Here is a sneak peek on what you get to look forward to!" Which is really cool.

So I wanted to encourage you, you may even want to if you're taking notes on the call, whether on a piece of paper, or in a notebook, or you know, a word document or whatever it is you use, that you might wanna make a place for the nugget of wisdom, and jot down those little pieces that come to you that really make a difference and crack something open for you.

Excellent. So let's all go ahead and take a deep breath in, and know that we're all here connected for a reason, and that this connection and meeting of minds, hearts, and souls is something that will impact so many more people than we're aware of now. That what's to come is a result of this meeting, this connection and this community is so much greater than we could have done on our own, (UNINTELLIGABLE) in our lives, and be grateful for that, and the opportunity to be a humble servant. Take a deep breath in, and let it out. Let's just take one deep breath in with gratitude in our hearts and let it out again.

Let's talk about how this call will work, of course, if you've been on the Office Hours calls before you know we'll go into all kinds of questions, and answers, and coaching, and um, the best way to use this call is certainly to ask questions about anything in the curriculum that you have questions about. Certainly anything uh, about the business of health coaching or the lifestyle of a health coach.

Certainly anything um, that you feel you might be struggling with in your health, um, one of the challenges I had when I started health coaching was I was still really kind of discovering and sort of into a sugar addiction, and then a binge eating disorder, and kind of thinking to myself, “I really have these challenges, I don’t—am I going to be able to help someone else? How does that work?” Um, and if that’s a concern of yours then let’s talk about it. Um, if you have concerns or questions about the business of coaching, or who you are as a coach, or how to have support from your loved ones and your families, all of these topics are topics you can bring to the office hours call. And I’m here, and of course Stacey is here as well on occasion to help you navigate that, because I think one of the benefits of training with people who have been where you are, and walked the path is that we’ve been where you are, and we’ve walked the path, so we know what it’s like, we know what you’re going through, we know what’s on the other side, and what the possibilities are for you, and so we have a lot of knowledge to share about all kinds of things related to this career choice and the lifestyle choices you wanna make for yourself. So no question is a stupid question of course, and if you’re on a webcast, you can type in questions onto the page and I can see those. If you’re on the phone, on Skype, then you’re going to press \*2 to raise your hand, and on my dashboard I can see your hand go up, \*2. And what I’m going to ask you to share uh, when I talk with you is—first of all, know I don’t bite, I’m not very scary at all, I used to consider myself intimidating, but I’m not. Um, so I’m going to ask you just a couple things so we can get to know each other a little bit, and as the (UNINTELLIGABLE) you might want to jot that down for yourself so you’re prepared. Um, so the first thing is, I’ll want to know where you are in the training, what Pillar, what week? And then I’m going to want to know, “What’s going well in your own self-care?” And you’ll wanna jot that down, everyone, because some chances are, even if you feel like everything is going to hell in a handbasket, well, there is something that’s going well even if you feel flakey you’re reaching for it. That’s okay. And then I’d love to now something that’s going well in the training for you, and then your question.

I do have a couple email questions as well, if you can’t be on the Office Hours call, but you have a question that you’d like myself or Stacey to answer then you can always email it to the support team and they’ll send it to us before these calls. So I’m going to answer a couple of those. And, what I’d love to do to start, is to go to a live call, so I’ll announce the last four digits of your phone number, sometimes your name shows up as it’s supposed to and sometimes it doesn’t, so I stick with your phone number. And the last four digits of your phone number is 7097, and I think its Anne, is that correct?

Anne: That’s right, hi!

Carey: Hi Anne, how are you?

Anne: I’m doing great, thanks, how are you?

Carey: I’m doing very well, getting very, very big and very, very pregnant.

Anne: Oh, that's so exciting! Congratulations! Um—

Carey: Thank you, thank you, so I'm wondering whether—

Anne: I'm sure that there are people who have questions so I was going to jump right in.

Carey: Absolutely, where are you in the training?

Anne: Um, I'm in Pillar 2, I uh, life happened, theoretically I should be at Week 10, I'm closer to 7 and that's after a scramble over the last couple of weeks to catch up. But um, ya, so I'm in the middle of Pillar 2 we'll say. Um, so what's going well from me from a self-care perspective, I would say is that I've kind of nailed the movement thing. For a long time I kinda stopped exercising and then about a year ago I started, and I've just really like, embraced it as a part of my daily life, and I just don't feel complete if I don't do it, and I get really cranky if I don't do it, so I make it a priority. So that's what is going well for me. As a matter of fact, also last week I did the self-sabotage week session, and what I've been recently going well for me is I am actually going to places where I would normally self-sabotage and making better choices when I'm there, so that also is going well.

Carey: That's great!

Anne: Which is exciting. Not always perfect choices, but you know, presence, not perfection.

Carey: Exactly. What's going well in the training?

Anne: I think so starting the week Pillar 2 started, life exploded for all sorts of reasons. And I literally found myself unable to do a whole lot for like, seven weeks in a row, so a couple weeks ago, I was feeling really overwhelmed and behind, and not good about it, and um, and in a large part too, I found myself really getting caught up—I connected with people who also needed to get caught up, so I have been doing two or three Skills Labs a week just to catch myself up, so that's what is going well, I'm sort of back in the ballgame.

Carey: Well that's awesome, I have to say um, you must be feeling like you're becoming quite skilled as a coach doing two or three Skills Labs a week has gotta be pretty cool.

Anne: It's fun actually, I really enjoy it, so that's the good news, it's actually really fun.

Carey: Awesome.

Anne: So my questions, I have one just like, extremely tactical question, and then two kind of about the coaching. One is, where do people coach? Do they coach in their house, do they coach in a coffee shop, do they have an office? Like, where do people coach?

- Carey: Ya, great question, and what are the other questions you have in mind?
- Anne: Okay so as I said, I've been doing a ton of Skills Labs over the last couple of weeks, and one of the, I'm going to be really careful on how I ask the question because I'm working with classmates, and I had a very private conversation with someone, so I'm going to make up a scenario for the sake of not identifying—but one of the people I worked with, it seemed to me like this classmate was really afraid of something happening, but couldn't see it so even though I was going down the path of looking for you know, what the MOFA was, and all that, but it was based on a conversation we were having. I think I could see something that they couldn't, and my question as a coach was like, when you're in that circumstance, do you point it out to them? I didn't because it didn't feel right, it didn't feel—you know most of the people I worked with, I've only worked with one, I got a little too intimate and too presumptuous, but there was something there that was clear to me. And so I guess as a coach, how do you handle that?
- Carey: Ya. That's a great question.
- Anne: And also can you give a definition of "high vibration foods?" That's my last question. One of the ones I was doing, I started laughing when I said that, I'm pretty—I live in Northern California, like there is a woo woo all around me, but I have a hard time saying, "Eat high vibration foods" with a straight face. Some of it is because, I don't know, if someone said, "What's a high vibration food?" I don't think I could answer the question.
- Carey: Right, these are great. So first question is, "Where do people coach?" Like literally, logistically—in a home, office, coffee shop? Second question is in a situation with a client when you can see something that the client can't, how hard do you push and when to let them know what you know, and then third, what's the definition of high vibration foods?
- Anne: Mmm-hmm.
- Carey: Great. Awesome questions, let's go back to "Where do people coach?" um, in my experience, uh, I have coached at home, I've coached in a chiropractor's office, I've coached in coffee shops, I've coached in grocery stores, I've coached in uh, then I've coached in hotel rooms. My experience, especially when I started out, um, was that I did not like coaching in a coffee shop, restaurant, or grocery store, I did not like the experience of being where a bunch of other people are. It's extremely difficult, um, for the client to concentrate and focus, it's hard for you to concentrate and focus, one of the things you're trying to do is get into rapport, which for those of you in Pillar 2, if you had gone through week 1, rapport is basically creating a sense of trust and safety between you and the client so that their critter brain can relax and open up. And if you don't have a more quiet space, it's really hard for that critter brain to relax and open up to the stuff that needs to come out.



That's not going to mean you're going to have your client crying in the first session, it's just that it really ends up becoming more of a coffee shop or a restaurant about how tos and information, which is fine, and useful, and you are sharing how tos and information, but ultimately it's not conducive to the deeper transformational work, does that make sense Anne?

Anne: Ya, absolutely.

