

FaB Coaching Call 1 Feb 2010

Amanda: Welcome to our first coaching call, and what we're going to be doing today is going over what you've been doing over the past two weeks in terms of who you're becoming and your values, and for those who want it, we'll do some laser coaching, and once we've sort of gone over everybody who wants some laser coaching, I can talk more about the concept of values and why it's important. We'll do that on the who you're becoming rather than what it is that you want. So just before we start, somebody else has just joined us – is it Nicola or Diane?

Diane: It's Diane.

Amanda: Hiya Diane.

Diane: Sorry I'm late.

Francoise: And Francoise is here as well.

Amanda: Oh, hi Francoise. Sorry, I missed you out before. Have you just joined?

Francoise: Yeah, I joined when you were listing everybody.

Amanda: You should have said "You've missed me out!"

Ok, so Francoise, I know that you want to kind of pass this one out with any laser coaching, but what I want you to know is that if you do change your mind towards the end then just shout, and I'll speak as clearly as I can and not mumble in my Scouse accent.

Francoise: Ok, thank you very much.

Amanda: So what I wanted to say to you all is, whether you've had a look at the homework or not, whether you did part of it, some of it, or all of it, don't worry. As I've said before, it's there for you whenever you want and it will be there in the future. The exercise on who you are and who you are becoming – is there anybody who would like to quickly share how they found it and what they discovered? Be brave. Maja? You're brave

Maja: Be brave, that's right, that's who I am becoming. I should have put brave, shouldn't I? I found that surprisingly positive, actually. In the five words to describe your personality, I am quite surprised that I just put five positive or neutral terms, I haven't put anything that expresses the negative aspects of my personality, which are quite often to the fore. So I think I was being quite kind to myself that day, and there did seem to be patterns coming up about the stuff that I like doing and the stuff that I'm good at and the stuff that I know people appreciate about me and the way that I like to be seen by my children. But you asked me, at the end, and I said that one of the things I am becoming is more loving, and you asked me what I meant by that, and I've been thinking about it and sometimes it feels that when I do things it's – I'm not sure how unconditional it is when I do things in a loving and generous manner for people. I do need to get something back from that, I think, whether it's my children or my husband or my friends, and I think by being more loving I meant being more freely giving, as something, without needing to get love or approval or whatever back from anybody else.

Amanda: Actually, what you're expressing there is a need.

Maja: It's a need, yeah.

Amanda: A need to be loved, a need to be approved of, and to actually have that. We'll talk about this on another call, but what I'd ask you to start just thinking about is if you thought about that and you've brought it up now, it obviously is a real need for you, and it's ok to have needs. If we don't get our needs met, our needs will drive us. They will kind of hide our values, so if we don't get those fundamental needs met – and you've probably all heard of the Mother's Hierarchy – you go from the essential, you know, you need water, air, food and blah blah, and then it goes up to the top to, I think, social recognition. But then after that, if you imagine something kind of on top of the pyramid, what are your needs? There is more to that, and needs are things like – when I'm coaching people on needs I always describe it as – well, here's my own experience. I did a mountain climb in Switzerland while on holiday a couple of years ago, and it wasn't a big deal, but it was the first sort of proper climb with the crampons and we were all roped up and we had a leader, and we were nearly at the top, and this absolutely awesome, beautiful view, and I couldn't appreciate those views around me, because I was just desperate for a wee. And that need, there's a fundamental need, for a wee, was driving me. I didn't care about the view! I didn't care about anything else other than getting that need met. So if there's a need for you, obviously that's very basic, base even, but it gives you an example of what happens when we don't attend to our needs. So if there's a need for you to be acknowledged and loved – and I would say for many working mums there's that need – I have that, that's why I'm a coach! We tend to do so much, give so much, just get on with it, and when you don't realise that there's a need for you to get that acknowledgement, or that expression of love, then it will come out in other ways, hence you thinking, “I'm expecting something back.” It's ok to expect something back. So have a think, this week, about how you might be able to put getting that need met on autopilot, what you can do about getting that need met. What I'll do is I'll put a little template exercise up on the website that you can download and have a look at, and it just takes you through each column – what's a need, where is it being met, where is it not being met, and what things could you do to start putting it onto autopilot, and you can have a look at that. And anyone else who wants to look at that, we will talk about needs more, it's fundamental.

Maja: Great, thanks Amanda.

Amanda: You're welcome. So, I think also, Maja, just what I wanted to say, I know you said in your “I am becoming” statement, “I am becoming calm, contented, cheerful, successful, active and more loving,” which is great, but you missed off the courageous, actually, and I think you are becoming courageous, because your story of the comedy of doing the stand-up comedy, that's awesome!

Maja: That was very, very brave. It's very unlike me to be that brave, but I think just courage and bravery in just doing something that's really scary is something I want to add to my becoming statements.

