

# Chat Transcript Weekly LOVE-LED™

## Breakthrough Coaching & Strategy Session

### 2.20.2025

00:01:37 LMiphone: HELLO from snowy Ohio  
00:01:46 Nadia Rivera: Good afternoon and happy Thursday! ☺  
00:01:59 Nadia Rivera: Hello from Toronto, Canada 🇨🇦  
00:02:04 Rhonda & Craig Lauritzen: Good morning! Under the weather today - so camera off but all ears and ready!  
00:02:27 Catherine Heller: Good morning from Cold Wisconsin  
00:02:27 Kristy Wharton: Reacted to "HELLO from snowy Ohi..." with 🤗  
00:02:27 kathy: Hello from Mazatlán Mexico  
00:02:30 Kristy Wharton: Reacted to "Good afternoon and h..." with 🤗  
00:02:35 Shaumarie Tanner: Good morning everyone! And hello from chilly Texas 🥶  
00:02:40 Sandy Job-Rivera: Hi from Cincinnati  
00:02:40 Jodi Dexter: Hello everyone!! Tuning in from Hamilton Ontario Canada 🇨🇦  
00:02:42 Norine: Hi from Alabama  
00:02:43 Nadia Rivera: Reacted to "Hello from Mazatlán ..." with ❤️  
00:02:49 Deb: Good morning from southern Indiana  
00:02:51 Sally Macklin: good morning from Gresham, OR  
00:02:52 Missy: Hi from Rochester NY  
00:02:57 Nadia Rivera: Reacted to "Hello everyone!! Tun..." with 🙌  
00:03:05 Michelle Turnipseed: hello from Hutto TX!  
00:03:07 LMiphone: Replying to "Hi from Cincinnati"

Good morning fellow buckeye!

00:03:09 Denise Rusk: Hello from cloudy Florida!  
00:03:14 Diane Nyce: Hi from the road! Traveling through snowy pa to ohio today!  
00:03:15 Danielle Wehner: Hola!  
00:03:15 Anita White: Good morning from Whelen Springs Arkansas  
00:03:16 Janet Hartline: from PA  
00:03:19 Debbie Plouffe: Good morning from CA!  
00:03:20 Celeste: So excited to be here.  
00:03:22 Kari Johnson: Bright & early here in Hawaii!  
00:03:23 Vanda Watson: Good Morning from the central coast of California  
00:03:32 Latoya Durant: Hello from Ontario, Canada  
00:03:36 Angela Hall: Hey Bob, tuning in from Clearwater Beach FL  
00:03:43 Tracey Akamine: Afternoon from King of Prussia, PA!  
00:03:44 Janet Thorn: Thoroughly Awesome Thursday everyone from cold Montpelier VA

00:03:44 Paula Culbreath: Hello from McKinney, TX  
 00:03:49 Debi Auch Moedy: Joining you from the car on a drive to Nashville  
 00:03:53 Darla: Hello all....I am working from the Cayman Islands today! :)  
 00:04:06 Danielle Wehner: Reacted to "Joining you from the..." with ❤️  
 00:04:08 Amanda Samaniego: Yes! Yesterday's mindset training was AMAZING!  
 00:04:11 Tracey Akamine: Reacted to "Hello all....I am wo..." with ❤️  
 00:04:14 LMiphone: Reacted to "Hello all....I am wo..." with 🌂  
 00:04:15 Megan Weisheipl: Reacted to "Yes! Yesterday's min..." with ❤️  
 00:04:19 Dr. Bekki Risinger: Is there a recording link for Megan's call yesterday?  
 00:04:19 Amber Hansen: Is the email for support: support@yourvirtualupline.com  
 00:04:21 MaryAnne Malicki: I needed to hear exactly what Megan spoke about!  
 00:04:23 Elana Berlin: Hello from Disney 😊👏  
 00:04:27 Tana Michelle: Replying to "Good Morning from th..."

Vanda, I'm in SLO. would love to connect on facebook and in person! I'm Tana Michelle on facebook :D

00:04:33 Sara Renei Anop: Replying to "Hello all....I am wo..."

My favorite place to "work" from

00:04:34 Susan Waterbury: Hello from Thomasville, Ga!  
 00:04:36 Megan Weisheipl: Replying to "Is there a recording..."

It's in the membership portal under recordings.

00:04:39 Kristy Wharton: Replying to "Is there a recording..."

Yes in our coaching replays in the portal

00:04:39 Team Your Virtual Upline: Replying to "Is the email for sup..."

Yes it is!

00:04:48 Megan Weisheipl: Reacted to "I needed to hear exa..." with ❤️  
 00:04:51 Amber Hansen: Replying to "Is the email for sup..."

@Team Your Virtual Upline thank you

00:04:53 Dr. Bekki Risinger: Replying to "Is there a recording..."

Thanks!

00:05:13 Sarah Bravo: Got told NO  
 00:05:13 Ginger Gustafson: I started..  
 00:05:16 Shaumarie Tanner: I'm having fun coaching again!  
 00:05:17 Heather Ault: First restart from AO  
 00:05:18 Elizabeth & Jon Fisher: Just getting going again  
 00:05:18 Sara Renei Anop: Starting LOT of good conversations  
 00:05:18 Allisen Levin: I was having fun sending messages  
 00:05:18 Cindy Pounds: Great conversations started  
 00:05:20 Marjorie Kauffman: A win - I am slowing down and

00:05:21 Rebecca Foust: hit my rank by the 19th!  
 00:05:21 Denise Pendleton: Doing things that are uncomfortable  
 00:05:22 Theresa Torres: Better connection with people  
 00:05:22 Charmaine D'Souza: Enrolled 6 this month  
 00:05:25 Janet Thorn: I am having conversation with two former clients!!!! Step forward  
 00:05:26 Colleen Lekie: had more convo's than normal  
 00:05:26 Christa Plettl: Enjoying authentically reaching out and lots of conversations  
 00:05:26 Annie Hutchcraft: I got a new client this week!!!!  
 00:05:26 Mandy & Wayne Hudson: Got out of my way with sending messages to inherited clients  
 00:05:26 Stacey Foley: Staying organized with this  
 00:05:27 Beth Bilton: 1 reactivated client!  
 00:05:27 Courtney Cook: Engagement in posts are improving  
 00:05:27 Elena Armstrong: I haven't gotten far but I finished my Lead lists!  
 00:05:28 Jodi Dexter: I started  
 00:05:28 Julie Howard: Self reflection on my beliefs  
 00:05:28 Alison Wade: I printed off all the pages and started my lists!  
 00:05:28 Kelly Mills: I sponsored a new client this week.  
 00:05:29 Danielle Wehner: I had a referral sign up!  
 00:05:29 Dolena Sinclair: starting more conversation than ever  
 00:05:29 Teri Williams: convos being interactive  
 00:05:29 Deb: I did the work  
 00:05:30 Andrea Ball: I have reconnected with several past clients and I am having fun  
 00:05:30 MaryAnne Malicki: More structure  
 00:05:30 Meredith Teplitz Dunkel: Not feeling overwhelmed anymore  
 00:05:30 Rande Ballard: Reaching out authentically  
 00:05:31 Catherine Heller: A conversation led to a reactivated client and coach  
 00:05:32 Mary Daza: Had 2 tough love conversations  
 00:05:32 Jeanette Maurer: I actually had a warm message turn to hot  
 00:05:33 Darla: Taking action!  
 00:05:34 Bridget Vanderhoeven: I have showed up and am learning to come out of my box.  
 00:05:34 Amanda Samaniego: I'm starting lots of conversations....in a different way!  
 00:05:35 Tammy Wetherwax: Getting conversations started  
 00:05:36 DeAnn Pierce Forman: Making lots of authentic connections with past clients. The scripts have been very helpful!  
 00:05:37 Lamont Henderson: I showed up and sent messages.  
 00:05:37 Sue's iPhone: Talked to a lady in person and have a follow up  
 00:05:37 Sherry Lyon: Several nos  
 00:05:37 iPhone: Showing up for myself  
 00:05:38 Lisa Burns: Several former clients are coming back  
 00:05:39 LMiphone: I am still here and doing the work. And I am working thru red light stories! <3  
 00:05:39 Kyle Reid: I just did a LOVELED live on Facebook

00:05:39 Debi Auch Moedy: Been reaching out to LOTS of past clients with the AO message

00:05:39 Barbara Parks: I'm here

00:05:40 Maegan Hathaway Miville: Reaching out in more conversations

00:05:40 Nancy Thorbahn: I'm learning better ways to communicate

00:05:40 iPhone: I signed up 5 customers!!

00:05:40 Marcia Schiavo: Good conversations

00:05:40 Lowell & Catherine Hanson: I set up 4 past and a new client calls to do a health assesment

00:05:41 Connie Fay: I had my doubts but dedicated 1 hour each day on ao's. I actually have 2 restarts and 2 new clients!!!

00:05:41 Kathy Loewen, #CM, #Certified Health Coach: Two new clients because of reaching out to past clients.

00:05:41 Eric Hunsberger: i'm showing up.

00:05:42 Meredith Craig: I am here, I have a 1 on 1 call with a coach right after this, and I am not trying to cancel bc of red light stories

00:05:42 Michelle Turnipseed: Really appreciate the mental focus of slowing down and being okay with it. I am energized to do AO as now I know where to put all my energy

00:05:42 Amy Dodson: Wonderful love-led authentic outreaches this week that don't feel icky!