Carey: So my preference was always to be um, in either in an office or at home. Now, I, offices, there are all different kinds of arrangements. Like in the doctor's office for example where I worked in Los Angeles as a health coach, there was a certain revenue split for the office, and after a while it didn't make sense—it made sense because I got clients through their office, but then it didn't make sense, like what I'm doing so much revenue, I can do this on my own.

Um, but that was a, you know, a gradual evolution. The other thing I discovered for myself, and this is something that you'll wanna discover for yourself and for everyone else to discover about themselves, is do you prefer being in an office? Because there are all kinds of relationships. You can go to a community office, and there is a place in Chicago, where actually a lot of therapists have offices on a particular floor of an office building, and then there is an administration person that they all run these offices.

Some people like to get out of their house and go into an office, I found myself to be, I'm just way more introverted, and I like to be at home, um, the other thing that I preferred about coaching on the phone, I actually found it more valuable, this is not true for everybody, but for me it was more valuable because there was something about the anonymity of the phone and there is a lot you can get from looking at somebody, and seeing their physiology, and seeing how their breathing and watching their face and there is a lot of information you can get from working with someone in person. And there is a lot of information you can get with working with someone over the phone. When you're not looking at someone they sometimes feel free and open enough to open up more than they were if they were physically in front of you.

Anne: Yep.

Carey: And you can actually tell a lot from tone of voice, pace of speech, breathing patterns, and if you're someone who—all of us are intuitive, but if you're someone who is particularly empathic or particularly sensitive of people's emotions, um, even to the point of being psychic, um, I personally find that I get more information from my sixth sense by not seeing somebody. This is not true for everybody, ultimately you have to find what works for you, um, but I would suggest that being at home, or being in an office of some sort, so that you have quiet, you have privacy, that person is focused you're focused, there are no distractions during the session, and that's going to be the optimal situation.

Anne: Ya. And you can do—you successfully have done at home on the phone?

Carey: Oh absolutely. And there was a time when I thought that was less-valuable than seeing someone in person, I think that we're sort of trained to um, imagine that the highest value is being face to face. Plus, if you go see a doctor, or a therapist, you are going to that person's office, so it's something we're used to. However, I found that I not only enjoyed being on the phone so much more, I got so much more information, our client got so much more out of it, there was no travel involved, it was actually significantly easier on the client and they got just as much, if not more value.

Anne: No.

Carey: That being said, there can be times when perhaps you have a live experience with someone, there is a cooking class, or a grocery store tour, or something you're doing live—you can do that, it's not that live is a problem, and this is just my experience. There are lots of coaches who love coaching in person and really prefer it. Um, so there is going to me a matter of personal preference. What's not in question though is the value of coaching on the phone, and the value of coaching in person, they're both extremely high. You don't change your pricing because you're coaching on the phone vs. coaching in person.

Ya, so let's go to your coaching question, which is when you're in a coaching call with someone, and you see that there is something more going on with this client than they're aware of, and you now, the details are always going to be different in some situation, but generally when you see something that the client isn't seeing, how hard do you push? Do you tell them what you're seeing, and how do you make that determination? The first way you do that is by, the first thing really depends on rapport, and for those of you in Pillar 1, you're going to learn about rapport in Pillar 2 Week 1, and how much trust you have established between you. When you're first coaching the client in the 90 Day Program for example, or the 14 Day Cleanse, you are, they trust you because they've said yes to work together. So there is a certain level of trust, and there is also a certain part of their critter brain that's going, "I know I just said yes, and I'm about to change, and that's terrifying." So there is a way in which the rapport still has to deepen to go to much deeper places. That's also, Anne, why you might recall that we start changing on the level of behavior vs. beliefs and identity so that you give people that opportunity to have their critter brain relax and trust you more and more.

What you're going to find is that the more skilled you become as a coach, is that you're going to know way more than the clients every time. All the time. So how hard you push or what you say to them, you know, some of us as coaches are going to be bottom line people, like, "here's the bottom line." Some of us as coaches are gonna wanna kind of wind around to something for a client, but how hard you push depends on the level of trust, and you really can—you already can sense that because you felt in that situation that it wasn't right, so you didn't.

Anne: Yep.

Carey: Now, the next step is to go, “Is there something, is there a nugget like we talked about earlier that I can help them see on their own?” And it’s going to be different than if I were to just sit and tell them, it’s actually going to be better for them to discover it on their own. “So, how can I lead them to see something that I’m seeing as a possibility that they’re not seeing?” is that making sense?

Anne: Ya. It does, it’s challenging, ya, it makes sense and it’s not easy I think. It’s a skill that I need to develop.

Carey: Correct, and you will develop it. and I’m saying this after 10 years of coaching, believe me, when I first started I, if I had heard what I just said when I first started as a coach, I’d be terrified, I’d be like, “Wow, that sounds really nebulous to me, and it doesn’t really sound very tangible or specific. Like, I don’t know how to get my hands around that! And will I be in a situation with someone where I don’t know what to do?” And my answer to that is first of all, trust your gut. Your gut told to not go forward, and you didn’t. And that client probably didn’t know the difference and probably would slow down the value of the session. That’s the first step, always trust your gut. The second step is to go, “Okay, how can I lead them to see something on their own?” And that comes with coaching practice, it comes with skills, and it comes over time.

Anne: Okay.

Carey: I tell you this as someone who is not a natural coach, I don’t have, I’m very paint by the numbers, it took me many years to um, you know, I’m like a cook in the kitchen who needs a recipe, I can’t just make a dish you know? I have to follow the recipe so I’m telling you I eventually got there, you can too, it’s just going to take time and practice. And as you continue to practice, and consistently practice you’ll find that you’re better at it this week than you were last week, already.

Anne: Right.

Carey: Alright, so let's go to your next question about high-vibration foods. So essentially, a high vibration food is something that is a woo-woo way of saying “High nutrient density”. So if something has a high nutrient density, then it’s probably a high vibration food.

Anne: Okay.

Carey: And if something has a high nutrient density, it probably is a vegetable, or a fruit, or something that has a high amount of antioxidants, or a high amount of vitamins and minerals, a high lot of, a high amount of nutrition per bite. So a low nutrient density food might be like—I love gluten free bread, and it’s not the highest nutrition density foods, like, as I’m eating it going, “I know that this is not the best nutrition in the world, but damn, it tastes good!” Right?

Anne: Right.

Carey: But, if I'm having my blueberries and pomegranates, there is a lot more nutrition in those than the gluten free bread, and that's all it means.

Anne: Okay I'm much more comfortable saying "High nutrient density" so...

Carey: Ya totally, you can absolutely say that.

Anne: Ya.

Carey: Great questions Anne—

Anne: Okay thank you. and just on the side, like, the whole concept of personal ownership, like the Skills Labs have been going very well, and I had one that was like, it was a very (UNINTELLIGABLE) conversation, but it didn't feel powerful, kinda early on, and as I got off the phone and thought about it I realized that I wasn't kind of, owning it. I just kind of showed up to do it and I didn't own that this was what I was trying to do, and then I decided, "Okay, this is what I am trying to do so this is what I'm trying to do and so I have to show up and own it," so since then they've been going really well, so that concept you introduced resonates a lot.

Carey: Well that's awesome, I think, Anne that makes sense. If you think about anything else, any other skills you've tried to master in your life, did you ever play an instrument?

Anne: Yes, sort of, yes.

Carey: Well, you probably went to some practice sessions for that instrument where you were like, "Ugh, I have to practice." You know like, you can't half-heartedly practice, and then some practice sessions where you're super inspired and you're like, "I'm loving this, and I'm loving this practice! Um, and that's okay, that happens. So to know that sometimes you're going to be super-inspired, and sometimes you're going to be just going through the motions. So ultimately all that matters is that you keep practicing, where people make a mistake is that when they feel that if they don't feel inspired, then something is wrong. Um, but that's not true. You're not going to feel inspired 100% of the time. So that's where my favorite word, which is not everybody's favorite word, but my favorite word is "Discipline", comes in. Where you go, "Okay." You have great self-awareness, where you're like, "Okay I'm not owning it, I'm only halfway here, I wanna make a decision to have a difference experience," and you did. And you did have a different experience. So well done!

Anne: Awesome. Thank you.