Amanda: There's a great kind of ethos to life to do one thing every day that scares you. Perhaps not every day, but I think for us to regularly do something that challenges our comfort zone that scares us, whether it's big like you did, going onstage and doing your five minute standup comedy act, or whether it's a smaller thing, it does help you to appreciate who you are.

So, the becoming thing, just before I start to move onto some laser coaching. As I said in our first webinar, we're also busy doing things that we need to do day to day, you know, to keep the family on track, to get out of the door in the morning, to get it all done done done done done – is that we don't stop and think about who we really are. As I said, it's the who we really are that will help us to have a more fulfilled, more balanced life. Because when we get in tune with who we are, we will make goals that are naturally more in alignment with us. Actually, I found something from Brian Tracy, I just came across one of his emails the other day, and he's the guy who knows goals inside out, and he talks about the importance of goals being based on who you are and upon your values, which is why I started to get you to start thinking about this. It will just be much easier for you to reach those goals. So in order to know who you want to become, you have to understand who you're currently being. So if you didn't do this exercise, then just when you've got five minutes, just start thinking about what it is that you're fabulous at, what it is that's missing that's going to help you on your own path to fulfillment, and think about who it is that you need to become in order to be more fulfilled.

Just on the subject of values, which was the other part of the homework, which was identifying your golden moments, could one person or two people share a golden moment over the past week or two weeks? Tamara, I know you've got one.

Tamara: Oh, are you talking about the skiing, or something else?

Amanda: Skiing. Well, anything.

Tamara: I don't know if there are any golden moments in the skiing. I skied for the first time and it was so scary. But I guess, yeah, I guess towards the end of the week, last week, I was in my first week of ever skiing in the French Alps, and we struggled to get an instructor each day, so I had kind of various instructors, and the first one didn't believe in teaching snow plow, so I nearly fell off the side of the mountain so many times. By the end of the week, though, there was one moment where I guess I was going a little bit faster than I had been. Something had kind of clicked and I was managing to do a few turns without falling over – this was on the green slope, or maybe one of the blue slopes – and I guess I just felt a feeling of exhilaration and pride, or something. But yeah, I haven't kind of diagnosed it in the terms that you're asking, for the golden moments.

Amanda: Can I ask you a question about it? In your email, you said after the boy racer, “I don't believe in snow plow,” you described a lovely, methodical, praising woman teacher, who really understood.

Tamara: Yeah.

Amanda: Was there a moment with that teacher, that you felt, “Yeah, this is right.” Were there any moments once...

Tamara: Yeah, actually, after her – she made me feel all nice and kind of secure and safe, but after her there was a lovely male teacher who actually quite cute, actually. But he made me do little drills and he taught me to actually do a snow plow stop for the first time in a week, on the Thursday, so I could actually stop, for once. He made me – I had some moments with him where he was just more, he was even better than she was, even more methodical and more kind of rational and not too hard on me. And I guess – oh yeah, and he told me a few things that he thought I was good at, which was nice.

Amanda: So in terms of the skiing or from the past week from the holiday, are there any moments that were just like “Woo-hoo!” Great moments with your kids, or ...

Tamara: Well, there was a moment going down the mountain where I did feel like everything was pretty good. I felt really kind of like I was flying down the mountain, so I just felt that physical kind of thrill. I felt really pleased with myself because I'd wanted to give up all week and I didn't let myself. You know, I was there and my husband was there as well, I think, at that time, and my family were around me and everything. It was beautiful, which I think is important to me, the setting was just gorgeous. It felt like it had all gone well. I was the one who decided we should go on a ski holiday and chose the venue and the location and all the rest of it, so I kind of felt like I had done a good job as well. Yeah.

Amanda: So in terms of, I mean, I'm kind of oversimplifying and directing you to choose one moment in one week, just asking you to kind of look at how we identify values. From what you've told me there, there could be, there could be values around achievement, around beauty, around family, connection. All sorts of stuff there.

Tamara: Yeah, I think you're right – achievement, I hadn't thought of achievement. So...yeah. But the only problem is I come up with a million different values, so I don't quite know how...

Amanda: Yeah, you said that. Can I spend two or three minutes with you coaching you on that now?

Tamara: Yeah, that's fine.

Amanda: You said that you do come up with lots and lots of values. Well, I guess I'm not coaching you, I'm just giving you a few pointers now about narrowing them down. When you've got lots of values and you've got that joie de vivre which you have, and you've got so much about your life, the important thing, well, the useful thing about narrowing them down to say, seven values, is to really hone in on what is important to you. So I mean, for example, when we are choosing our careers, when we're looking at work/life balance, what is the ideal split for me – if you look at your values and you have a value around freedom. I'm not talking about in general, I mean a value around freedom and connecting with lots of different people, then it could be that a job where you're travelling will actually be part of what is balance for you, because you might get to express that value through that. Now, if you have a value of family, say if family, the whole concept of being with your family is a key value for you, and you also have that value of the freedom/adventure/travel or something – then there might be a conflict there. You see how those two might conflict? So if you then look at those values and you force yourself to kind of prioritise them, so there'll be a whole bucket there, not just these two, I'm just narrowing it down.