00:05:42 kathy: I am here

00:05:43 Coach Jennifer Freeland: Past client who hadn't responded in 2 years, replied and nicely.

00:05:44 Susan Roberts: I showed up in authentic outreach!

00:05:44 Kyle Reid: I just did a LOVELED live on Facebook

00:05:44 Gina Everson: Using the Core 4 daily!

00:05:44 Lisa Dennis: I'm slowing down

00:05:45 Laura Morgan: Heard from many previous clients I messaged 🥰

00:05:45 Lana Juracek: Got to talk to a person that has been on my heart for health reasons

00:05:45 Amanda & Marcus Williams: Goat a sale and a conversation with a potential recruit!

00:05:45 Joanna: I started sending authentic outreach messages.

00:05:45 Barbara Omstead: 1 new referral client

00:05:46 AIMEE Woodward: I haven't got any results yet but I feel good about the authentic outreach I have been doing. It feels good to be love-led

00:05:46 Dr. Bekki Risinger: Got 2 health assessments this week!

00:05:46 Tana Michelle: Win! I started a Gaps intro diet group and 1 person is interested in the Plexus Business!

00:05:46 Kyle Reid: I just did a LOVELED live on Facebook

00:05:46 Stephanie Helmbold: 1 new coach, some great conversations

00:05:47 Bonnie Neff: I sent over 125 authentic messages

00:05:48 Julia Brown: Being in action and showing up live for everything

00:05:49 Connie Mumford: I finished listening to all the classes

00:05:49 Allisen Levin: Taking action and having fun! Being aware of RLS  
00:05:49 Sue Sanders: I did the work  
00:05:49 Rhonda & Craig Lauritzen: I am seeing more conversations being returned!!  
00:05:49 CAROL JANE: one win is a possible referral that came to me ... no sale yet but first referral - BIGGEST win is that I did the work 5 per day and I was very stressed  
00:05:49 Danielle Wehner: Did Authentic outreach everyday!  
00:05:50 Breann Fierro: Doing the work  
00:05:50 Bridget Steen: Having conversations!  
00:05:50 Debbie Plouffe: Lots of conversations going! Actually felt joy in messaging this week for the first time in a long time!  
00:05:51 Karen Forrister: I am enjoying more confidence because the love led approach is more consistent with my personality  
00:05:52 Lori Ostlie: I reached out to some past clients and had 1 response. He was thankful for me reaching out.  
00:05:52 Marjorie Kauffman: I am not wanting to jump ahead but stay on week one focus. It is difficult, but I am doing it.  
00:05:52 Missy: I had a red light thought that I actually noticed and decided to turn it around.  
00:05:52 Donna Sperry: Better conversation  
00:05:53 Diane Duncan: 1 of my first 5 messages replied that they want to reconnect with me!  
00:05:53 Kayla Allen: Added 50 people to my own personal FB group, and brought it back ALIVE. Great place to have people and give them value beyond my person page  
00:05:53 Kathy Jewell: I've been consistent in outreach on personal level daily.  
00:05:53 Paige Wilson: past client ready to reengage! We are talking Saturday!  
00:05:54 Susan Waterbury: I'm becoming consistent with messaging my hot leads every day  
00:05:54 Rob Davis: I had three previous clients that were not responding to my reaching out previously just by using the scripts.  
00:05:56 Katie L Kloska: I am here. (My family is sick so it hasn't been a great week)  
00:05:57 Andrea Ball: I am having more authentic conversations  
00:05:57 Amelia Damlo: I am resisting RLS! I am resisting leading w ssoln as soon as I've ID the problem, instead im finding deeper problems and adding value  
00:05:57 dermitsherrie@outlook.com: Catching up and feeling good about  
00:05:57 cindy baccary: Got responses from all my messages sent out ! 🙌  
00:05:58 Dee Garland: I have been starting more conversations than ever and started 3 back and forth this morning  
00:05:58 Cara White: Shared value post and have a health assessment schedule today.  
00:05:58 Corbin Warrick: reactivating clients, and new. inviting 6 potentials to a coaching showcase coming up.  
00:05:58 Jo O'Brien: People are starting to reach out to me  
00:05:59 Danette McOmber: I've started 5 conversations...some were to people who hadn't ordered in over 5 years.

00:06:00 Carolyn Carman: Conversations focused on them  
00:06:01 Katie Nice: Signed up a new client yesterday!!!! First time since December!  
♥  
00:06:01 Leslie Albaugh: Showed up and had several chatty friend conversations. That felt encouraging to me and to others.  
00:06:01 Char: I am showing up during a VERY busy season in life!! I am winning!  
00:06:01 Leahna Loomis: I am reaching out and connecting more authentically.  
00:06:02 Denise Rusk: I'm showing up with more enthusiasm!  
00:06:02 Karen W. aka KK: I got going despite being sick when we started. Not letting anything stop me.  
00:06:02 iPhone: I'm doing the work. Getting out of my head and out of my way!  
00:06:02 Charlene Giasson: i havent reached out in over a month..because of how i was feeling...i felt so good reahing out to a few people! THANJ YOU  
00:06:03 Conchita: I have had conversations with former clients that wouldn't answer before  
00:06:05 Robin Knorr: Have been commenting on my posts.  
00:06:05 Connie Queen: Being Love Led in my life with my friends and family, too!  
00:06:07 Brittany Simque: Im learning to have patience and do what I KNOW how to do!  
00:06:09 James Riemer: Was more thoughtful in leading with a problem in my story, and now have two appointments set up to chat from reach outs.  
00:06:10 Tammy: I received a message from a customer about her love for me for always wanting the best for her and everyone else i am helping  
00:06:11 Lauren Tudor: I am excited that I have showed up, done the work and I'm grateful for where I am.  
00:06:12 Harriet: Achieved a customer bonus! I'm already on track to have a 1k plus month just after the workshop.  
00:06:14 Rosalie Keddington: Relief, in feeling so much better about using these much better methods!!! ♥♥♥♥♥ So thankful!  
00:06:16 Linda Rester: I feel like I'm being more proactive with my past clients than I have in a while  
00:06:18 Trudy Bledsoe: Attended both work sessions. Starting more conversations.  
00:06:18 Sharon, Costa Health: Already earned additional 1,000 through returning clients!  
00:06:19 Coach Tammy Asmus: Great job!!!!  
00:06:22 Kim Bemis: Sent 7 messages. 1 convo happening. Talking to 3 former clients. Using your love-led scripts. Amazing!  
00:06:23 Anita White: I sent 15 authentic outreach messages.  
00:06:23 Debbie Zickefoose: Ive enrolled 3 this month  
00:06:23 Amelia Damlo:and 1 AO is leading to a HOT lead as a reactivated  
00:06:24 Jodi W.: Even with having bronchitis, I am having conversations.  
00:06:28 Marilyn's iPad: Starting more conversations

00:06:28 Christina maxwell: Lots of great conversations that are fun and still doing the work.... 3 new potential clients today

00:06:30 Tana Michelle: oh yes, and 1 past customer ordered!

00:06:31 Lois Shawback: I have accomplished some work every day! Got conversations started.

00:06:33 julie mann: I just feel differently about my business

00:06:36 Laura Trimble: I signed up a new coach this week

00:06:37 Michelle Turnipseed: I'm getting replies from inherited clients

00:06:40 Donna Barber: loving this!!! Doing what I need to do each day

00:06:40 Misti Hard: Started a few AO, but feeling very overwhelmed! 😞

00:06:40 Danny & Susie Chiles: Getting myself set up vs giving in to overwhelm

00:06:41 Bonnie Billing: Can we use these scripts to email past customers?

00:06:43 Angela Hall: I am learning some tough love on responses I am getting back. But I am loving the experiences

00:06:44 Charmaine D'Souza: Last month had 2 return back

00:06:45 Cynthia Gómez Martín: Much more aware with content creation: adding value, speaking to my past self, speaking to the problem I used to have

00:06:47 Mary Beth Allen: I reached out to someone directly - took it out of messenger to a text, Someone who reached out to me about his granddaughter but it went silent for a few days. We have a scheduled Health assessment today at 4 pm.

00:06:48 Jenny Sipe: Hopeful & excited

00:06:48 Tracey Akamine: Yes, reaching out more authentically. New referrals and reactivated clients.

00:06:49 Janet Hartline: I reached out to 56 and received 6 replays back. 2 had problems with their purchase and offered help.

00:06:50 Maura Duah-Asamoah: I am feeling better about getting organized to let the Love-Led mindset into my work. I had 3 past clients come back this week. I feel so excited about serving again!

00:06:51 Tana Michelle: so many conversations going! So many people with problems to serve well!!

00:06:51 Alyson Brittain: seeing great success following up love led way 16to past clients not ordered in a while new and return clients

00:06:52 Julia Brown: Me too! Excited about my business again

00:06:52 Christa Plettl: Yes spark!

00:06:57 Norine: Started a conversation with a clients cousin with Love Led script. I felt so much more comfortable using different words that represent an authentic me.

00:06:57 Annie Hutchcraft: I really feel like I am being able to be more genuine and less salesy!

00:06:57 Debbie Zickefoose: Identified more hot leads

00:06:58 Rhonda & Craig Lauritzen: Yes, I'm feeling like I'm showing up like I always wanted to.

00:06:58 martie: I'm telling myself that what I'm doing is important and beneficial as opposed to it's not going to make a difference. For me, right now, this brings hope.