- Carey: Thank you. Alright, let's go to another live call, by the way if you want to raise your hand to talk with me live, you press \*2 on your keypad to raise your hand. Um, the last four digits of your phone number are 129—oh, I just lost you! Oh no! Well, let's go to, oh there you are. 1296.
- Brenda: Hi!
- Carey: Hi, how are you?
- Brenda: Awesome, thank you.
- Carey: So, tell me your name and we'll get rolling!
- Brenda: Okay, my name is Brenda Rodriguez and I live in El Paso, Texas, um I'm a registered nurse, and I'm in Pillar 1 Week 2 from September.
- Carey: Cool. Pillar 1 Week 2. What's going well in your self-care, Brenda?
- Brenda: Right now for the past two and a half years I um, started a lifestyle change with just diet—I had never been overweight, and I always exercised, but I just decided that since I was getting older, to take it up a notch. Um, I've been loving it, the changes in my body, just changes overall. And um, I am in the best shape of my life.
- Carey: Woohoo! That's cool!
- Brenda: And I'm 41.
- Carey: Ya girl!
- Brenda: Yes, I'm very happy. Especially when my 22 or 19 year old are like, "Mom, you're not supposed to be more toned than us..."
- Carey: And you're like, "Well, suck it girls."
- Brenda: Yes.
- Carey: I'm sure you don't actually say that, but... that's great, that is great. So what's going well for you in the training?
- Brenda: Um, everything is well, this is the start of the second week, but just everything is coinciding with where I am at in my life. I have um, after my (UNINTELLIGABLE) certain circumstances started popping up in my life and through seeing patients, but I started reading more things on the subconscious mind, just um, getting into other authors like Wayne Dyer, just other things that took me on a different path which I believe took me to you, to the health coaching, and it all just started making sense, because in my nursing, I

knew that I needed to find my niche, and I knew my niche was out there somewhere, because traditional nursing just didn't feel right. I still do it, I could do it well, but it just—I think god wanted me to do something else with it. And then through the health coaching, through the habit changes, it really caught my attention, I thought, "This is my niche! I found it!"

Carey: I love that. So it's all kinda coming together and making sense.

Brenda: Yes, it is.

Carey: That's great. What question do you have, or how can I support you?

Brenda: The question that comes to mind from last week when I did the first Office Hours is um, is basically what I feel like I struggle with through patients or just family members, or friends, or relationships—it's almost like something within me wants to tell them but then I fear that I'll be hurting their feelings. I've gotten better at it as far as patients because I always tell them, they ask me a question, and I say, "I might not tell you what you want to hear, but I'll give you the facts and I'll give you honestly, you know, the answer to your question and it normally has to do with their health, and it's not what they wanna hear, but still, there still is a part of me that just, you know it's like you can see what their problem is but by telling them it hurts their feelings, or you just put them in a bad spot or something. And I've seen it—it carries on into my personal life.

Carey: Ah, in what way?

Brenda: Um, for example uh, I got divorced six years ago and I just recently started a relationship, but I know that he's not the one for me, I just feel like my thoughts are way ahead, and he's just really starting his journey, and I know that if I tell him how I honestly feel it's just going to break him.

Carey: Hmm. And what does that mean for you if he feels—if he's broken, what does that mean for you, or about you?

Brenda: It just, it's weird because on one hand you feel peace because it's the right thing, but then on the other hand I feel like his health coach, I feel like I've been coaching him all this time, I always have to pick him up and show um a different way to do something, and then I believe that's why he's so attached to me, because he feels (UNINTELLIGIBLE).

Carey: Ya. Let me ask you, I'm curious Brenda, how many people do you have in your life, whether friends, family, or patients, um, how many people, or let's say what percentage of people do you feel you have in your life that actively take responsibility for themselves?

Brenda: Oh, it's less than 5%.

Carey: I'm sorry?

Brenda: Very little, let's say 5%.

Carey: Ya. Fabulous—so that's really interesting to notice, and certainly with patients, people are coming to you for health and I understand you're there to health them, and the interesting part is that you're noticing this in your personal life as well, and so what's going to be really wonderful about coaching is that you're going to learn how to empower people to show up for themselves instead of—you know what you've gotten really good at over the years is taking care of others. And taking responsibility where they should be taking responsibility.

Brenda: Absolutely.

Carey: Right. So when you, when someone asks you for your opinion, and you want to tell them the opinion, you're actually doing a great job of preframing when you say, "I might not tell you what you want to hear, but I'll tell you the truth." That's a wonderful thing to say to somebody, and actually, if someone said that to me, I'd say, "Wow, I can't wait to hear what she has to say!" Um, that's actually a very powerful place to come from. That being said, where you, it's like, that's the place of empowerment, and then you flip over into, "And I'm going to be responsible for your emotional reaction, your follow through, and your feelings."

Brenda: Ya, I have been able to do it a little bit more with my nursing vs. my personal, because I feel ethically responsible, you're asking me a question about your health, and I will tell you the truth even though it's not what you wanna hear, but that honesty has always given me great rapport, and patients usually don't want any nurse will end up only letting me see them because they can trust me, they know I will tell them the facts. But then when it comes to my personal life, oh my god, I can't bear to hurt them, but I want to because I can't carry everybody on my shoulders!

Carey: Correct. And you're noticing in your nursing career, dy you'll notice as a coach, that you will, if you let me share this piece and then let's talk about how this pattern changes, but if you were to take this pattern forward into your coaching experience and deeper into your nursing career, you would be carrying so much weight on your shoulders that you'll break your own back.

Brenda: Mmm-hmm.

Carey: And at that point, is that good for you or good for your health?

Brenda: No.

- Carey: No, so, and what's more, you're actually robbing the people you're carrying of the opportunity to learn that they actually can carry themselves. Is that empowering to them or is that disempowering to them?
- Brenda: I should empower them.
- Carey: Correct, but if you are carrying them, you want to empower them but if you're carrying them are you disempowering or are you empowering?
- Brenda: Disempowering.
- Carey: Correct. So, what you have to start navigating in your personal life, and this is going to be a step by step, it doesn't necessarily change overnight, but it's going to start changing already, right now we're just—Stacey calls it uh, cracking the door open to a new possibility of being with people in your personal life. Where understanding that every time you carry someone, you are robbing them. And that your intention to empower them or to help them be okay, is totally that—it is absolutely a true intention, you're doing it from a place of love, it's just misguided.
- Brenda: Mmm-hmm.
- Carey: So, um, one uh, thing—this is a challenge that a coach gave me, there was a time when I had a lot of people calling me with just SOS calls, problems here, problems there, but I wanted to jump in and save everybody. So she said, “Just because someone looks like they're drowning doesn't mean that they're not actually in shallow water and can stand up on their own.”
- Brenda: That's true.
- Carey: So what I'd encourage you to do in the next say, 24 hours of your personal life, is to watch as an observer, very curious, with curiosity, passion, no judgment, mostly curiosity, and watch how people relate to you and where you feel that automatic pull to want to jump in and save the day, whether it's with your romantic relationship, your children, or anyone in your personal life.
- Brenda: Mmm-hmm.
- Carey: And just allow yourself to watch it, and in that moment go, “Oh, this is an automatic urge.” And by the very fact you're watching it and saying to yourself, “Look at that automatic urge, is it automatic anymore?”
- Brenda: No, because I'm thinking about it.



Carey: Right! Exactly! So, what you're opening up for yourself is a choice, or a possibility that there might be a different reaction in that situation. And in masterful coaching, what are we doing? We're opening up possibility and choice for people, so instead of an automatic, compulsive reaction, you're able to look at it and go, "Wow, this is how I'm feeling, is it what I wanna be doing in this moment?" And if the answer is yes, jump in and try to save the day, if the answer is no, then say, "Huh, what else might I choose to do in this moment?"

Brenda: Mmm-hmm.

Carey: And just give yourselves that opportunity for the next 24 hours and see what that's like. Now, the beauty for you is that it will open up all kinds of, like, "Oh wow, what does it mean for me if I'm watching someone I love in pain, struggling, disappointed, upset, frustrated? How is it that that's so painful for me?" Fascinating. Then you become an observer of your own pattern, and that's how it starts to shift.

Brenda: Oh I love it, yes.

Carey: Oh my god, you're going to be exhausted. So talk about you know um, having a commitment to take it up a notch in your health, this is next level for you right here. Because how much energy and how much physical and emotional resource could be released?