Tamara: No, I was wondering if it was about prioritising and almost playing them off against each other see which one wins, kind of thing.

Amanda: Exactly, and it's not about “you can't have lots of values,” it's about really forcing yourself to narrow down to seven at maximum, five at minimum. The way you can do that is by thinking, ok, if you were kidnapped by aliens and then dropped onto a distant planet – you know, friendly aliens, but completely different...actually, a lot of people tonight will empathise with this, because I know a lot of you have lived in different countries. We all have different cultures. When you land

in a different country, and Françoise, you particularly will be able to empathise with this, you have to figure out how it all works. Now, which values would serve you best in that new country, in that strange and distant land, if you were only allowed to say, carry, five with you. Which ones would you have to leave behind if you only had enough in your kit bag for five?

Tamara: Yeah. And some people would want their family or the people close to them to be very close to them in that situation and other people would value the opportunity to explore and have the freedom.

Amanda: Yeah.

Tamara: So that's how you can kind of work it out, ok. Yeah, well, that's very helpful, thank you. I'll have to do a little bit of working through a few golden moments and then trying to work out which ones would be the most important in that situation if I was stranded on another planet.

Amanda: And if you can go away over the next two weeks and do some work on those, because I don't think you'll have any problems listing your values, you were very clear on them when you emailed me, but one of the things that you can do – and again, this is for everybody – if you're finding the same tomorrow, “God, I've got loads of values!” Like Tamara said several of her values are around Buddhist values, mindfulness, simplicity, I mean there's so many...it might be that you want to have a string. So you can kind of cheat in that way. I cheat, for example. One of mine would be adventure/fun/joie de vivre. So you could have a string of values, and those three things together mean something to me. Now, mindfulness/simplicity/calm might be the package and they might evoke the values to you, because values are personal things, so if one word doesn't do it, then use three words.

Tamara: Ok.

Maja: Can I ask you a quick question about values, linked in with who I am and who I am becoming? Do our values change or are they the core of us that doesn't change, as we're seeking to evolve different aspects of our lives and become greater in some areas and minimise some things which haven't been useful to us? Do our values evolve, or are they the core of us that doesn't change.

Amanda: Well, they're both. They are the core of us, values are who we are. When we're expressing ourselves with authenticity in the world, when we're truly being ourselves, then our values are shining out. When we want to make decisions, when we're going for different careers or whatever and we think about our values, then it really is who we are. But yes, you're right Maja, they do also evolve, because who we are evolves, hence the “Who I am: I am fabulous at...” and “I am becoming...” So it's not like, “I think I'll choose the value of loyalty because that sounds like a good value to have, loyalty.” It's not that, it's as your life and your circumstances change, then you start growing different value. I'm sure that a lot of us on this call, if forced to choose our top five to seven values, there might be something around family there, because I've seen how you all write about your family and no matter how much you love your work or how devoted you are or how much you beat yourselves up because you're devoted to your work or whatever, I know how important your kids are to you. But that's not to say, if you don't put family in your top five, that's fine. There's no judgement here around values. But family is in my top five values, but it wasn't before I had kids. Does that help?

Maja: Yeah, that helps enormously, thank you. Thanks a lot.

Amanda: Ok, you're welcome. Ok, who would like a quick laser coaching on values, golden moments or who you're becoming next? Who is the next victim?

Amy: I'd be interested, Amanda.

Amanda: Hi Amy, that's great. So what would you like to talk about?

Amy: Well...I guess more about what I'm becoming, maybe? I'm trying to become a coach and creating my own job, making the time to focus on my work using the skills that I have from past work, helping my family adapt to the new me, and painting that canvas of working from home and trying to make money from it in the end as well.

Amanda: Ok, so I've got your exercise up in front of me now, and what I'd like to get you to do now is to think about this in terms of who you're becoming rather than what you're becoming, because what you gave here was a very 'what you want' statement rather than 'who you're becoming' statement.

Amy: Oh, ok. Like more of the qualities of who...

Amanda: Well, let's look at what you said. First of all, you said you're fabulous at being a mum who helps your kids learn, facilitating groups, listening to others and coaching them, and that's great. You're fabulous at listening to others, fabulous at coaching people, "being a mum who helps my kids learn" - how could you put that into a 'being' statement? I know it's "being a mum" but you've said "who helps my kids learn." It needs more expression of who you are and what it is about you that's so special that helps your kids learn.