00:07:00 Julia Trygstad: I'm excited each day to make connections again with past clients and have focus. 5 new clients so far this month and having fun

00:07:02 Kristy Wharton: Replying to "Can we use these scr..."

Yes. Absolutely. Conversational approaches always work well.

00:07:04 Janet Thorn: I am feeling less anxious about the conversations. TY

00:07:04 Beth Bilton: Not feeling overwhelmed but positivity!

00:07:05 Diane Duncan: I powered through the red lights in my mind!

00:07:05 Tammy Carabelli: I have reconnected with a lot of former team members and clients and many of them asked if we could meet for lunch to talk more.

00:07:06 Susan Rosenberg: Can each person tell us how many people they outreached to, to get their results

00:07:07 Katy Samuels: added my second new coach to my team - feeling confident speaking in a love led way - in just two days of tweaking my posts I already noticed new engagement!

00:07:08 Kathy Goff: Several great conversations with past clients are being developed with promising results hopefully to come soon.

00:07:08 Judy Calkins: Have a new client after working on your love led approach.

00:07:10 Sally Macklin: it's such a relief to go back to being love led !!

00:07:10 Michelle Turnipseed: Reacted to "I'm telling myself t..." with 🎉

00:07:10 Rachel Isaacson: yes!!! I feel the excitement and its more fun

00:07:11 Robin Knorr: I feel joy and hopeful and excited.

00:07:15 Cynthia Gómez Martín: Focusing more on the person on the other side, the friend.

00:07:15 Michelle Turnipseed: Reacted to "Yes, I'm feeling lik..." with 🎉

00:07:17 Jen Wheeler: Being authentic with myself - not getting stuck in the feeling that I only have a few hot leads and turning that red light thought into a green light - challenging myself to create more authentic connections

00:07:19 Ginger Farris: Have lots of roll ups (like a couple thousand) and I do not know how to individually follow up with them so just starting conversations with my personal past clients.

00:07:29 iPhone: Have hope again

00:07:32 Julia Brown: Showed up differently for my weekly coaching calls too. My energy is different and refueled.

00:07:34 Charmaine D'Souza: Definitely feeling the enthusiasm

00:07:36 Anita White: Overcome the fear!

00:07:39 Linda Lee: I have hope for seeing my business grow and become what I have longed for it to be for so long. Thank you Bob and team.

00:07:39 Amber Hansen: Learning to communicate better and FU better

00:07:40 Ronnie Basil: I have 1 reactivated client. I have 4 responded back and we have an appt to talk.

00:07:41 Kristy Wharton: Replying to "Have lots of roll up..."

Script on page 11 for that exact situation



00:07:43 Marjorie Kauffman: ALSO - with slowing down the anxiety has lessened. I am trusting the process. I am not comparing. That is a BIG thing. I am staying in my lane and trusting the process. Really, this is tremendous. Thank you.

00:07:44 Donna Sperry: Helped me to refocus on my health as well as my business

00:07:47 Connie Fay: I have dedicated 1 hour minimum a day this week to authentic outreach. restarted 2 new clients and they helped bring on 2 new clients and I signed up a coach!!

00:07:47 Chris & Christy Smith: Having fun again. Chris led at Men's prayer this morning to 60 men about health, and it wasn't salesy. Just purpose driven

00:07:49 Cynthia Gómez Martín: Talking myself that's ok to walk slower right now, reminding myself that I'm learning new skills, and to keep going.

00:07:49 Charmaine D'Souza: Bob I had my first comma check

00:07:50 Whitney Carney: Loving led a current customer to asking me for suggestions on how to help with her problem

00:07:57 Debbie Zickefoose: Yep-It's like following the carrot over the mountain!

00:07:58 Kristy Wharton: Replying to "Bob I had my first c..."

Woot woot

00:07:58 Sally Macklin: comparison is the thief of joy!

00:08:01 Kayla Allen: Me vs Me - love this phrase

00:08:04 dermitsherrie@outlook.com: Actually I never felt quite right about my business and I am new. I don't even have those hot clients. This is now my love led business.

00:08:07 Janet Thorn: Reacted to "comparison is the th..." with 👍

00:08:08 Alicia Raley: Showing up on the trainings while spending time while out of town and with my new grandbaby and 2 year old grandson. Also, started a few conversations in the nooks and crannies! 2 reactivated and one new client so far in February. Growing in not getting overwhelmed bc I am not home and in my own routine and feeling scattered in the work. I am with my family which is one reason why I LOVE being a coach so that I can be with those I love most

00:08:15 Leslie Albaugh: Replying to "Bob I had my first c..."

Good Charmaine!!

00:08:23 Char: Replying to "Bob I had my first c..."

Amazing!!! Way to go Charmaine!!

00:08:30 Tana Michelle: Replying to "Bob I had my first c..."

incredible, Charmaine!

00:08:32 Amanda Samaniego: Reacted to "Bob I had my first c..." with 🌟

00:08:36 Judy Calkins: I met a FB Friend at a restaurant and she said I looked and was like I was on FB. That was a great compliment.

00:08:39 Lisa Konshak: Working through the Hot Lead finder made me realize I have been sitting on a goldmine, and excited to continue this process of authentic outreach. A few messages out as I catch up after being gone last week on vacation.

00:08:44 Tina Luce: Reacted to Bob I had my first c... with "🌟"  
00:08:48 Christa Plettl: I could use help in a conversation about current client  
00:08:52 Bonnie Billing: Can we email people if we don't have them on Facebook? How do these scripts change for that?  
00:08:55 Kayla: What do we do if we have used authentic outreach to some of our past customers and they haven't responded  
00:08:58 Amanda Samaniego: Reacted to "Working through the ..." with 👉  
00:09:00 Christa Plettl: Sent this 2/20  
Christa Plettl:  
Brookie how are you doing Plexus wise? Questions? Need help?

Got this

Brooke Wyckoff:

Hi Christa!! Thanks for checking on me! I am really backed up with pills right now, can I put an indefinite pause on my order until I can use up the surplus that I have? Also, I am gonna do the reset pretty soon!

00:09:16 Kelly's iPhone 14 Pro: Hi! I'm firming up my list. Haven't had conversations yet. We should focus on box 1 - past customers who haven't purchased in 90 days first, right?

00:09:20 CAROL JANE: When their answer is .... I had no idea I was in your vip group?

00:09:20 Leahna Loomis: I'm on the west coast and is 7am too early to send outreach messages when doing the working sessions?

00:09:24 Kim Hanson: Overwhelm , fear, and procrastination are my biggest hurdles. Beginning to feel excitement again.

00:09:24 Christa Plettl: Was going to send this

Christa Plettl:

Yes Brookie, I will put an indefinite pause on your order. I also want to coach you a bit. You may not want to hear it but need to hear it. I know that help with regularity was something that was improving when you were consistent and you were enjoying the regimen in the first month. You were looking to find the right balance on biocleanse. It seems that perhaps you didn't quite find a flow with the pills. So I wanted to ask why the inconsistency to where you have an excess?

00:09:30 Dr. Bekki Risinger: Replying to "Is there a recording..."

So is the portal Your Virtual Upline and where I access the zooms?

00:09:30 Debbie Plouffe: I have had several conversations about cost. Love the product but too expensive. How do you respond?

00:09:32 Angela Hall: How do you respond to people that I send birthday videos too, that respond.

00:09:33 Lowell & Catherine Hanson: what script should I use to contact past Health Assessments?

00:09:35 Kristy Wharton: Replying to "I'm soooooo behind I..."

You are NOT behind... you can only be where you are. You will always be adding new names.

00:09:37 Kelly's iPhone 14 Pro: Fyi I'm in Mars PA

00:09:41 Amanda & Marcus Williams: I'm having a conversation with a potential new recruit. She shared with me that her reason for wanting to join my business is for community and money. What would be the next best steps- I am planning on doing a business live call with my up line

00:09:42 Ricky and Kim Van Auken: I got some responses on posts from people outside the country, not sure how to help without spending a lot of my time but also be helpful

00:09:45 Stephanie Lyon /Arbonne Wellness: I have loads of contacts from networking that have not responded to me or bought and need effective follow up verbiage

00:09:49 Amanda Samaniego: Replying to "Working through the ..."

I had a similar realization...I've not been working my engaged leads! Working hot leads much differently now.

00:09:50 Karen Forrister: I had a reach out with a past client. I asked for to share a problem and I asked her for help and then she ghosted me

00:09:54 Ashley Prieto: Replying to "I'm on the west coas..."

Do you feel like it is? Go with your gut but I don't feel like it is. They will answer when they can.

00:09:57 Lana Juracek: What if have conversation going and then ask how are they doing on the goals they had when we working together and they say they want to lose 20Lbs and when you say lets chat and then no response

00:10:40 Ashley Prieto: Replying to "what script shoud I ..."

Engaged lead

00:10:42 Rhonda & Craig Lauritzen: When doing AO with past clients and there's nothing new on their Facebook page to start, is it okay to just go to the DIRECT...BLAH BLAH BLAH, HOW'S THAT GOING?

00:10:42 Kristy Wharton: Replying to "I had a reach out wi..."

Ghosting is usually a red light story—have you nudged her? Asked if she has seen it?

00:10:42 Wendie Phillips: What do you do/say to someone who doesn't respond to your first message? How long do you wait to try again?

00:10:48 Janet Thorn: I have finally gotten a response from a young man who is extremely obese. I have reached out many times before but he is showing interest in returning to his health journey. I am trying to know how best to connect as he has said he is wanting to lose weight for summer and starting a new job.