Brenda: Mmm-hmm.

Carey: Ya.

Brenda: Just because I feel it for my—I'm 41, and at least for my past 30 years its like, I can't like, really do me—I have to help everybody else. You know, I have to fix my dad's life, my brother's life, my mom always needs something, like my children of course always need something, so you know it's like, okay it's me, I want me time now.

Carey: Correct. Yes, yes, so the first step to that is—

Brenda: But I feel I'm being selfish!

Carey: No, no, no. What's selfish is, may I have your permission to give you a little tough love?

Brenda: Yes.

Carey: Thank you, you're being so courageous and doing such a great job by allowing me to uh, work with you here. But what's selfish, you're not intentionally being selfish, you're intentionally trying to help everyone in your life—that's your intention. But you're actually being selfish because you're taking the opportunity from everyone else to fix themselves.

Brenda: Yes.

Carey: And they can, even though it seems like they can't, they're more capable than you give them credit for.

Brenda: Mmm-hmm.

Carey: So taking time for yourself is not selfish, in fact, it's the opposite of selfish, what you've been doing has been selfish, not intentionally.

Brenda: Yes you're right. Because if people I have been able to at least go like "I'm sorry, I've helped you like 300 times, I can't help you anymore." It's the good feeling, and they'll be fine, they've survived.

Carey: Correct. Exactly. So tell me your action step then for the next 24 hours is to what?

Brenda: Every time I wanna leap in and help the way I always do, I'm just going to step back and think about the situation, what I'm doing thinking about whether I want to, or if I don't want to.

Carey: Ya. Great. And you can even use the word, "observe" for the situation. So you can observe it almost as if you were watching it from afar. Excellent.

Brenda: Thank you so much, that helped a lot.

Carey: Well thank you for being so open and willing, I appreciate it.

Brenda: Thank you.

Carey: So for Anne, um, I just uh, first of all, thank you Brenda, very much. Back to Anne, when you asked me the question, "How hard to you push?" so with Brenda, there were a bunch of ways I could have gone there, I could have told her a lot about what's going on in her situation, but I kept asking her leading questions, particularly around like, understanding, "Is this empowering or is this disempowering?" And trying to get her to understand from her point of view, and from her map—not from mine—and I could have said to her, "That's disempowering to people." But the whole point of what you're learning as coaches, and this, you learn over time and you learn step by step, believe me when I started I was, I'm a way better coach now because it's been 10 years! Um, but when I started I was not masterful, I was learning just like you. So, um, one of the things you learn at the beginning is just going, "Okay well, is that the most profound thing I could have said to Brenda in that moment? I don't know. But what I did hopefully do, is crack open a possibility for her that there is another option, and that she was the one who would see it."

I'm not telling her, I'm not imposing my map onto her, I'm trying to open up a new like, route if you will, a new freeway on her map. So hopefully that, Anne, is an example of how you sort of lead—ask certain questions to lead clients to an “Aha!” or to a particular breakthrough for themselves. So thank you to Brenda for that.

And just a reminder that you know, whenever you're talking with Stacey or me, whether it's on an Office Hours Call, or at a Live training with us, whenever someone is asking a question and is speaking up in front of the group, they're really doing it for everybody, and that there is that nugget of wisdom, and it's for you that's waiting for you.

So, let's go—I actually wanna answer a couple email questions that were sent in, I wanna pop to the webcast, and then um, sort of do some more live questions. So press \*2 to raise your hand. Uh, if you have a live question for me. So question from Yvonne Mitchell in Become A Health Coach September, she says, “I'm an experienced coach, how soon can I begin 'health coaching'? Can you give me some perspective on this?” Excellent question. Um, so here is what I'd recommend, I would recommend you begin 'health coaching' after Pillar 2 Week 2. In Pillar 2 Week 2 we train you on how to have an initial conversation with a client. Now, as an experienced coach, this might be different than how you've been trained in the past or what you do um, in your coaching practice, and that's okay. You can try it and keep it, or you can try it and leave it. Either way is fine with us. And then starting in Pillar 2 Week 3 is when we start training you in this session. So we'll train you to deliver Session 1, Session 2 and Session 3, etc. So as soon as you go through learning how to do the initial conversation, you really can start doing those initial conversations with clients, and then you'll be sort of, a week ahead of every client learning the next session and then delivering it. And as an experienced coach, that would probably be fine for you. If you were someone who is starting to coach from scratch you might wanna take it a little slower, but as an experienced coach, you should be good. That will be in another uh, four weeks? I believe you're in Week 2 of Pillar 1 in September, so about another four weeks and you'll be good to go.

Um, okay, question from Dawn, also in the September class, she has a question about the four day energy experiment. So in Week 2, we shared an exercise called, “The Four Day Energy Experiment,” and she asks, “Can you talk a little bit about how to interpret the results? To simply look at which types of meals give the most energy, or are there specific patterns to look for?” So that's a great question Dawn, um, the purpose of the four day energy experiment is to help your client discover the balance of Macronutrients that are right for them, and at what times. So you're sort of combining what to eat with when to eat a little bit. What you're trying to discover is um, as far as energy, if someone's eating a breakfast with no protein, how are they feeling by lunch? And this is a particular, excuse me, the macronutrients we're focusing here is on protein. And trying to understand for your client, do they respond better to Animal proteins, to plant proteins? Do they respond better when they eat protein in the morning vs. in the afternoon? Um, do they respond better if they have a protein at lunch vs. dinner? And the way you're doing that is looking at how the client's energy is effected after they eat, immediately

after they eat, and then two hours later. So the patterns you're looking for is ultimately where did the client circle that their energy went up the most. Like, where do they have the highest energy? If they have the most energy on Day 2 when they started uh, the day with animal or plant proteins, then you may wanna say to them, "Okay, let's take a week, and start every day with an animal or plant protein for breakfast, and see how your energy is throughout the day!" Um, so that's that. Same with like, maybe on Day 3, your client's energy is up all day and they feel amazing, well, they're eating animal protein all day long. Now, you could also have a client who does Day 3 eating animal protein and feels horrible, like "I hate this!" Well, that's not going to be great for them, that's not the kind of protein that's really helping them out the most, maybe they just go to a Day 2 structure or a Day 1 structure, or a Day 4 structure, but ultimately you're looking for the pattern where the client has the most energy and then you're repeating that pattern to go, "Okay let's see, so this is true for a day, is it true for a week? And does this become part of your perfect diet or not?"

Okay, one more question by email—this is a great question from Lisa Lee, and something we haven't talked about before, so I think it's important. So in the Lesson in Pillar 1 Week 1 about how to discover the perfect diet for you, we talked about one of the reasons why people gain weight after losing it on a diet is, which I'm sure you all know that 98% of people on diets gain the weight back—um, and that one of the reasons and one of the teachers we site in that training, Dr. Mark Hyman, um, brilliant, brilliant functional medicine doctor, um, one of the reasons people gain weight after losing it on a diet is because they're restricting their number of calories, and the body starts to starve. And the body starts to hoard calories and go, "Oh man, we're about to starve!" Um so when they gain weight back, they gain back—sometimes more weight than they lost, and then they gain it back in the form of fat than muscle. And that can be the yo-you dieting effect. So, the question is that she has a client who weighs 145 pounds, and wants to lose 20 pounds, and she's asking, "How many calories should I recommend for her to lose weight?" And she's thinking that she'd have to recommend about 1200 calories to lose ½ a pound a week. Here is what I'd say about that, Lisa, this is a great question. I am going to answer this question and tell you to take my answer with a grain of salt, um, because this may not be right for everybody—in other words there are health coaches in this training who may agree with what I am saying, who may disagree, who, may have a similar method, who may have a different method, one thing you can be assured of in nutrition is that all methods are different and almost all of them work in different circumstances. So there isn't a hard and fast right and wrong answer on this. There is just uh, a point of view, a perspective, and an approach. So what I wanna share with you is what my approach to this might be.