Amy: Ok, like being patient with them? Listening to what they say, watching what they do, letting them try out things before I come in and suggest anything. Like, leaving them to pull out the toys that they want to play with. My kids are pretty young, they're almost three and almost one, so one of them doesn't talk yet. Just really keeping up to date with knowledge about how to work with kids and talk to kids using some of my PE training to try to talk in the way that can help them learn.

Amanda: Great, so there's a whole raft of things there that you're fabulous at. A whole raft of things. So what I'd like you to do over the next two weeks is to revisit your "I am fabulous" statements and get to celebrate you and all the things that you are fabulous at. One thing I had there is that you're fabulous at emotion coaching.

Amy: Emotion coaching.

Amanda: Like...emotional...what do they call it? There's one for children, one of my most thumbed books, and I can't remember the title. Emotion Coaching for Children or something. I'll find out what it is and I'll let you all know. It's just a brilliant book on emotional intelligence and how to emotion coach your children, and it's based on the fact that emotional intelligence is more important than IQ and how we can help our children to be resilient, how we can help them to solve their own problems rather than jumping in and solving them for them.

Amy: That sounds like the kind of stuff I love to read.

Amanda: You would love that, yeah. So going on to who you are becoming. You wrote, "I am becoming a professional coach; resourceful in creating my own job; making the time to focus on my work using the transferable skills I have from past work; helping my family adapt to the new me; painting the canvas of working from home, making money from it too." That statement is more of a goal statement.

Amy: The last one, or the whole thing?

Amanda: Yes. So let's look at what that question was, what qualities are missing that you'd like to grow in the next six months, what qualities are missing that you'd like to grow in order to be that professional coach, to have that time to focus on your work? Who do you need to be?

Amy: I think it's something about like a businesswoman, having boundaries from family and work life, and getting help from other people, organising childcare, that sort of stuff. So, I think it's about giving myself the chance to do those things.

Amanda: Ok, so who do you have to be in order to give yourself the chance to do those things? What qualities do you need?

Amy: I guess to be a bit more selfish, maybe? To be resourceful in a way.

Amanda: Ok. "I am becoming positively selfish" might be one of them.

Amy: Yeah.

Amanda: "I am looking after my own needs." "I am making time for me."

Amy: Setting boundaries...

Amanda: Yeah, that kind of thing.

Amy: I guess something about the kind of...setting aside the time and being disciplined about it and not letting other peoples' things eat into it.

Amanda: Ok, so what I'd like you to do is think about that and kind of rework it, and what might help you is to phrase it this way: "I am someone who..." For people who want to lose weight, for example, one of the best ways of setting goals is rather than saying, "I want to lose 3 kilos," is to focus on who you need to be. "I am someone who loves moving my body for the sake of it." "I am someone who nourishes my body with good food and pure food." "I am someone who delights in exercise." That's going to get them more to losing those three, four kilos, whatever I said, than "I want to lose those kilos." So if you can work on that...

Amy: I think that is important to me, about phrasing it the right way, because it's starting to sound a little bit to me like "Be more disciplined."

Amanda: We want the path of least resistance here! So this statement, for Amy and for everybody, it's got to inspire you to be, to grow into yourself, to expand into this new you. But the idea of the fabulous things as well is to celebrate who you are and what's great already. Thanks, Amy.

Amy: Thank you.

Amanda: Ok, I'm going to pick on Kim.

Kim: Right.

Amanda: Unless you'd like to pass, if there's nothing you'd like to say.

Kim: No, I've been thinking about this. I haven't done my homework – bad me – and for a whole manner of reasons.

Amanda: Hang on, can I just reiterate this? You're not bad. You're busy. You've got stuff to do, ok? No more of that “bad me.”

Kim: Ok. Just as I was listening, the three things I wrote down which I want to move away from...I know who I want to become, which is this successful marketing business coach and I want to be onstage and motivate and inspire women like myself to get where they want to be, and I can see that so strongly in my mind, and help people achieve success in their own life, but if I look at my life right here right now, the three words that come to mind are: frustration, resentful and impatient. I get, like this last ten days where my old computer died, my new laptop arrived, I hadn't had time to really get to grips with the new laptop, half-term hit, chicken pox hit. It's not that I feel resentful about helping Sam through chicken pox or anything like that, but I just feel so bogged down in the expectations of being a housewife and a mum, when I want to be this businesswoman out in the world. I'm finding it very difficult to move away from feeling these things, the feeling frustrated, and then I get resentful – it's like, “Why is it me unloading the dishwasher, again? Why is it me doing the ironing, again?” with a few swear words thrown in. Then I get really impatient with everybody – and that's not who I am naturally, I'm really an optimistic, happy person, and that's what I know I project outwards, but I don't feel it within my own four walls, and I'd really like to move away from that and towards who I want to become, and I don't know how to sort of shake the negativity stuff, because it just seems to be around me constantly.