00:10:51 martie: I need to contact inherited clients. Just introduce myself. My coach sent a note saying I would be contacting them and then that was interrupted by a family death. It's been 2 weeks, should

I just introduce myself and ask how their health life is going?

00:10:53 Charmaine D'Souza: I had a prospect who had been interested since last November who wanted to start on the products. We talked about what would help her but she's not committed yet.. followed up with authentic reach & haven't had a response back for 2 months

00:10:54 Michelle Turnipseed: past client went off program and hasn't ordered again. have stayed in contact and know she still has weight concerns. After connecting about softball and her real estate biz, I asked her about her knees as they had bothering her and asked if the cold was aggravating it or if that was better. She said they aren't her fave body part LOL. Then I empathized with chronic pain so asked what does she think is missing or what has she tried. She said if she lost 30 lbs that would help. I did a post about biofreeze and asked if she wanted me to send it to her since it had helped me with some nerve issues I have. My chiro recommended it and I bought it at his practice. It's not something I sell. I'm a coach for Optavia. She replied back saying her issue is lack of cartilage from too much softball. Where do I go from here?

00:10:58 Connie Fay: I do. Many former clients are on the glp-1's and are working closely with their doctor. They are very reluctant to be open to other products to help with their nutrition. I find I am going down a rabbit hole of what they are actually eating and they don't feel a need.

00:11:02 Elena Armstrong: Even if its been a couple years?

00:11:05 Liane: Reacted to "What do you do/say t..." with 👍

00:11:07 iPhone: I struggle knowing how to reach out to people that didn't respond to my first reach out when they asked for more info. They saw the message but didn't say yes to hearing more

00:11:07 Mary Daza: I have 2 conversations with 2 past clients, that want help but don't move forward. Is tough love appropriate at some point?

00:11:08 Eric Hunsberger: That's so clarifying Bob. Thanks.

00:11:13 Michelle Turnipseed: Reacted to "I do. Many former c..." with 👍

00:11:14 AIMEE Woodward: I had a friend engage in my authentic outreach. She shared that she has migraines told me how she uses a shot once a month to help keep them under control. She also shared how she is following a naturopathic lifestyle to help her lose weight. I told her that I will be cheering her on. I took this information and created a value post about how headaches and how my program helped me reduce the frequency of my headaches.

00:11:16 Rosalie Keddington: I have a question about where/how to spend my time re-the hundreds of (wonderful!) bday messages I received! Some were personal messages yet lots were auto-generated (by fb) for people to tap and send. Some people I know, others I don't

Could be opportunities to engage with all - but only a few would be considered hot leads.

00:11:25 Robert Farris: What is the best way for a man to reach out to a woman that he does not know who is a client that has rolled up?

00:11:28 Alison Wade: And for a lot of us, people we have done a health assessment with, are in a client support page (Facebook group)

00:11:29 Sarah Bravo: Replying to "I do. Many former c..."

Same

00:11:33 Ashley Prieto: Replying to "When their answer is..."

Send them the link to the group so they know what it is. Then you can see if they are still interested in sticking around & what they would like to see/learn from there. How can you serve them.

00:11:36 Kristy Wharton: Replying to "I have loads of cont..."

We have it—past customers the question is do you know their problem or not? we have those scripts

00:11:38 Karen W. aka KK: Reacted to "And for a lot of us,..." with ❤️

00:11:40 Rachel Isaacson: QUESTION..... When sending messages to past clients... when starting conversations... should we follow up after going back and forth asking about health.. or wait to go back to that conversation in a few days and then ask how their health and specific problems are going? wanting to know the best love led way

00:11:48 Connie Mumford: I'm having trouble with the scripts and how it can relate to people that were in my old company. I'm not good with words yet, so i guess i need a specific script

00:11:50 Shaumarie Tanner: Did I move forward too quickly? Or is this a red light story?

00:12:02 James Riemer: Redlight story popped up. I have felt like pivoting a nice conversation to a health space, even if it is from an authentic place on my part, will trigger their sales resistance. How can I pivot from chit chat quickly without appearing inauthentic?

00:12:03 Candis Winslow: follow up to Catherine's question. What if they don't post much on their pers FB page?

00:12:06 Ashley Prieto: Replying to "What do we do if we ..."

Just send them a gentle nudge. Just wanted to make sure you saw my last message. If they don't respond, move along.

00:12:07 Karen W. aka KK: Replying to "And for a lot of us,..."

And we do let them know the "product"/program... 🤗

00:12:11 Allisen Levin: I switched business industries and past customers isn't the same industry , do I mention it in my AO when it's my initial contact to past customers?

00:12:24 Ashley Prieto: Replying to "Can we email people ..."

Email is a last resort but if that's all you have then it is what it is. Same scripts

00:12:26 Angela Hall: If I message a hot lead and say Hey April, its been awhile, how are you? And you don't get a response?

00:12:36 Eric Hunsberger: Would you resource people you did Health Assessments with that did not buy with maybe a free resource for the problem?

00:12:37 Ashley Prieto: Reacted to "Bob I had my first c..." with 🌟

00:12:39 Susan Rosenberg: Some of these people talk about the cost of buying the product as being something they feel is too much for them, especially if it's more than a few months

00:12:42 Coach Tammy Asmus: Replying to "I'm having a convers..."

You did it! Call with spline! I would then zoom with her to walk her through signing up together! Teaching moment!

00:12:51 Kristy Wharton: Replying to "follow up to Catheri..."

Reach directly out in messenger or text if you have that info

00:12:57 Kent Williamson: What is the recommended for someone who is having a conversation, but then stops answering questions?

00:13:00 Coach Tammy Asmus: Reacted to "Working through the ..." with ❤️

00:13:09 Mary Daza: Another question, how much time do you spend going back and forth with people who want help and don't move forward? My mentors use an 80/20 rule, is that Love LED?

00:13:12 Kristy Wharton: Replying to "What is the recommen..."

Have you nudged them? Asked if they saw the message?

00:13:23 Dr. Bekki Risinger: Not finding the portal for Megan's recording of her call yesterday? It keeps taking me to the zoom calls? Help?

00:13:24 Courtney Cook: 🙏

00:13:43 Brittany Simque: NEVER AGAIN! Had so much more success leading in LOVE and then letting them know about the promo after we have a great convo!

00:13:45 julie mann: I only have emails for past customers. What do i say to someone who is a past customer that I don't know (because they were connected to a team member who has left) and the customer hasn't bought for over 5 years?

00:13:57 Lindsey: feeling more intentional on conversation- finding the pain point and let them know they are not alone in how they are feeling

00:13:58 Kayla Allen: If you have a large amount of HL, what group do you suggest starting with. IE Past customer, bought in last 90 days, FB group, or engaged interaction. A little of both?

00:13:58 Russ McCann: If you don't share it, how will people take advantage and not miss out?

00:13:58 Ashley Prieto: Replying to "Would you resource p..."

Yep, that's a value add f/u

00:13:59 Kristy Wharton: Replying to "Would you resource p..."

Great thinking...we call that value add followup.

00:14:00 Celeste: My company just annouced a Flash Sale on Sun Products. How do you go about in sharing it?

00:14:00 becky schmalz: Conversations going well, started my morning a bit in a funk but doing the work has changed my mood.

00:14:00 Danette McOmber: Would it be appropriate to invite them to a webinar coming up that would help them with their problem?

00:14:08 Jenny Sipe: I had a past prospect who is still struggling with her weight & energy, but brought up maybe I could be a customer of hers. Feels like I do business with you as long as you are willing to do business with me. I don't ever want to do business out of obligation

00:14:08 MaryAnne Malicki: MY TEXT: It sounds like retirement is treating you well!!! I left teaching and full time Optavia and a heck of a lot of community service. My dad is at Arbor Terrace and I spend 15 hours a week over there. LOVE IT! But helping others reach and keep their health goals are my passion! I really think God placed this in my lap and said DO IT! Love that you are walking that much...I'm not there yet. Maybe you could coach me! Since I've been working out more regularly I've upped my protein. Have you made changes in that area?

Sent from my iPhone

RESPONSE:

How is your Mom doing? Is it memory issues with your Dad? I need to up my protein!

00:14:10 Judy Calkins: I received a referral from a client who is down 50 lbs after coaching him love led way over the last 4 months

00:14:24 Kristy Wharton: Replying to "Would it be appropri..."

If they have said they are open to learning more, yes

00:14:35 Colleen Lekie: 2 questions 1. Should I still reach out to past clients if they quit because of money or hated the food? 2. How do I steer new friends conversation to health and wellness since I don't know anything about them?

00:14:43 Ashley Prieto: Replying to "If I message a hot I..."

Stay engaged on their social. Something I like to do is comment on their stories bc this goes straight to their messenger & can prompt them to revisit the convo.

00:14:44 Kris DeVries: What do you say to someone who says they want help after health assessment but keep putting you off?

00:14:48 Danielle Wehner: I reached d

00:15:03 Eric Hunsberger: Replying to "Would you resource p..."

That actually makes a lot of people to follow up with that way. amazing. I bet many Optavia coaches have this potential to follow up with

00:15:05 Ronnie Basil: what if the conversation stops on their end after you ended with a question? its been 2 days now

00:15:09 Sarah Bravo: Replying to "2 questions 1. Shoul..."

I'm also been dealing with this

00:15:19 Janet Thorn: Replying to "I have finally gotte..."

I am trying to find an effective way to continue conversation and try my best to get him on the phone

00:15:23 Sally Macklin: if their problem is they " can't afford " it , would the promotion be the solution?