Um, and again, it doesn't have to be everybody's approach. Um, so, my first thing is for those of you who are working with clients who want to lose weight, weight loss is, I feel, one of the best doorways, we're going to talk about, for those of you in Pillar 4, we talk about choosing a niche as a health coach, and we talk about that as a doorway, in other words, a way that people walk in the door to start working with you, I love weight loss, because so many people want to lose weight and it's such a rich territory. And in my experience there is so much more to weight loss than calories in/calories out. Um, if that worked, it would have worked, and we as a nation would not be obese, that's just a lot more to the story. I'm not saying that calories don't matter at all, but I'm saying that there are other considerations. And the first consideration with a client who comes to you and says that they want to lose weight, is that you have to—this will sound a little crazy, but as the coach, you don't necessarily believe your client at face-value. Not that your client is lying to you, they probably do want to lose weight. The thing is that when you have people come to you who say that they want to lose five, ten, fifteen, twenty pounds, sometimes they legitimately have that weight to lose.

And sometimes, uh, they are just, this is like a habit and a pattern, and a sort of mental addiction about losing this particular weight that they've had for years. And it's not actually about the weight at all. So the first thing to determine, when you have a client who comes to you and says, "I wanna lose X number of pounds" is to kinda like, okay well how does that client know that she has to do that? And one of the questions I'll ask is, "Okay great, so you weigh 145 pounds and you'd like to lose 20 pounds—how long have you wanted to lose this weight?" And that's a great question because it will clue you in, I think we had on an office hours call a couple months ago, um, a student who wanted to lose 10 pounds, and she wanted to lose that 10 pounds for like, 20 years. So for me as a coach, that clues me in to go, "Okay, probably not about the 10 pounds." That's not to say that maybe she could lose 10 pounds, but, when we are going after the same result for so many years and not getting the result, there is something else going on there that needs to be addressed beyond even, I mean, beyond calories, beyond what she's eating, you know, there is something else. And in that case, my goal is to help find the "Why underneath the why" that we talk about in Pillar 2 and we start training you in the Done For You health coaching program, and to understand what is really up for this client, what does the 10 pounds mean for this person? And do we need to change the meaning, or does she actually need to lose 10 pounds? So the first step is to sort of discover, how does she know she needs to lose 20 pounds? When was—so the first question I'd ask is, "How long have you wanted to lose these 20 pounds?"

And then the second question I'd ask is, "So when is the last time you weighed 125 pounds?" And if this is someone who is I don't know, 35, and the last time she weighed 125 pounds she was 15 years old, then that's totally unrealistic and there is something else going on there about how are you, so then you have a client who's going "I'm idealizing my teenage self, and I'm not owning my adult self." And how are you helping the client with that? And again, at that point it's not about the weight loss, it's about personal ownership.

Okay so that being said, let's assume that Lisa, you discover for your client that she in fact does need to lose 20 pounds. So my feeling is that restricting her calories more is probably not the answer. Because then you really are putting the body into a starvation mode. And what is she going to do then when she goes to eat more calories? She's kind of setting herself up for a problem. So the first thing I'd look at for her is to take the focus off of calories. Now, some of your clients when it comes to weight loss and you try to steer them away from calories, there are some people, if they are people who have been calorie counting and chronic dieting for years, this will terrify your client. Because the calorie counting and the chronic dieting is the only way they feel they have control over their body. And if they lose control, disaster will follow. When ironically, it's actually the control that's causing the problem, and the body is saying, "I'm an animal! You can't control me! I won't be tamed!"

I won't be tamed, and I'll hold onto these 20 pounds until you learn that lesson!" So where I'd like to focus with the client is to take the focus away from calories, and look at the Six Ws and go, "Okay, let's look at what you're eating, and do we have to change around the balance of macronutrients? Do we have to increase the quality of the foods that you're eating?" in other words, is she eating a bunch of low quality food that's not serving her? And then I wanna look at how she's eating, and going, "You know, is she eating fast? Is she stressed when she's eating? Does she take time for meals? Does she enjoy food? Does she see food as an ally, does she see food as an enemy?" Now for those of you in Pillar 1 you're getting through the rest of those Six Ws, you haven't gotten there yet, you haven't gotten beyond what to eat, but you will get to How to Eat. For some of your clients they will lose a significant amount of weight just changing how they eat, and I believe that's Week 3 of Pillar 1. Huge deal if you can slow down how your client is eating and put them into a relaxation response instead of a stress response instead of a stress response when you're eating food, the body says to release weight.

It's just amazing. Restricting calories can cause stress on the body, if the body thinks it's starving, it goes into a stress response, "hold onto weight! Hold onto weight!" um, and then you wanna look at when to eat, what is the timing that person is eating? Do they need three meals and no snacks? Do they need two snacks? Are they doing a larger lunch and a smaller dinner? Are they having breakfast and making sure it's a good one. So, my approach to this, to recap would be that first of all I am going to determine how valid is this claim that she needs to lose weight, I'm going to qualify that by saying that I'm not saying that my clients are liars, I'm just saying that we don't always see ourselves accurately, and often weight loss is about more than just weight. So I'm trying to determine what is the why underneath the why, what's going on here? So once I've determined that, I'm not focusing on calories, I'm focusing on the balance of macronutrients, I'm focusing on increasing her quality of food, potentially focusing on taking out foods that could be bothering her if they're lowering her energy, she could have some kind of food sensitivity.

I'm going to look at how she's eating, and is she slowing down her meals, what is her relationship to pleasure and how does that relate to food? And when is she eating? What times of day, and how can I adjust that so it follows her metabolic rhythm so we give the body a chance to lose weight, naturally releasing it without having to clamp down and cut more calories. Okay, so Lisa, hopefully that was helpful for you, if you're on the call press \*2 to raise your hand if you have questions—if anyone has questions about that, just press \*2 to raise your hand, because I know that can be a tricky topic, weight loss. Um, let's go back to a live call here, uh, I think your last name is Karling?

Jonell: Yes.

Carey: Hi! Is it Jonell?

Jonell: Ya, I'm just a little shocked I got in! That's all, I'm so happy!

Carey: Hi!

Jonell: Hi!

Carey: So tell me Jonell, tell me, where are you in the training?

Jonell: I am September, Pillar 1 Week 2.

Carey: Cool, and what's going well in your self-care?

Jonell: What's going well? Let's see, diet is about halfway good, mental is about a 1 out of 15, but no, I'm doing well, excited about this program, um, got my health promotion/nutrition degree and realized I wasted my time in college, and uh, I found this program that is exactly what I wanted to uh, um, I could be a health coach, but the accountability to get your clients accountable, is the whole goal. Because I can preach to them all I want but are they going to be accountable for it? And that's where I felt my weak link was, like, "Oh, I can talk about nutrition, but how do you get these people to be motivated about themselves and be accountable for themselves? And that's where I was lacking, and hats what I was hoping to get out of this program. And I taught other subjects, and I've, I've gone into the thing where I over teach because you just think that you know all this knowledge, so you wanna teach this amazing thing, you know, and you're realizing that you're overreaching and that would be the thing I hope to learn, to just slow down and make it simple, not complicated. Because we learn so much, we are so excited about everything we learn that we just want to regurgitate it, and you know, your customers, your clients are going, "I have no idea what you're talking about."

Carey: Right.

- Jonell: So that's kind of what I wanna make sure I get out of this program, you know, learning how to get people, like you were just coaching earlier, getting them to figure out the reasons why and helping them get accountable to themselves and to commit to themselves. That's probably the hardest thing to get them to commit to ourselves.
- Carey: Exactly. Uh, the thing is that we are here to help other people do, we're also here to help ourselves, which is true for all of us. So given that, what questions do you have, or how can I support you?
- Jonell: I just really wanted to say hi, you know it's interesting that first caller, she said she wasn't—I had a hard week last week, I didn't get to do that um, the Skills Lab, so Facebook is a real challenge for me because I'm not one to chit chat and do groups, so that's probably my weakest links right now. So I didn't get to do the Skills Lab because I wasn't able to connect to who's gotta do what, and what time frame, and all that stuff. So—
- Carey: Ya, do you consider yourself introverted?
- Jonell: Probably yes.
- Carey: Ya, so you're not someone who's like, jumping into a group and saying, "Hey! Let's talk about our favorite things!"
- Jonell: Right, because socially I'm kind of that way, but like, ya, the Facebook part of it, I'm introverted, I'm not one to just you know, jump in and be the leader, and do all that. That's just not who I am, so ya.
- Carey: I hear you, I'm actually a similar way, um I don't, I have a hard—you all will see Stacey and I at the Live training, you see us in this training, and you're going to go, "I don't believe you're shy and you're an introvert!" especially since I spent most of my life as a performer, so most people really don't think that I am, but truth is I am, and it is challenging for me to participate in groups. That being said, one of the opportunities that you have in front of you and I had in front of me many times is to go, "Okay, is there something I want to accomplish, for example, completing a Skills Lab, because I want to have that practice, then what would make it inevitable for you to go onto the Facebook page and find a Skills Lab partner?"
- Jonell: Which I tried, I did, but the (UNINTELLIGABLE)—I know it's Week 1, I mean, Week 1 is always like, crazy, you're trying to figure it out you know, and that was kinda crazy, just figuring out how to do everything and the whole thing. This next week on Thursday, I'll actually be able to do the call and do it, it was just kind of a letdown for me that I didn't get to partake in the first Skills Lab, so I'm sure there is going to be another one that I'm not going to be able to get into, so—