Amanda: And particularly in the last week when you've had to deal with computer problems, with chicken pox, with half-term, and still go out and make your million out there!

Kim: Well, there was about one hour which I got onto email, and that was it really. That was it. It's like, well, why can my husband get up and go to his desk and ignore everything, and I can't? Because I want my business to be successful, and I know there's other stuff going on, but I get really resentful at that. But then there's always other things that come along, like chicken pox. I mean, chicken pox just comes along and you can't do anything about it, you just have to deal with it. And then I feel really bad about it all.

Amanda: Yeah, and isn't it ironic. You feel really bad about it all and yet you're the one who is dealing with it all, you're the one who is fabulous at juggling all these things, who's looking after Sam, who's dealing with the computer, emptying the dishwasher, putting the dinner on the table and running the business as well, and trying to keep your self-confidence up. But rather than focusing on that, you're kind of focusing on the “Oh, I feel really bad” thing. The irony of it – and I am...ok, let's just do a quick round the room. Can anyone empathise with anything that Kim has just said?

Everyone: Yeah, absolutely, definitely, etc.

Kim: Thank you!

Amanda: There you go. The resentment thing, Kim, I've noticed it's brewing for you right now. I haven't got time to coach you on this in like two minutes, but I just want to ask you a couple of question for you to go away and think about. You know what I might start doing on this call, because there's so many of us trained in coaching or NLP, I might start getting everybody else to ask you questions, in fact, that is what I will do. Not now, but Kim, please could you just put what you've just said onto the forum. "I feel frustrated, why is it, why me?" Let it all out. You can swear if you like, there's nothing that will stop us going in there. And please could everybody, using the skills that I know that we've got in this virtual room, please could you respond to Kim with your own question or your own thought to help on this. What I will leave you with in the meantime, Kim, is I want you to think about what choices you have here, because you do have a choice. This isn't meant to be a comment, like "you've made your bed, so lie in it." It's about what you could choose to do. What might happen if you chose not to empty the dishwasher? How can you start looking at what you're doing and giving yourself a pat on the back and...the word that's coming into my head is rejoicing in it, but rejoicing seems a bit too strong on the positive. Can anybody help me with a better word? It's not about acceptance.

???: Celebrating?

Amanda: Yeah, recognising.

Diane: Can I share something? I don't know what the etiquette is, but I was just thinking about what you guys have all been saying. I've had a very interesting day today, quite a life-changing day, where I've had to present to my boss and my boss's boss, who have been bullying me for seven years, a new role. The first time, it's the kind of thing that used to terrify me, all the politics. She's such a clever woman and she's been really quite horrible to me for many years, and I've tolerated it because I wanted to work part-time and I had kind of self-esteem issues because I had a very bad time in childbirth, I nearly died, and then my body fell to pieces and I had to get myself put back together again – so I've been through some serious crap over the last five years. A couple of months ago I just suddenly had this realisation that I've been sitting there, letting everyone tell me I'm rubbish, and for the first time I suddenly thought to myself, "My body's fixed, and I'm not taking any of this rubbish anymore." So I've kind of been sitting there thinking, feeling frustrated with my husband, all the things that you guys have been talking about. I suddenly had this moment when, I guess it was maybe a golden moment today, when my boss reacted exactly how I expected her to to my suggestion for a new role. I suddenly thought, you know what, for years I've been right and you've been wrong, and I just haven't been able to see it because you're so clever and manipulative – and now, I just think, so much worse has happened to me that in comparison, nothing is scary anymore. So I have to stand up in front of sixty people who are all kind of snobby fashion types in my job, I work for Marks & Spencer – and you know what? I actually don't care. I don't feel worried about it anymore or afraid, because nearly dying in childbirth and being betrayed by various people puts everything into insignificance in comparison. So I actually feel quite brave about things, and very positive, because I've always been quite glass-half-empty, and now I'm glass-half-full. Every time something goes wrong – and believe me, over the last few months, quite a lot has gone wrong – I just think, you know what? This is an opportunity. I'm just going to get on with it and I'm going to enjoy the fact that my children are gorgeous and healthy

and actually I'm really very lucky and I've got loads of exciting opportunities, because I think you make your own luck when it comes down to it. Sorry, I seem to have spoken for ages, but I was just thinking.

Amanda: Ok. What are you fabulous at, Diane?

Diane: I think...kindness. I just want to help other people now, and I know that sounds really kind of naff, but I just think that if you always try and do the right thing and behave nicely to people and treat them with respect, then actually you end up with lots of friends and people want to be kind to you, despite the fact there's some nasty people out there, if you do the right thing, no one can touch you.

Amanda: So there's a real value of integrity there as well.

Diane: Yeah.