00:15:26 Coach Tammy Asmus: Replying to "What if have convers..."

You can circle back - tie it into their problem that they shared!!! Sometimes people truly just get busy!

00:15:30 Ashley Prieto: Replying to "what if the conversa..."



Send them a gentle nudge. Just wanted to make sure you saw my last message.

00:15:42 Kristy Wharton: Replying to "what if the conversa..."

Many people aren't as social like we are... nudge her or ask if she saw the message

00:15:43 Russ McCann: You can post about it but you can't talk about it?  
Confused...

00:15:57 Elena Armstrong: I pay for branding...

00:16:02 Mary Daza: Reacted to "what if the conversa..." with ❤️

00:16:08 Kristy Wharton: Replying to "What do you say to s..."

Ask what is holding them back

00:16:16 Sara Renei Anop: Replying to "You can post about i..."

You can talk about it, just don't lead with it

00:16:25 Danielle Wehner: I reached Out to a past client and she told me she wanted to come back. I used the verbiage "we have some pretty cool things going on for returning clients. Would you like to hear about them?" Was this ok to say?

00:16:34 Kris DeVries: Replying to "What do you say to s..."

Thank you!!

00:16:36 Kristy Wharton: What does that mean? Branding? Branding means what in this context

00:16:51 teri.williams: My person said: Tell me more about the program. What is the cost?

00:17:02 Russ McCann: Replying to "You can post about i..."

Isn't posting about it, the same as leading with it?

00:17:13 Jodi W.: Clarification- So it IS ok to post about the savings on FB?

00:17:25 Sara Renei Anop: Replying to "You can post about i..."

Not if you lead with the problem and how it solves a problem

00:18:48 Ashley Prieto: Replying to "Clarification- So it..."

They need to see the value in what you have to offer - no matter the savings. What matters is the way in which you say it. Lead with the problem first.

00:19:18 Jodi W.: Replying to "Clarification- So it..."

Thanks

00:19:26 Russ McCann: Replying to "You can post about i..."

I never lead with "buy this now"! This is a Promotion so we can still promote our offer as long as we lead with what problem this resolves?

00:19:40 Coach Tammy Asmus: Replying to "I need to contact in..."

I would use scripts from Pg. 11

00:19:57 Kristy Wharton: Replying to "My person said: Tel..."

Ask id love to provide that info and once I have some details about the help youre looking for, I can answer that. Would that work?

00:20:00 Rebecca Foust: Replying to "if their problem is ..."

same question

00:20:04 Brittany Simque: Any Optavia health assessment is a HOT LEAD. Got it.

00:20:14 Mary Daza: Reacted to "Any Optavia health a..." with ❤️

00:20:16 Coach Tammy Asmus: Replying to "Even if its been a c..."

The training has you start with the past 90 days first!

00:20:20 Michelle Turnipseed: how do we send a screenshot of a convo for you to see Bob?

00:20:23 Karen W. aka KK: Reacted to "Any Optavia health a..." with ❤️

00:20:31 Jenny-May Olson: Reacted to how do we send a scr... with "❤️"

00:20:36 Harriet: Wondering how I can get back in this convo after she stopped talking.

00:20:40 Danielle Cole: Replying to "how do we send a scr..."

Take a screenshot and put it in the chat

00:21:07 Kristy Wharton: Replying to "Wondering how I can ..."

Ask if she has seen your messages...gentle nudging

00:21:30 Jenny-May Olson: Replying to "how do we send a scr..."

I just noticed a + next to the chat line

00:21:31 Mary Daza: That's one thing I needed to hear!

00:21:43 Danielle Cole: Replying to "20250220119110000.jpg"

Give her a gentle nudge - It was so good to connect with you - I hope you saw my message above. I look forward to connecting again.

00:21:51 Jenny-May Olson: Reacted to Any Optavia health a... with "❤️"

00:22:35 Kristy Wharton: Replying to "if their problem is ..."

Could be. You ask that in conversation—I know you mentioned cost being a factor and so I am happy to let you know you can save X% today or time sensitive. Would that be helpful?

00:22:39 Elena Armstrong: You crossed my mind - I remember when we talked you XXX how is that going for you?

00:23:04 Rosalie Keddington: Is it a Hot lead even if they've only submitted a Jotform health assessment

- or-

Is it only a hot lead if they've also

completed an actual phone conversation Health Assessment (in addition to - after) the Jotform?

00:23:07 Lowell & Catherine Hanson: Is weight still an issue?

00:23:07 Rhonda & Craig Lauritzen: Ask only 1 question at a time.

00:23:25 Jenny-May Olson: Reacted to Is it a Hot lead eve... with "👍"

00:23:46 Kristy Wharton: Replying to "I reached Out to a p..."

Ask why is wanting to come back. We need to know the problem they are struggling with...

00:23:57 Char: Be more specific in his goals he wanted to achieve?

00:24:09 Kristy Wharton: Reacted to "Ask only 1 question ..." with 🔥

00:24:27 Mary Daza: 🤔

00:24:30 Kristy Wharton: Replying to "Ask only 1 question ..."

Good catch!

00:24:36 Debbie Plouffe: Loving this but unfortunately I have to leave for Bible study that I started before this training opportunity )so hard to sign off!)Hopefully replay will be put up soon after and I can catch the replay! Thanks Bob!

00:24:42 Brittany Simque: OH! This is so helpful!!!

00:24:46 Charmaine D'Souza: Never thought about that

00:24:57 Jenny-May Olson: Reacted to OH! This is so helpf... with "👍"

00:24:58 Annie Hutchcraft: So good!!!

00:25:04 Annie Hutchcraft: I do this all the time!

00:25:09 Laura Trimble: That's great advice. I had not thought of that before

00:25:16 Karen W. aka KK: Reacted to "OH! This is so helpf..." with 🔥

00:25:20 Kelly's iPhone 14 Pro: That is helpful. I always throw everything in one message.

00:25:20 Lindsay Ault: What if he doesn't respond to the personal question again? when do you ask the problem related one?

00:25:36 iPhone: How can I stop the chat it's distracting

00:25:39 Christina maxwell: Patience in the process yes!

00:25:46 Amanda Samaniego: Reacted to "Any Optavia health a..." with ❤️

00:25:58 Courtney Cook: Replying to "How can I stop the c..."

Hit the X in top right corner

00:25:59 Sara Renei Anop: Replying to "How can I stop the c..."

Hit the X and close t

00:26:04 Jenny-May Olson: Replying to "That is helpful. I a..."

I often do, too!

00:26:12 Christina Struk: So happy I am in this program. So helpful.

00:26:13 Char: Assess need determine a fit. I always lead with this with people

00:26:21 Ashley Prieto: Replying to "How can I stop the c..."

And then click the little arrow next to CHAT and uncheck the preview

00:26:30 Amanda Samaniego: Reacted to "Could be. You ask th..." with ❤️  
00:26:34 Allisen Levin: I switched business industries and past customers isn't the same industry, do I mention it in my AO to past customers?  
00:26:35 Char: Did this in the car industry  
00:26:35 Ashley Prieto: Need & Fit will change the game for you all!!!!  
00:26:40 Mary Daza: Great job Breann!  
00:26:40 Carol Holmes: So Bob is she going to say at this time, "so what is your health goal now?" versus not a fit....  
00:26:43 Mary Daza: Reacted to "Need & Fit will chan..." with ❤️  
00:26:52 Dr. Lynn Johnson Dr. Ron Geiger: This is great input!  
00:27:06 Sally Macklin: Yes! we don't want bad clients!!!  
00:27:06 Alison Wade: yes  
00:27:08 Alicia Raley: So good!  
00:27:08 Kristy Wharton: Replying to "I had a past prospec..."

What does she do? And do you need that? Collaboration can be a healthy thing—many factors though

00:27:12 Annie Hutchcraft: WOW!!!! Do I want to work with them!!!  
00:27:23 Darla: Thanks Breann for sharing. I struggle with this too. 😊  
00:27:34 Danielle Wehner: Replying to "I reached Out to a p..."

She did tell me why she wants to come back. Her son is getting married and she wants to get healthy for the occasion. She wants to lose weight

00:27:36 Ashley Prieto: Reacted to "WOW!!!! Do I want t..." with 🍷  
00:27:36 Brittany Simque: Thank you so much!  
00:27:37 iPhone: Replying to "How can I stop the c..."  
I'm on an iPhone and I hit the x and chat still appears  
00:27:38 Kim Bemis: That was excellent!!!  
00:27:41 Mary Daza: What if they say they are committed and 1 week later they still haven't moved forward?  
00:27:42 Shaumarie Tanner: Thanks for that, Breann.  
00:27:54 Kristy Wharton: Replying to "I switched business ..."

Yes. Good idea to make a post and reference—not sure if you saw this or not...

00:27:58 Charmaine D'Souza: Haven't heard much after that  
00:28:02 Laura: Good stuff - thank you!  
00:28:13 Ashley Prieto: Replying to "What if they say the..."

Find out if you can support them with accountability. = Great customer service! Remind them of their goals

00:28:30 Mary Daza: Reacted to "Find out if you can ..." with ❤️  
00:28:37 Kiley: Would you clarify more about their problem before talking more about the products next?

00:28:45 Ginger Gustafson: What do you think is better FB Messenger or Text? I've always moved people to text as I get closer and thought it made the relationship more personal?