- Carey: There are going to be plenty of Skills Labs where you won't make it—to the live ones, so ultimately, you wanna look at, "Alright, what needs to be true for me if I go on the Facebook page, I am distinctly uncomfortable doing this, I'm going to go try, and it probably won't work because I kinda don't want it to. So, what would have to be true for me that I'm going to make this decision that I'm going to do this even though I hate it?" And for me, I'm putting words in your mouth, I don't know if that would be true for you, but if that would resonate?
- Jonell: It's true, the same thing happened in college, you know, most of my classes were online and some of them you had to partake in all this talk and communication, I just hated that part, I would have rather gone to class and talked to people live, and I just hate this part, I struggle with this. I need to embrace Facebook and everything else.
- Carey: Well your choice, what I'm hearing is that your choices are that you embrace the thing that's hard, or you miss out on the Skills Labs. So ultimately, you choose for yourself what's worse, what do I want more? And I just want you to know that you're not alone in feeling that way, I'm sure that there are other people in the training that have felt that way, and I'm sure it's one of those things where it's like, "Okay, I hate this, and I want the Skills Lab bad enough that I'm going to do it. And when you go try it, to know that it probably won't work one, or two, or three times, because you really don't want it to! And that's okay too, so you go, "Okay I see what's going on here, I know that if I keep going it's actually going to work." So just to not be discouraged if you try it once and it doesn't work, because that's likely what's going to happen, and that's okay. And there are other people in the training Jonell, who are gonna—believe me, you're not the only person feeling this way, I know it. So don't feel like, "Oh my gosh, I'm the one person who doesn't wanna go on the Facebook page or the Skills Lab." You are not! By a longshot. As a matter of fact, I would encourage anyone who feels the same way to go on the Facebook page and say, "I feel the same way!" And you can tag Jonell Karling, and you can say, "I totally understand! I feel the same way! Let's to do this together!"
- Jonell: Exactly! We'll start our own little group too.
- Carey: Right! And once you connect with like, one or two people in the practice Skills Labs, you don't have to do it with anyone else, you can stick with your people. You don't have to meet the entire class and be a social butterfly. That way you've got—anyone who does feel that way has the opportunity to connect on the Facebook page, once you connect you can get the hell outta there! And I really appreciate you bringing this up, because like I said there is no way that you're the only one, and um, and by bringing it up you're giving everyone else who feels the same way an opportunity to find their peace and not have to torture themselves anymore.
- Jonell: Ya. Everything else is great, everything else is perfect, it's just that one little part, so I will master this, so—
- Carey: Of course, of course.

Jonell: I will get every child to help me is what I'll end up doing.

Carey: You will, you will find your peace and you won't need to torture yourself anymore with this.

Jonell: Alrighty. Thank you!

Carey: Thank you. okay, so again, press \*2 if you want to raise your hand if you wanna talk with me, for now, I wanna go to the Q&A on the webcast, thank you webcast people for your patience. Um, let's go to the beginning—if you hear me quiet for a moment, it's because I'm reading the question.

Okay, so great question from Joyce in Baltimore, and she says, “I have a question about talking about nutrition related to the health coaching conversation,” this is not a regular closing the deal or Skills Lab conversation, but just talking in general, um, and she says that she might say that her body feels better reducing gluten or dairy in her diet, um, but she might hear back, “Oh, that’s nonsense what they say about that, that’s ridiculous, we need gluten.” And she’s asking, “How do I respond to comments like this?” So Joyce, that’s a great question, and without sorta more detail, I'm assuming you're having a general conversation with a friend, or a colleague or whatever, and that they are just not into it, they’re not in rapport with you talking about reducing gluten or dairy. So, the first thing is, if they brought the subject up and they were asking you, “What have you been doing?” And you tell them, and they respond like that, one, you’ve got a couple options, you can make a joke and change the subject, go “okay this is not a road I'm going to go down, this is not a conversation that’s going to go well, so I'm going to change the subject.” Or, you can have in your back pocket one or two scientific brain cookies, one of my teacher calls them, just say like, “Ya, I know it seems so crazy, it's this crazy thing that all of a sudden nobody can eat gluten and dairy, and here is a little nugget about why...and I feel better, and...that’s it.” So if your friend is still giving you crap about it you can be like, “Ya...” I think ultimately what you realize is that first of all, you don’t want to have conversations with people about these kinds of things who don’t ask you about it.

Because then you’re just asking for that. One of the things we have to be very cautious about as health coaches and coaches in general, um, and Joyce I'm not saying that you’re doing this, I don’t know that you are. Um, but we have to be very careful about preaching to people about what they should and shouldn’t do around their health. In fact, one of the games we can play with people we can talk to, is how do we get them talking more and us talking less. And we know a lot, we’re very passionate about our subject, and nothing is more unappealing than someone preaching to you about what you should—nobody wants to be told what to do, especially when they didn’t ask.

That's one of the reasons why we say after coaching demos, or Skills Labs, or in any of our trainings, just like, please don't ever go onto the Facebook page, whether it's public or private message and give someone unsolicited advice—because nobody wants that! Um, and so, the first thing is um, again Joyce, I don't know if you were doing this at all, but for everyone on the call, just to notice like, "Okay, where am I tempted to want to tell people what to do? And how can I stop that and instead ask them more about what they want? So someone says, "That's so nonsense about what they say about gluten, we totally need gluten." And you can say, "Uh, you're probably right, we probably do, why do you feel that? What's your favorite food? And when do you feel best when you're eating certain foods, where do you feel the most energy?" Then just direct the conversation back to them. Ultimately, people want to talk way more about themselves than they want to listen to you. and secondly, that's where you really get to learn about what is motivating this person, and why are they saying what they're saying, and are they someone you wanna have a conversation with about this? So Joyce, I hope that is helpful for you.

Um, a question from Yvette—this is a great question, Yvette is asking, "It seems like in Pillar 1 Week 1 when we're talking about all the different dietary theories, that you can combine different dietary theories to sort of put a special diet together." She says, "I made a heart diet, I eat meat, I'm a type A blood type, type A metabolic, and things get complicated, how do you know where to start?" So that's a great question, you could make yourself crazy about that. I know that certainly understanding the shell game of macronutrients is to simplify it and to not make it complicated. So what I'd suggest is, if you're someone who knows that you want to eat meat, you may pull pieces from a Type A blood type, or a Type A metabolic, and you may just take little nuggets from each one, but you don't have to create for yourself a list of foods. Um, so if you're creating diet for yourself, you almost wanna think about it more as guidelines vs. specific foods so you don't make yourself nuts. Um, this is what I'd do with my health coaching clients, like, try and understand, so, you haven't gotten to the concept yet in Pillar 1 called "The Magic Plate" but it's a way to sort of arrange the food on your plate—the protein source, the vegetable source, uh, um, a higher density carbohydrate source, and what might those things be? Then at the end of the day the guidelines really come down to if it's animal or plant protein, how can you get a green vegetable that you like, and how do you get the highest nutritional value out of your starchy carbohydrates, whether it's a whole grain, a sweet potato or whatever. So you're looking at, again, the balance of macronutrients, which kinds of macronutrients, and how are you getting the highest quality food at each meal? And that is going to be more useful over time than a specific list of foods. So you don't have to take the list of foods from the Type A blood diet, and the Type A metabolic diet and like, combine them and see where you have overlap or don't have overlap to come up with sort of the ultimate list of foods.