Amanda: Ok, great. Thank you. That was...I'm really pleased you shared that, and I'm so pleased for you that this silly woman hasn't cowed you at all. In fact, quite the opposite.

Diane: Thank you.

Amanda: Fantastic. So, who are you becoming?

Diane: Confident.

Amanda: Yay! Ok. Great, thank you very much. Kim?

Kim: Yes.

Amanda: You are great. Go away and have a think about the choices and what you've heard from Diane and from the others about how you can start looking at this current resentment in a different light and looking at recognising yourself.

Kim: Yeah, I think, because it's been...well, you know what the last two or three years have been like, it's just been one thing after another and then another thing and then another thing. I just seem to be carrying it all on my shoulders. Then it just still goes on and I have to deal with the house, and then you get a cold...I'm not being a "poor me." I know what you're saying, and when you do think about what you're fabulous at, and for the first time recently, I've actually felt fabulous at this marketing lark, and I've been doing it for twenty years! I'm beginning to get feedback from people who I've been working with that actually I do know my stuff. And that's beginning to give me some real self-confidence and self-esteem, which oddly I never had when I worked in the corporate side of marketing. I dealt with people that Diane sounds like she works with in M&S, people who have got their own agendas and their heads stuck up their backsides and things like that. So, making marketing my own and putting my own message within it and talking to people about marketing from their own soul, which is what I always think it should be. I'm not trying to bore anyone here, but recently I've really been able to get that message and it's coming across and people are really enjoying it. I'd like to say that I am fabulous at marketing, there you go, I've said it.

Amanda: You certainly are, you certainly are. So what are you going to do to make yourself feel

better about everything you've achieved, even though it's not what you wanted to achieve, moving forward over the next week or two weeks?

Kim: I don't know. The first thought that comes to mind is I need to actually write down and acknowledge to myself all the stuff that I have achieved, and all the stuff that I have worked hard at and got through and all the rest of it, so it's not just a blur in my brain, so it's out there in black and white and it is acknowledged. I'm going to do that.

Amanda: Now that the chicken pox are over, I would like you to do the homework, because I think it would help you. I can't remember if you did this first time round – did you do the six questions when you did FaB in 2008?

Kim: Yeah. Yes.

Amanda: Have you still got those?

Kim: Yeah, I've still got it somewhere, yes.

Amanda: Could you go and find them and read them?

Kim: Yes, I will. What I was trying to do – sorry, I have a cat trying to claw at my leg – what I was going to do is send this out, actually, not to six, but to two or three people that I've become really friendly with since I did it last time, and kind of add it into the list, if you like.

Amanda: Great. Oh, by the way everybody, amongst all this, Kim has just relaunched a new flippin website – hello? Right, I'm going to move on.

Kim: Launch is next Monday.

Amanda: Make sure you tell everybody in the forum and ask them for their feedback. Jo?

Jo: Yes.

Amanda: Are you ok, do you feel like speaking?

Jo: Yeah, that's fine, yeah, absolutely. As you know, I haven't really done the homework.

Amanda: You've been overwhelmed, haven't you, as well.

Jo: Yeah, I was looking at it though, before I went on this call I started to look at it about 7:30 and it said to describe your personality. The things that I wanted to say about myself, it's a similar thing to what Kim said. Actually, that's not who I am at the moment, but as I would have said: vivacious, gregarious, strong, kind – all those things. I feel miserable, temperamental, impatient, stressed, and this is only my fourth week of being back at work since being on maternity leave, so I am dealing with a new job, as well, which that in itself is going really well. But what I'm finding is that getting up at ten to six, getting out of the house by half past seven, walking back in the door about six o'clock at night, getting the kids into bed by seven, seven-fifteen, sitting down and having dinner, clearing up, it's nine o'clock, I go to bed at ten. That's the routine. I've tried to get on top of it, but I can't, and this is only the fourth week and I just feel like it's coming down on top of me. So

the last question where it's like "I am becoming..." I'm just like I'm one of those little hamsters in a wheel, I just don't feel that I am myself and I am the happy person that I know I really am. That just seems to be tucked away somewhere until that day comes, but I'm trying very hard to do what we said last week, to live in the moment and to make choices. So the example of the dishwasher, I think, "Ok, I don't have to do it now. But I will have to do it at some point, so now is as good a time as any." I just can't seem to sort of change that mindset.

Amanda: Ok. This is a sheer grueling routine, isn't it? There's no doubt about it. You're just back from maternity leave and it's really hard for you, this is just non-stop.

Jo: Yeah. And I do have a very supportive husband who really does do a lot, but at the moment he's actually a site manager for a new depot, so he's in what we call the start up process, so he has to be on-site a lot longer so that's why the nursery runs are my responsibility at the moment. When he can, he will pick them up and when he can he'll drop them off, but those times are very few and far between, so I just feel like it's pulling me down.

Amanda: Is that situation going to get better in the short or medium term?