00:29:04 Andrea Ball: We should ALWAYS head the conversation to our business after a few back and forth exchanges? Am I creating a red light story in thinking it feels transactional that the other person will think that's the ONLY reason I reached out in the first place?

00:29:05 Kristy Wharton: Replying to "What do you think is..."

Messenger is our preference

00:29:05 Allisen Levin: Replying to "I switched business ..."

Great idea. Thank you!

00:29:07 Colleen Lekie: Is it better to send the messages through Messenger vs text because of the algorithms?

00:29:17 Connie Mumford: How can we use the scripts if we changed companies? and how? I don't know their problem

00:29:22 Cara White: Did I do this right? She hasn't responded in two days after she was answering quickly and has read message and not responded.

00:29:26 Ashley Prieto: Replying to "Would you clarify mo..."

You want to know as much about their struggle as possible. Their inner monologue around it, too! Be connected to their RAW emotions around it.

00:29:27 Kristy Wharton: Replying to "What do you think is..."

Messenger helps your overall algorithm

00:29:33 Breann Fierro: Reacted to "Thanks Breann for sh..." with ❤️

00:29:38 Coach Tammy Asmus: Reacted to "WOW!!!! Do I want t..." with 😍

00:29:40 Jennifer Colburn: Replying to "What do you think is..."

so text would be next choice if they don't have FB/messenger, correct?

00:29:46 Mary Daza: Replying to "What if they say the..."

And what if this has been a cycle for a while? 😊

00:29:53 Angie Williams: Thank you for that

00:29:55 Catherine Heller: Awesome!!

00:30:00 Brittany Simque: Thank you

00:30:03 Jenny-May Olson: Reacted to What if they say the... with "👍"

00:30:03 Janet Thorn: awesome - I can stop trying to keep up lol

00:30:04 Charmaine D'Souza: Great

00:30:08 Paige Wilson: That's so helpful thanks!

00:30:26 Mandy & Wayne Hudson: Is there any way for the "coaches" to identify themselves as a coach?

00:30:28 Ashley Prieto: Replying to "Is it better to send..."

DM

Text

Email

00:30:30 Danielle Cole: Reacted to "So happy I am in thi..." with ❤️

00:30:38 Mary Daza: Reacted to "DM

Text

Email" with ❤️

00:30:40 Kristy Wharton: Reacted to "DM

Text

Email" with 🔥

00:30:46 Kathleen Gross: When you say Social media, do you mean message them in messenger or do you mean put it on their live feed?

00:30:50 Ashley Prieto: Replying to "How can we use the s..."

Time to learn what their problem is.

00:30:52 Char: Replying to "202502201127570000.jpg"

I like this.. what was your earlier message? It's cut off.

00:30:52 Rachel Isaacson: Reacted to "DM

Text

Email" with ❤️

00:30:57 Tammy Twyman: This lady was moving and wanted to talk about my program later. I did reach back out to her through message but haven't heard back. What are my next steps.

00:31:13 Ashley Prieto: Replying to "What do you think is..."

correct

00:31:14 Kristy Wharton: Messenger is where we have conversations. though you want to comment back to people too

00:31:16 Amber Hansen: Do you have training or direction toward Love-Led Newsletters?

00:31:34 Jennifer Colburn: Reacted to "correct" with 👍

00:31:37 Danielle Cole: Replying to "We should ALWAYS hea..."

You want to lead the conversation to finding a problem.

00:31:45 Amanda Williams: Reacted to "You did it! Call wi..." with 🙌

00:31:47 Charmaine D'Souza: How can I raise my hand??

00:31:50 Kristy Wharton: Replying to "Do you have training..."

Currently no.

00:31:53 Kathleen Gross: Replying to "When you say Social ..."

Thank you

00:31:55 Ashley Prieto: Replying to "What if they say the..."

They need to be WILLING to make the change. It's like swimming with your jeans on. Reclassify their problem back to them & Offer help!

00:31:58 Angie Williams: How do you answer people when they don't like your fuelings. They don't taste good.

Or we don't want to eat fake or processed food. I call it astronaut food. Scientists make sure they are nutrioned while in space

00:32:03 Robert Farris: We have over 4000 clients that have rolled up to us just in the past year. We have been using Project Broadcast to reach out to introduce ourselves to them. What advice would you have regarding the use of Project Broadcast and verbiage to use?

00:32:04 Colleen Lekie: But FB won't let you friend request them

00:32:08 Connie Mumford: How can we use the scripts if we changed companies? and how? I dont know their problem

00:32:12 Amber Hansen: Reacted to "Currently no." with 👍

00:32:15 Kristy Wharton: Replying to "Do you have training..."

We are more concerned with direct conversations

00:32:18 Christa Plettl: Sent this 2/20

Christa Plettl:

Brookie how are you doing Plexus wise? Questions? Need help?

Got this

Brooke Wyckoff:

Hi Christa!! Thanks for checking on me! I am really backed up with pills right now, can I put an indefinite pause on my order until I can use up the surplus that I have? Also, I am gonna do the reset pretty soon!

Was going to send this

Christa Plettl:

Yes Brookie, I will put an indefinite pause on your order. I also want to coach you a bit. I know that help with regularity was something that was improving when you were consistent and you were enjoying the regimen in the first month. You were looking to find the right balance on biocleanse. It seems that perhaps you didn't quite find a flow with the pills. So I wanted to ask why the inconsistency to where you have an excess?

00:32:21 Agnes Bruce: Are the Core 4 60 min sessions at 10 ET Tue., WEd., & Thurs? I don'tknow how to get the master schedule. I could not connect this schedule to mine

00:32:29 Tammy Wetherwax: So inherited customers are NOT hot leads?

00:32:37 Danielle Cole: Replying to "Did I do this right?..."

Give her a gentle nudge. I know life gets busy - I hope you saw my message above. I look forward with connecting with you more.

00:32:49 Ashley Prieto: Replying to "What if they say the..."



SueBob, I know your goal was XYZ and I really want to help you make that happen. Is follow-through also a struggle? It used to be for me, too! I would love to support you here and help you get going again. How can I help you with that? I have some ideas!

00:32:52 Dr. Joe and Rhonda Pecoraro: With the Brann situation, do you recommend a follow up and if so after what time frame?

00:33:16 Mary Daza: Reacted to "SueBob, I know your ..." with ❤️

00:33:22 Mary Daza: Replying to "What if they say the..."

Love that. When do you take it to tough love?

00:33:22 Danielle Cole: Replying to "Is there any way for..."

Megan, Ashley, Tammy, Kristy and me (Danielle) are the coaches

00:33:32 Kristy Wharton: Replying to "How can we use the s..."

Make a post that youve changed, reference it in your AO after youve used opening messenger not knowing the problem and then move into asking if they have the new problems you solve.

00:33:42 Kristy Wharton: Reacted to "Megan, Ashley, Tammy..." with 🤗

00:33:54 Mandy & Wayne Hudson: Replying to "Is there any way for..."

Thank you!

00:34:05 Angie Williams: Hey agnus. Core 4 is tonight 7 et and Saturday 9 am et

00:34:11 Danielle Cole: Replying to "How can I raise my h..."

That option is at the bottom of your ZOOM screen

00:34:11 Martha Yoder: What category are people we had sent samples to but they never bought!

00:34:27 Ashley Prieto: Replying to "How do you answer pe..."

Sounds like a rotten apple

00:34:34 Mary Daza: Replying to "What if they say the..."

I feel like these 2 specific clients BS me and themselves

00:34:38 Amelia Damlo: I have about 45 hot leads and 90 RSL that go w them

00:34:48 Marcella Gaughan: Suggestions how to respond?

He has never done program.

00:34:53 Kristy Wharton: Replying to "What category are pe..."

Hot if youve gotten to this point with them HOT, but make sure you know their problem for future.

00:35:02 Kelly Rowell: I posted a happy bday shout out to my sister and a lot of her friends interacted with it. Should I send them friend requests to get them in my network?

00:35:10 Danielle Cole: Replying to "We have over 4000 cl..."

Check out page 11 in the script guide - it is a script for inherited clients

00:35:10 Elena Armstrong: Does it matter which leads we msg first? Do they need to go in order of past, current, engaged?

00:35:11 Coach Tammy Asmus: Replying to "Are the Core 4 60 mi..."

Go to your portal. The calendar is located there and you can subscribe!!

00:35:22 Charmaine D'Souza: Replying to "How can I raise my h..."  
What icon?? I don't see it

00:35:44 Martha Yoder: Replying to "What category are pe..."

Awesome 🙌

00:35:48 Danielle Cole: Replying to "So inherited custome..."

Yes - they are - use the script on page 11 to start authentic outreach

00:35:51 Coach Ashley Prieto: Reacted to "I have about 45 hot ..." with 🙌

00:35:56 Amelia Damlo: one of my hot leads, prior clients sent me a complete nasty gram and cancelled (she was in a dark space). Help me get thru the RSL of not wanting to work with some of my past clients

00:36:08 Danielle Cole: Replying to "With the Brann situa..."

Send this to me on VOXER. XO

00:36:10 Mary Daza: Is there a thing as too much time on some people Bob?

00:36:29 Coach Ashley Prieto: Replying to "I posted a happy bda..."

You could, yes. They are kinda already in your sphere of influence.

00:36:44 Coach Ashley Prieto: Replying to "Does it matter which..."

No, but do a little of each every time.