That does get complicated. Then when you go out you have to look at your list of foods and go, “Is there something on this list?” And that can make eating challenging, especially when you’re in social situations and you just want to have fun. So the guideline concept is much simpler and you and your clients can stick with for a very long time. Um, and you can make adjustments on specific foods when necessary, but it doesn’t have to be so quite like, list specific. I hope that was helpful, write in if that was the information you’re looking for.

Great question from Trina, so, um, let me answer this second question. We share some payment processing options in uh, Pillar 4, and you’re asking, “I have my credit card processing through Square, and I really like it, but it’s not an option you list, do you recommend Square?” The only reason Square isn’t on there is because I don’t have personal experience with it. It’s not that it’s not awesome, there are plenty of people who use Square and love it, and I just don’t know much about it and I haven’t used it personally, so that’s why it’s not there. Um, and if you um would like, we’d be totally happy to list the reasons that you like Square and what you think the pros and cons are, and send it in to our team, and we will happily add it to the training as an option. But I personally like to make sure that I have experience with whatever it is I’m sharing so that I can share it accurately, and so the only reason it’s not there is because I don’t have the personal experience. Um, but I would love to share your personal experience if you would like to permit that, so that would be great Trina, thank you.

So Julie, um, she says, Julie Mitchell says, “Thank you so much of the reminder of the map. My mother said to me last week, ‘don’t you have to be healthy to be a health coach?’ I have a physical disability and admit that I struggle with my weight, am I right to be doing this?” Julie—ouch! What a lovely comment from your mother, oh lord, thanks mom! Here is what I’d say to you, when I started health coaching, I struggled with my weight, I was struggling with a sugar addiction, I was struggling with an eating disorder, and that went on, there were even some (UNINTELLIGIBLE) that I was on, that a million people viewed, and I was having a bad week with that, struggling with that. So, the point is um, for health coaches, not to be perfect, and being healthy I think we mistakenly feel that it’s a destination that we arrive at and we’re done, when what it is, it’s an ongoing journey. And you’re continually evolving through the levels of sort of health that you’re experiencing. Like Brenda was talking about in her self-care, being so excited to take it up a notch. So for all of us we can think about everything we’re doing, we’re just taking it up a notch, and then when we’ve done that, we’re going to want to go to the next notch. Then when we’ve done that we’re going to want to go to the next notch. So we’re always on the journey to becoming healthier and becoming the best version of ourselves. Now, the way to be able to health coach confidently and the way to really be able to help other people, even as you’re on the journey is this concept of personal ownership, meaning that we accept ourselves, we accept who we are, and we accept our journey. And instead of fighting who we are, fighting what we look like, feeling like we should be somewhere else or look like somewhere else, or not have a physical disability, we shouldn’t be struggling with our weight, we release all of that, and we go, “this is who

I am, I accept that, I own that, and I'm in myself now." And that act is so radical, and so powerful that it's so much more powerful than having now physical disability, or being a size 2. And you may have seen this in people who have a level of personal ownership, and personal—like, they embody themselves in such a way that it's so um, magnetic, attractive, and appealing, and you look at them and they may not be ether size you think that someone should be—like, they're a size whatever, shouldn't they feel bad about themselves according to our society? Well no, they have a total self- ownership, and that is the healthiest, most amazing thing that any of us can achieve regardless of our physical changes or our physical appearance. So I would say that you're absolutely right to be on this journey, it will be a continuing journey, and you are uh, accelerating your journey, and making your journey deeper and more meaningful, because what you're going after is personal ownership and embodiment. And that is way more profound, and longer lasting than physical anything. As a matter of fact, one of the office hours calls we were talking with someone who had some trouble, the health coaching program we train you in is called, "The Total Transformation", and she was saying, "Gosh, I'm not really sure, am I really going to be able to help a client totally transform?" She's thinking of a physical body, completely transforming. And I said, "Ya, but you have to understand that the "Total Transformation" is actually something completely different. That the physical changes will happen, and that they're actually secondary. Not that they're not important, it's not that they won't happen, but it's what the transformation is really is in that person's mind, and in their personal ownership, and their embodiment of their body, and their acceptance of themselves. So those of you who have been through Pillar 3, we talk a lot about beauty, and the idea that beauty has nothing to do with what you look like, it has everything to do with you owning and accepting every single part of yourself, even the parts of yourself that you hate. And that the question we have to ask yourselves, is how interested are we in becoming gorgeous? If it's going to take me accepting all of myself to be gorgeous, how interested am I in doing that?

So for all of us, it can be easy to kind of fall into the trap, and certainly the people we love and love us and have good intentions but don't necessarily say the right things, um, may throw us a little bit, and we may think, "Oh, I have to fit into a certain box physically so I appear 'Healthy' according to someone else's definition." And that's not what it is at all. What we're after is an empowered, and embodied internal experience. You never know when you look at somebody who is typically um, beautiful and thin, you have no idea what their internal experience is. At the end of the day, what we're all after is the internal experience of peace, fulfillment, aliveness, wholeness, embodiment, connection, joy. And just because there is a certain physical appearance, does not guarantee any of those things. I'm sure some of you have had this experience—I know I have, where I've been a size four and a size twelve, and I felt just as crappy about myself. I remember thinking, a size four for me P.S. is crazy, I'm usually a size eight. Um, a size four was, I think I was doing Anne Louise Gittleman's Fat Flush, I was damn near starving myself, I was shaking all the time, terrible, it was ridiculous. But what I noticed when I was a size four was I didn't like myself any better, I was still paranoid about my weight all the time, so I didn't feel a sense of freedom around my weight at all, and I felt like I still needed to

lose more weight! So all the emotional patterns that were present at a size six, a size eight, ten, and twelve were also present in a size four. And the size had nothing to do with it. It was all the fact that I did not have any ownership of myself, my body, my beauty, I didn't accept myself, all of that. And that wasn't going to change, no matter what I looked like. So even though they're going to be people in our lives who may comment, they really should keep to themselves.

Um, we're going to have to follow the beat of our own drummer, and know that "Hey, I'm going to struggle with my body, and ya, I'm on a journey to have a different experience." And that's really all that matters. Um, and gosh, Julie—if I could give you a high five and a hug I would. Good lord.

Alright, moving on, Marlene from Toronto, so Marlene, um, there is a question that keeps coming up in a study group and I'm seeing it on Facebook, um, it's "What is the difference between coaching men and coaching women? Can you talk on this a little and give us some insights on some different approaches?" Um, ultimately whether you're coaching a man or a woman, you—the, the, Marlene is in the June group so she's—gosh, deep into Pillar 2, so the basic concepts of coaching um, are going to be the same for men and women in that you're still going to be getting on the other person's map, you're still going to be getting in rapport with them, and you're still going to be using the transformational processes, coaching sequences, processes, etc. that you would, that's not gender specific. The other thing that's not gender specific is the, the, um, for those of you who have completed Pillar 2, and when you get to the end of Pillar 2 what we're going to show you is the arc of the coaching program itself. So the coaching program itself, the 90 Day Program is designed in a very specific way with very specific exercises placed in the program to account for the self-sabotage that will occur in every single client you have. This is something you—we have never learned at any other health coaching training, we've never seen it taught anywhere, and yet, it's going to happen with every single client you have. And so its nuts for you not to know this. Um, and that does not change by gender. So, some of the broader concepts you're going to use in coaching, you'll use in coaching anyone, whether it's a man or a woman. Now that being said, lemme—from my point of view, I wanna put this in context and let you know my personal experience, I've coached about 5% men and 95% women. So I think it actually would be really useful at some point to um, get a guy's take on our team as a coach to talk with you all about this.