Jo: No, it actually...the site where he's working is actually a temporary site. The customer wants to recruit him, he actually works at DHL as well, they want to keep him, but the sites they're offering are even further away so he'd be doing a three-hour journey away.

Amanda: I'm going to cut across you now to make sure we be laser-like about this. So, is anything going to change to make this grueling routine less grueling?

Jo: No.

Amanda: Ok. So for the foreseeable future, next year, this is going to continue.

Jo: I would say for at least a year, yes.

Amanda: Ok. For you, Jo, this I think is kind of...I want to ask big questions, is that ok?

Jo: Yeah, of course.

Amanda: If you have to do this for the next year, what needs to shift or change for you to come out of this in a year's time with your hair still the same colour rather than grey?

Jo: I need to...like some days I can do it and I do it fine, and I can bounce from it because I achieved everything or I accomplished what I needed to do that day with minimal effort. But some days, like today was a bad day, it's been a real drain, so what I need are more of those days of accomplishing things and not feeling like I've done all those hours and nothing's been done.

Amanda: How will you get more of those accomplishing days?

Jo: This is where I'm struggling to think, because I'm a very organised person, I'm a very good at structuring, streamlining things and getting a lot done in the smallest amount of time...but this one I'm not winning. So at the moment, I don't know. I'm trying to think about your question, but I really don't know at the moment, I would say more time. But that's what we all need, and I haven't

got that in the day, because I'm at maximum capacity.

Amanda: Yeah, there's no reserve there. What's got to give?

Jo: Well, I've tried things...we've got a cleaner, so I don't have to worry about the house. We're trying to do other things to give us back some time. It just seems to be filled with something else. I don't know. I really don't know at the moment. I think that what we could say is work, but that would mean both of us saying, "Work has to give and we have to put ourselves first." But in the real world we have a demanding customer, it's not feasible.

Amanda: Ok. Again, I want to give you a similar question to Kim to go away with, and it's not an easy question. What I would like you to think about is what choices do you have? Again, this is kind of, your life is [overwhelming] right now. I can hear that, and everyone else will be able to hear that. I'm aware that we've got a couple of minutes to do laser coaching right now, and I can't coach you into "Ok, how do we change your life so that you don't feel so utterly non-stop?" But what I want to do is start you to thinking, again, start thinking about your choices.

Jo: Ok.

Amanda: Just bear with me a moment. Could you have a think about what are the – if you believed you could make anything happen to make this work better, if you believed that whatever you asked for you could have, what would you ask for? Don't answer that now, if you could just write that down and think about it. And then the other question is: if your children's lives depended on you asking for that thing that will make it better, what would you do to get it or to make it happen?

Jo: Ok.

Amanda: It's just a searching question, nothing else, you don't have to do anything with it, ok?

Jo: Yes, fine, ok.

Amanda: And the last thing is, please could you spend a couple of minutes on the forum having a moan and just saying, this is what my life's like right now. And again, please can I ask the wisdom and there is empathy round here, I know – can I ask everybody to just respond to you.

Jo: Ok.

Amanda: Ok.

Jo: Thank you.

Amanda: You're doing incredibly well for a mum who's just come off maternity leave. You really are.

Jo: Thank you.

Amanda: Ok. Amelia?

Amelia: Hi. I've got a golden moment I could share, if that's ok? So we went out for lunch at the

weekend and my daughter's fifteen months and she's been walking since Christmas but she's never walked outside, and she clearly wanted to walk out of the shop so I thought, fine, I'll let her walk out of the shop. She's just got this little cruising shoes, she hasn't even got proper shoes. She walked along the street and you could see she was looking all smiley and she kept stopping and looking in the shop windows and walking along the street, and I thought, well, we'll just walk for a little bit, but she just kept going. I was with my five-year-old boy as well, so he was walking along, pushing the pushchair. I thought, well, we'll go to the play park, which is about a ten-minute walk. We got to the play park, I thought, she'll ride on the swing and then we'll just go home. But she wouldn't get back in her pushchair, she was determined to walk. So she walked all the way up a hill, across the grass, and just kept going, so she must have walked for about half an hour. In the end she sort of collapsed to her knees, so I picked her up. It was just amazing to see the determination that she had to do something that was new and fun for her. I was just amazed, I didn't realise she was capable of doing it.

Amanda: Guys, I've got this picture in my head. And as you were thinking about this, what values might have been behind that moment? What values might have been present?

Amelia: I guess you mentioned family values earlier, and that felt like something. I was struggling to think what words you would use for values, but I thought of the real pleasure of watching her and seeing some of her personality come out in terms of her determination, so yeah.