00:36:59 Eric Hunsberger: Way to go @Cara White

00:37:04 Danette McOmber: I had a past client reach out with a personal text to me (who I had messaged on FB). She was checking to see if it was me, because she thought it might be a spam message. Probably because it's someone I know personally, and I would normally just text her. Do you think a lot of people I know personally are going to think the same? Should I be sending personal texts to them instead?

00:37:13 Danielle Cole: Replying to "Hey agnus. Core 4 is..."

We have the Core 4 at 8PM EST tonight and tomorrow (Friday) at 10am EST - and we do not have Core 4 on the weekend - Coach Danielle

00:37:13 Charmaine D'Souza: Replying to "Is there any way for..."

Need some help on rating my hand to ask a question.

00:37:15 Kelly Rowell: Replying to "I posted a happy bda..."



00:37:21 Coach Ashley Prieto: Replying to "one of my hot leads,..."

You are going to waste so much time, energy, & effort on this. That's a THEM problem...not you.  
Bless & release!

00:37:23 Rhonda & Craig Lauritzen: Q. Coaches, do you agree?

I think I need to resort my past client list. I started at the top with letter A (sorted alphabetical) I feel I need to resort my list so it's MOST RECENT (beyond 90 days) instead. Which will not be in ABC order.

00:37:32 Sara Renei Anop: She needs community!

00:37:38 Karen W. aka KK: Reacted to "She needs community!" with 🔥

00:37:48 Mary Daza: Reacted to "She needs community!" with 🔥

00:37:51 Cynthia Gómez Martín: She needs a 1-on-1 coach + community!

00:37:55 Coach Ashley Prieto: Replying to "Is there any way for..."

At the bottom of the zoom screen is an icon that says "Raise Hand"

00:37:56 iPhone: So for clarification...a hot lead is some who likes or comments on a business post on our social media?

00:37:56 Janet Thorn: I need to keep my messages briefer and more direct. 😊

00:38:03 Breann Fierro: Great job!

00:38:16 Katie Nice: Well done Cara White!

00:38:17 Danielle Cole: Replying to "What if they say the..."

Yes - start with most recent.

00:38:34 Coach Ashley Prieto: Replying to "What if they say the..."

Tough love is just LOVE. I am a big fan. Sometimes that's what they need but read the room.

00:38:44 Kristy Wharton: Replying to "Is there a thing as ..."

Yes.. once youve worked through our whole sequence , which you dont know all of it, then you will move on. You could keep them on a VA followup list, of course. But not go through these steps each time.

00:38:45 Charlene Giasson: i think this is where a value add post of follow up wuold be handy?

00:38:55 Mary Daza: Reacted to "You are going to was..." with ❤️

00:38:59 Kathleen Gross: We have predictable results

00:39:00 Coach Ashley Prieto: Replying to "I need to keep my me..."

Bob says "Authentic communication is honest & direct!"

00:39:05 Agnes Bruce: Replying to "Hey agnus. Core 4 is..."

How do I access the zoom?

00:39:06 Kathleen Gross: I would say this

00:39:16 Robert Farris: Replying to "We have over 4000 cl..."

Thanks Danielle!

00:39:18 Mary Daza: Reacted to "Tough love is just L..." with ❤️

00:39:19 Katie Nice: To ask if she got the last message?  
00:39:20 Eric Hunsberger: Value follow up  
00:39:21 MaryAnne Malicki: Is it better to send a voice message rather than a text to your hot leads?  
00:39:21 Megan Salch: What about: Support from our community could be just what you need to stay motivated & reach your goals.  
00:39:25 David & Deanna Asencio: WOW! Bob that is a game changing decision for so many! We all went into this field because we want to help people, but can get sucked into therapy mode, which is outside of our pay grade...and can make us FEEL good, but it's not really helping them & can be a time suck.  
00:39:36 Nancy Thorbahn: So there is a right answer. LOL  
00:39:38 Coach Tammy Asmus: Reacted to "Is there any way for..." with 😊  
00:39:40 Danielle Cole: Replying to "Are the Core 4 60 mi..."

Your portal is at loveservegrow.com, then go to 30 days and look under upcoming events tab

00:39:44 Mary Daza: Replying to "What if they say the..."

Thank you Ashley! I completely agree.

00:39:52 Coach Ashley Prieto: Replying to "Is it better to send..."

Depends on what your typical communication style is with people. Mirror them

00:39:57 Breann Fierro: Reacted to "WOW! Bob that is a g..." with ❤️

00:40:02 Mary Daza: Reacted to "Yes.. once youve wor..." with ❤️

00:40:03 Agnes Bruce: Replying to "Hey agnus. Core 4 is..."

Core 4 weekly assignment

00:40:16 Mary Daza: Replying to "Is there a thing as ..."

Awesome thanks Kristy!

00:40:19 Liane: Bob - say that again?? Hey, I am circling back with you.....

00:40:26 Rebecca Foust: Okay - what if they have filled out my jotform (pre health assessment form in my fb bio) and I reached out (some of them months ago) and they either never responded or were never able to get on the phone. If I'm not FB friends with them but they saught me out because of one reason or another I can't start chit chat with "I saw you went to Disney" Or "Thank you for liking my post."

00:40:37 Zoom user: With her saying she is not seeing a difference be the same response for someone who said - they have seen "no difference" and they are stopping the routine when they finish .

00:40:43 Danielle Cole: Replying to "I had a past client ..."

Most people will not think it is spam - they could go to your profile and see that it is really you. Stick to messenger.

00:40:58 Mary Daza: Replying to "Is there a thing as ..."

I feel this has been a huge struggle for me.

00:41:10 Nancy Thorbahn: This is good to hear! I have been doing this.  
00:41:15 Danielle Cole: Yes - those are what we call engaged leads - you have a script for that  
00:41:21 Coach Ashley Prieto: Replying to "Okay - what if they ..."

How would you approach them at the grocery store?

00:41:27 Kristy Wharton: Replying to "Suggestions how to r..."

Is this a question?

00:41:37 Danielle Cole: Reacted to "Thanks Danielle!" with ❤️  
00:41:44 Danielle Cole: Reacted to "Value follow up" with ❤️  
00:41:52 Mary Daza: The WIN calls Cara! I have similar scenarios  
00:42:19 MaryAnne Malicki: Reacted to "Depends on what your..." with 👍  
00:42:22 Lisa Olsen: Could she ask what she is doing now to lose weight and then offer to support and encourage her in those things??  
00:42:26 Charlene Giasson: amazing job Cara!!  
00:42:31 Danielle Cole: Replying to "Hey agnus. Core 4 is..."

Go to your training portal and look at the upcoming events tab - all of the events, times and links are there.

00:42:32 Kristy Wharton: Replying to "But FB won't let you..."

Settings play in. You can still message them—they may still see them. If you're in a group with them, you can tag them and let them know you are trying to connect

00:42:42 Jodi Dexter: Question - reaching out to VIP group members who are not customers yet. I have approx 30 people in the group. Is it okay to message them to find out why they are in the group? This way I can find out there problems?

00:42:46 Rebecca Foust: Replying to "Okay - what if they ..."

@Coach Ashley Prieto I mean, if they asked me a question and then walked away before I answered I would probably just let them walk away and be confused.

00:42:48 Elena Armstrong: My past leads list is EXTENSIVE. Should I be concerned about sending too many msg out and struggling to give responses back in a timely manner?

00:43:00 Kristy Wharton: Replying to "Question - reaching..."

100% yes

00:43:02 Danielle Cole: Replying to "Could she ask what s..."

yes

00:43:08 Dr. Joe and Rhonda Pecoraro: If you talk with someone in person you know and they share their problem, shouldn't we go right to the Health Assessment?

00:43:34 Agnes Bruce: Replying to "Hey agnus. Core 4 is..."

Thanks!

00:43:37 Danielle Cole: Replying to "My past leads list i..."

Take your time - and send the messages that you can manage

00:43:50 Coach Tammy Asmus: Reacted to "The WIN calls Cara! ..." with ❤️

00:43:55 Coach Ashley Prieto: Replying to "Okay - what if they ..."

Why not just catch up on life in general?

00:44:01 Danielle Cole: Replying to "Question - reaching..."

We have a script for those in your script guide

00:44:04 Coach Tammy Asmus: Reacted to "Could she ask what s..." with 🥰

00:44:26 Kristy Wharton: Replying to "Question - reaching..."

Check our script to match the Facebook group hot leads.

00:44:34 Jodi Dexter: Replying to "Question - reaching..."

Thank you ❤️

00:44:42 Mary Daza: 🌟👏

00:44:59 Lindsay Ault: what if they don't have anything recent posted? Can you just say Hi, Its been a while! How are you? Or How is 2025 going for you so far?

00:45:05 Janet Thorn: If I've been to wordy how do I circle back love led and clear.

00:45:07 Danielle Cole: Replying to "what if they don't h..."

perfect

00:45:10 Michelle Turnipseed: Reacted to "one of my hot leads,..." with 👉

00:45:12 Coach Tammy Asmus: Reacted to "If I've been to word..." with 🥰

00:45:15 Michelle Turnipseed: Reacted to "You are going to was..." with 👉

00:45:16 Cindi Dail: I have a client I'm checking in with and she has been laid off. We have briefly discussed coaching. She said she is starting a new job. So far I've asked her what her new job is. How else should I respond?

00:45:32 Danielle Cole: Replying to "If I've been to word..."

Do you know the problem? If so circle back with the problem and ask how things are going with that problem

00:46:01 Rebecca Foust: Replying to "Okay - what if they ..."