Because I'd love to hear um, a guy's point of view on this answer. But in my experience, the way I shift when I'm coaching a man, is that I tend to be—usually as a coach what you'll notice with Stacey is she goes deep with people and I tend to go just more to a bottom line, we just have two different styles, and you'll develop a style of coaching that's right for you. With a guy, I tend to get a little more laser-focused, and I tend to preframe a lot more. Preframing is when you tell someone the next step. You say, "Okay, here is what we're about to do, and here is why." I also focus a lot on the "Why" because I don't want a guy to feel uncomfortable, like I'm about to lead him into something that's

uncomfortable for him. So I'll say, "I'm gonna walk you through a series of questions, and here's why, because they're designed to uncover the best way to help you so I can figure out how you're going to get the most bang for your buck every time we talk and for every moment between our sessions, does that make sense for you?" and I'll wait to see yes or no. Usually it's yes. "Okay, great awesome." And then I'll go into my coaching sequence, but only after I've framed it so that there is no like, hidden anything going on. There is no hidden woo-woo. Um, and that's how I've approached it. I've tried to also get into rapport with the—again, please take this with a grain of salt because my experience is largely with women, but I try to get into a place where I'm on an energetic level—this may sound kinda woo-woo, but on an energetic level, I'm honoring the masculine, and that man, and wanting to—I'm sort of asking as I'm coaching the man, "Please help me honor and draw out the masculine powerful king that this man is." So I have an inherent respect, um, and love for the masculine in this man, that I'm there to be a servant to. And the second thing, I really do focus on is the um, the man might be a thinker more than a feeler first, so I wanna appeal to and get in rapport with the way that he's thinking, and help him understand the way I'm thinking, so that it might make it safe for a feeling to come up at some point if it needs to. And if it doesn't, that's fine too. And that's generally how I approach the difference, I think it's a great question, and I'd love to hear Stacey's answer, and I'd love to hear a man's answer.

Um, great question from Francesco, he says, "I already have a client, he wanted me to start—I'm in the 2<sup>nd</sup> Pillar, and this guy wanted me to start immediately, um, I have some knowledge of nutrition and the Mediterranean Diet, I have a background as a pro swimmer, what would you advise me to do?" What I would advise you to do Francesco, definitely work with this guy, if you're not—if you've never coached before I would advise you to take him on as a practice client, and so walk him through the Closing the Deal Conversation and start him with Session 1, then 2, 3, 4, 5, etc. and take him all the way through the 90 Day Program and then ask him to renew, which will be part of what we train you to do in that program. But I think that's a great idea. Um, absolutely. I love how the universe basically delivered a client to you. How nice!

Um, great question, I don't have a name on this one, it's someone in the March class, and in Pillar 4 Week 2, um, and she's wondering how she might start a coaching business with less than 20 hours, and what might that look like? Um, she's currently self-employed in massage, and movement therapist who wants to transition slowly as an option. So, I'm assuming, I'm sorry I don't have your name here, and I'm assuming you've seen them in Pillar 4, the sample of health coach calendars. For those of you who have not arrived yet in pillar 4, we will be sharing with you what is, how do you schedule your time as a health coach? What do you do in the time you schedule? And we give you sample calendars for that? And we do what with a 20/hour a week workweek. And we show you what are the different income levels you can achieve in those 20 hours. If you wanted to do less than 20 hours, you would simply take the similar structure and you'd just lower the hours. So let's say you have 10 hours—and I'm just making this up, but you'd take that sample calendar and cut each day, or one simple day is to cut each day in half, or, you could take

two days and put in five hours a day, and make sure that the first day is all block scheduled for coaching and Closing the Deal Conversations, the second is all scheduled for marketing and maybe you have some clients spill over on the second day. So the idea with the sample calendar is to give you the idea of what are the blocks in the block scheduling, then you can decrease the time for the blocks, or expand the time for the blocks if you'd like. So I hope that's useful for you, feel free to type back in if it is or is not, oh Beth! That was you, hi Beth, so ya if you would um, type in and let me know if I answered your question in a minute or so here?

So Jennifer has a really great question, we had an Office Hours call on August 31<sup>st</sup> and I was coaching a student and talking about um, candida, and we were talking about it in sort of a big picture way, and kind of approaching the idea that there are, that any kind of symptom in our body is, if we believe that every behavior has a positive intention, we can translate that, and this is one of the dietary paradigms in *Become A Health Coach*, and Health Coach Institute. So if everything has a positive intention, then every symptom in the body also has a positive intention, every craving, every challenge, everything. There is something that particular um, condition, or challenge is trying to help us with, and it's positive. And there is something to be learned from it. So, um, she's asking, "I love this, I wanna know more. Where did you get that information? I would love a list of the ailments and illnesses and the meaning behind them." So there are two resources I wanna share with you, the first is a really great book from Louise Hay, who many of you I'm sure you've heard of and maybe it's a book you've already seen, but it's called, *You Can Heal Your Body* um, and basically she goes through every single possible ailment. I wanna check out—I don't know if it's *You Can Heal Your Life* or *You Can Heal Your Body*, um, but you wanna go on Amazon and check it out. She goes through every single ailment, every single illness and looks at what is the sort of, bigger picture meaning of that particular thing in that someone's life. What is the potential meaning? So that's a phenomenal resource. Another resource is in the 90 day Total Transformation Program, I'm trying to remember which session it is, possibly Session 8 or 9 where we share something called, "Woundology" that you will teach your client about where your like, where you're holding different wounds in their body and what that might mean, whether it's opportunity, or creative expression, and growth. So I'm pretty sure it's Session 8 or 9, and if someone can remember that off the top of their head that'd be great.

Alright, um, so Francesco, just to answer your question, "Where do you get the 90 Day Program?" um, so in Pillar 2 you're going to be trained, starting in Week 3, between Weeks 3 and 14, you're going to be trained in a session, and each session in the 90 Day Program, and those are delivered one session at a time. So you're not necessarily going to bet the entire 90 day at once, you're going to be trained session by session. And the reason why we did that is because we wanted to be sure—One of the problems we've seen with a lot of people that graduate from other health coach trainings, is that they come out of their school and they're not—A) they may have a program or they may not, if they do have one they don't really understand how to deliver every single session and they don't have scripting for every session, and handouts for every session, and that



they're not required to practice every session. So that that ends up creating in the graduate is a feeling that has two problems, one they don't feel that the program works, they won't feel very confident in the program, they're just not familiar enough with it, they haven't practiced it, and then they don't feel like they can really get a result for a client because they don't have confidence in the program. And that all leads to not feeling confident as a coach and having a really hard time asking someone to pay you. So in our training we wanted to solve that problem and all those problems by giving you a very specific program—this is not one we made up, it's one that was used in Stacey's health coaching practice. Two, we wanted to make sure you had Session Outlines and very specific scripting, some of you love scripting, and some of you don't, but at least you have it so you have a baseline of "Okay, here is what I'm supposed to be saying in the session, and if I go to make it my own that's fine." And then you also have client handouts for each session. So then, every week as we teach you a session, we ask you to practice it. so that by the time you go and do that session with a client, you at least have one shot with a colleague to totally mess it up and to try it out, and be sloppy and all that. And when you go to work with your client you're going to feel, it's still going to be nerve wracking because it's new, but it's going to feel a lot better than if you didn't have any of those things and you're just walking into a session with a client not really sure what the heck you're doing. So, you want to um, I'm not sure where you are in Pillar 2, but just know that as long as you're one session ahead of your client in the training, you're fine, you don't need the whole program at once, it's totally fine.

Alright, um, so one final question, and then we'll complete from Gia, she's asking how I feel about the Fitbit craze, and how do we incorporate this into our coaching information. Um, great question, to be honest, it's not something I've used or dealt with. I don't have a great answer to that, like I said, I like to base things off my personal experience, so I don't know. I'd rather ask a coach, like a health coach who's used that with their clients and see like, how that works for them and if it was useful, and if clients thought it was fun? So that's a great question, and I'll put it on my list and see if we have anyone who can share that with you.

In the meantime, I wanna congratulate you all on this fabulous call today, wonderful questions, thank you for your presence, and we are back next week—usually our office hours are every other week, um but there was a funny scheduling thing, so we're back together next week which is really exciting for more Office Hours. I can't wait to get back on the phone with you! Um, these are my favorite—I love the calls where we get to talk to you! This is my favorite. And I would just encourage you to keep up your engagement on the student site, the Facebook page. And one quick word for those of you who fall behind, and things happen—please don't beat yourself up about it. the training itself, you have an entire year from the start of your training to get your certification requirements, you don't have to be perfectly on time with everything, we designed it knowing you'll fall behind. Like I said at the beginning of the call, it would be really cool if we had nothing else to do but study all the time. I'm sure a lot of us would be like, "Holy shit!" pardon my French, it would be so fun! But that's just not reality so we knew that

going in. You have a whole year to complete your certification requirements, so don't—allow yourself to release the beating up of yourself. If you fall behind it's totally okay. Alright everyone, I'm super excited to see you next week, enjoy next week's training, and we'll be back same time same channel! Next week! Bye everybody!