Amanda: Ok. That's great. So I mean that's a lovely golden moment, and if you can continue collecting those just for the joy of them anyway, and each time just start thinking, what is it behind this? What is really important to me, what's a priority for me? One of the things I just wanted to ask you about was when you did the When I'm Fabulous exercise, you said, "I'm becoming better at staying focused." I want you to change that. There's something about "I'm becoming better at staying focused" which smacks of you judging yourself, and it doesn't seem to me like the kind of statement that you can grow in and say "Yeah!". "I'm getting better at staying focused" - what does it mean? What is it about the being focused that's important?

Amelia: Yeah, it's been interesting listening to others, "I'm becoming better", and what people have said, actually, and I kind of thought...I think the staying focused bit is more just how I feel right now with, I guess, similar to so many other people who've said they've got so many things going on and it's non-stop, and sometimes you're just trying desperately to take a breath to get some space and think. So I think, for myself, the only way through this is to get more focused, not let things kind of distract me, which probably isn't the answer, because life's never quite that simple, particularly when you've got children that don't fit into those little boxes. So I probably need to think a bit more about what that really is.

Amanda: Yeah, because at the moment it sounds like a big stick to say "Do more, Amelia!" It's the sort of thing, I think, Jo, with being great and sort of really getting processes and getting everything absolutely efficient, it's great in that scenario but in terms of you as a working mum and all that you probably do already, I think you've probably got to maximum efficiency. So could you have a look at that again and come back to me on that one? And I think my message to all of you is – and I've actually been thinking about this – to kind of wind up tonight, over the past few months I was thinking about what is it that I do when I'm walking my talk? When people think, "God, yeah, she's got it sorted," some people might think it's because I work from home or because I've got my own business. On the face of it, I might look like I've got this all worked out – well, I haven't. But I actually am...if there was a secret I could say that this is my little secret, doesn't necessarily mean

it works for everybody, but the way that keeps me sane-ish is that sometimes when you're juggling balls, sometimes you just have to drop one. You just have to drop one. Sometimes you just have to drop all of them. It might be that you're juggling eggs and some of the eggs crack, but you can't carry on indefinitely juggling, juggling, juggling. So that's my thought for the evening, people. And with that, I will wind up, but before I do so, Francoise, I am not forgetting you again, but I just want to check in with you. I haven't gone to you on this call from your request earlier, but are you ok, and is there any thought or anything that you wanted to share before we wind up?

Francoise: I'm quite ok with that today, yeah. I am feeling more comfortable now with talking with the group, so I think next time I will participate.

Amanda: Ok.

Francoise: I got great value from what everybody was saying, so it's a great call for me.

Amanda: Good, and what you must remember is that – I don't know what everybody else's French is like, but I bet your English is better than everybody else's French.

Francoise: Thank you.

Amanda: Having said that, there's probably someone here who's bilingual, so apologies to whoever's bilingual in French here.

Thank you very much, everybody. Any thoughts, insights, that you want to share, bring up, get help with, please go on the forum. I'm just going to whiz round the room and ask you what's one thing that you're going to take away from tonight, in five words or less? I'm going to start with Amy.

Amy: I'm going to redo my things I'm trying to become and to grow into myself more, make it inspiring.

Amanda: Ok, great. Thank, Amy. Kim?

Kim: I'm going to do my homework, my seven values.

Amanda: Good. Maja?

Maja: I'm going to revisit my values.

Amanda: Ok. Jo?

Jo: Discover what balls to drop.

Amanda: Ok. Tamara?

Tamara: I'm going to prioritise my values.

Amanda: Thanks, Tamara. Diane?

Diane: I don't know, we're all in the same boat.

Amanda: Good. Amelia?

Amelia: I'm going to think about what I want to become better at without being tough on myself.

Amanda: Ok, great. That's great. And thank you for yours, Françoise, as well.

Françoise: I'm going to drop some balls.

Amanda: Drop some balls, it's good to drop balls. I'll be very pleased if everybody drops some balls this week. Ok, we are next meeting on – hang on, what date is it? Is it a week on Thursday? We've got an Action Accelerator Day. Oh gosh, that's not about dropping balls, that's about being Superwoman!

Jo: Amanda, on that day I'm in an all-day conference.

Amanda: Ok, don't worry about it, Jo. Listen, can I have a quick chat with you tomorrow, when's a good time, or an email?

Jo: What I could do, I'm in a meeting tomorrow morning, but then I'll be travelling back to site. Probably about 10:30, 11?

Amanda: Ok, give me a call on my mobile, ok?

Jo: Ok, will do.

Amanda: Ok, I'll speak to you then. So, Thursday the 4th of March is our first Action Accelerator Day. I will drop you all an email just telling you what it's all about. If you want to join in, then you can join in. If you can't or don't want to, don't. It's fine either way, but it's there for you if it's appropriate for you at that time. So I'll send you some information about that. Keep talking to each other, keep supporting each other on the forums, and go and drop some balls. Goodnight everyone.