I mean the thing is I don't know these people. So I have my form in my bio and they're people I'm not even fb friends with that maybe saw I'm a health coach because I'm a friend of a friend or something or maybe a facebook group I'm in. Some of them I know but I'm struggling to reach out to the ones I don't because there is no small talk to make. I can't even say I've been thinking about you because I don't even know what they look like. Does that make sense?

00:46:18 Cara White: Replying to "Did I do this right?..."

Thank you!

00:46:52 Lindsay Ault: great thank you!

00:46:58 debbie albertson: how many years back do we go for AO to past clients , some are 9 or 10 years ago and I may not have had contact in 8 or 9 yrs, do I still reach out?  
00:47:05 Marjorie Kauffman: What did Bob just say (to a person who got a message but has not responded back for a while) — "Just want to make sure uypu saw my last message" then say \_\_\_\_\_  
00:47:09 Coach Ashley Prieto: Replying to "If you talk with som..."

You need to make sure you FULLY understand their problem first. The ins & outs! What is their real emotional struggle around the problem.

00:47:16 Amie Bluestone (Stompin'Bear): Supportive sounds like giving away my training for free.  
00:47:17 Danielle Cole: Replying to "how many years back ..."

Start with the most recent and go back. Take your time.

00:47:43 Martha Yoder: How many nudges should we send out if there is no response?  
00:47:45 Bonnie Neff: Question: If you send out messages to everyone in your Facebook and LinkedIn groups following the Love-Led Script and you don't hear back, do you do another follow-up or let it them go?  
00:47:56 Danielle Cole: Replying to "What did Bob just sa..."

I look forward to hearing from you.

00:48:16 Cindy Pounds: 48 hrs to respond I believe I heard  
00:48:21 Danielle Cole: Replying to "How many nudges shou..."

I give a couple and then I move on

00:48:36 Coach Ashley Prieto: Replying to "Question: If you se..."

They need to be willing to engage!

00:48:43 Bonnie Neff: Replying to "What did Bob just sa..."

How many days do you wait to send the follow-up message?

00:48:59 Danielle Cole: Replying to "What did Bob just sa..."

48-72 hours

00:49:07 Martha Yoder: Replying to "How many nudges shou..."

Awesome 🙌 thank you!

00:49:08 Bonnie Neff: Replying to "What did Bob just sa..."

Thank You!!

00:49:09 Danette McOmber: If you have someone's personal cell number, is it better to text them? Or is it better to send a FB message if you are friends on FB?

00:49:12 Marjorie Kauffman: Reacted to "I look forward to he..." with 👍

00:49:14 Danielle Cole: Reacted to "Awesome 🙌 thank you..." with ❤️

00:49:18 Charmaine D'Souza: Reacted to "I look forward to he..." with ❤️



00:49:21 Cynthia Gómez Martín: That's helpful!  
00:49:26 Danielle Cole: Replying to "If you have someone'..."

Messenger!

00:49:32 Meredith Teplitz Dunkel: Reacted to "That's helpful!" with ❤️  
00:49:36 Charlotte Akinkugbe: Should you reach out to roll-ups before current?  
00:49:50 Alison Wade: Replying to "If you talk with som..."

@Coach Ashley Prieto we get into this when we do a health assessment - over the phone - does that fit with this?

00:50:10 Danielle Cole: Replying to "Should you reach out..."

I would focus on your customers first, who you have a connection with - and then roll-ups

00:50:12 Kristy Wharton: Replying to "How many nudges shou..."

You can still keep them on a VA followup list say quarterly

00:50:16 Corbin Warrick: bob can i suggest what was helpful for me?  
00:50:19 Marjorie Kauffman: Reacted to "48-72 hours" with 👍  
00:50:35 Charlotte Akinkugbe: Replying to "Should you reach out..."

Thank you

00:50:39 Dr. Joe and Rhonda Pecoraro: Reacted to "You need to make sur..." with 🤝

00:50:43 Carrie Koziel: what is the second script he was talking about for people you don't know much about?

00:50:55 Eric Hunsberger: This helps me so much

00:51:05 Danielle Cole: Replying to "bob can i suggest wh..."

yes

00:51:08 Kari Johnson: Is there any "cut off" for reaching out to past clients in an authentic way—do I still reach out to people from 2018?

00:51:13 Coach Ashley Prieto: Replying to "If you talk with som..."

Yes, but that seems pretty formal. I would rather you ask the questions from the form personally & then you can clarify when you do the form. I would feel way more apt to fill out a form if someone was an active listener to my issues.

00:51:17 Kristy Wharton: Didn't Bob give away a whole week of training before this program? Consider that VALUE...won't mean everyone will convert and thats okay.

00:51:18 Alison Wade: Replying to "If you talk with som..."

@Coach Ashley Prieto so something we teach is to get on the phone with them, as soon as we can, so we can get into the space where we can ask these questions and fully understand their problem with the ins and outs and such if that makes sense?

00:51:27 Danielle Cole: Replying to "Is there any "cut o..."

Yes - but do the most recent first

00:51:28 Alison Wade: Reacted to "Yes, but that seems ..." with ❤️

00:51:36 Allisen Levin: Thank you for sharing that Bob, I've been intentionally working slower to have good form and my RLS says I'm too slow.

00:51:42 Alison Wade: Replying to "If you talk with som..."

@Coach Ashley Prieto makes sense! Thank you!

00:51:42 Natalie Taylor: I was going through my hot leads of past customers and ran across several customers that I sent a text voice note at the end of December and they did not respond. My voice note was relational, then tailored to their past problem but I also led with a new product that was released. Do I text them again or wait a little longer so it doesn't feel like spam.

00:51:46 kathy: Yes I have been thinking the same...Elena!!

00:51:54 Coach Ashley Prieto: Replying to "If you talk with som..."

Yes! That makes sense. Just peel back the layers of their problem, whichever way that is.

00:52:05 Ginger Gustafson: I'm finding 10 a day allows me to feel authentic and connected. Typically that generates 3 good conversations

00:52:09 amieb: I just blew a good opportunity with my apt. housekeeper when she just stopped by to let the bug man in and she saw me on the training and asked about. i asked her if she ever thought about being in business fr herself? she said yes, own a restaurant. I blurted out we are health coaches in a weight loss business. I asked her if she wanted more info. she said I'll let you know....boo hiss on giving out too much info. opposite of our LL 1 question at a time );

00:52:19 Kari Johnson: Replying to "Is there any "cut o..."



00:52:34 Cynthia Gómez Martín: That's where I've found myself struggling. Feeling like I've not made sufficient progress with AO, bc I'm still doing the content creation, and other power hour activities every day.

00:52:39 Coach Ashley Prieto: Replying to "I just blew a good o..."

You learned a valuable lesson then. Always a silver lining.

00:52:51 Alison Wade: That's what I did! Less intimidating that way

00:52:55 Keri Barnes: So if we have a conversation going and we make it though the script and get to the point where they say YES they want some help..... And we haven't got to value-add-follow-up yet, what do we do?? :)

00:52:56 Sara Renei Anop: AH I needed to hear that!

00:52:58 Kristy Wharton: Replying to "Supportive sounds li..."

And you could do it in a collective way like he does—but most of us dont have those numbers to do it with. You could one for multiple prospects at the same time, too. Just some food for thought

00:53:02 Karen W. aka KK: Reacted to "AH I needed to hear ..." with ❤️

00:53:02 Angela Hall: I have been doing all out reach and not sure what to do once the conversation stops, not sure how to circle back around with follow up or I am just doing my initial out reach only so far.

00:53:20 Dr. Lynn Johnson Dr. Ron Geiger: Big awareness - (and big deep breath!) love the fact we are not looking at ALL the folks who have ordered before! And to categorize our days! Thanks Bob & Elena!!

00:53:30 Sara Renei Anop: Reacted to "Didn't Bob give away..." with ★

00:53:32 Danny & Susie Chiles: Please repeat about reverse order

00:53:41 Cynthia Gómez Martín: same

00:53:42 Meredith Teplitz Dunkel: This. This this.

00:53:47 Bobbie Williams: This is where im at Elena...Doing chunks at a time

00:54:01 Alison Wade: Replying to "Supportive sounds li..."

Hey Amie, our pre-clients have access to this - once we do a health assessment, they are in the client support page and have access too our weekly zooms

00:54:26 Alison Wade: Replying to "Supportive sounds li..."

So we do offer that for free 😊

00:54:44 Kayla Allen: Would you have done anything differently with this? Maybe asked more problem based questions. This is a past customer, who shared she is staying at home with a need of income, so led with needed income, possible coach

00:55:07 Charmaine D'Souza: This is with a current customer.. who is liking her products but has pushed out her subscription due to costs.. how do I approach her??

00:55:41 Eric Hunsberger: WOW!!!!

00:55:45 Mandy & Wayne Hudson: ❤️

00:55:47 Misti Hard: SAME!!

00:55:48 Brittany Simque: You're amazing Elena!

00:55:49 Dr. Lynn Johnson Dr. Ron Geiger: This is soooo good!

00:55:57 Mary Daza: Reacted to "This is soooo good!" with ❤️

00:55:58 Cynthia Gómez Martín: She's amazing!

00:55:58 Danielle Cole: Replying to "So if we have a conv..."

You haven't leaned this yet but you can send them some tips and tricks on how to help solve their problem without speaking about your products. If you have post on social media you can let them know and you can tag them in that post. That is value add follow up

00:55:58 Jenny-May Olson: W.O.W.

00:55:59 Sara Renei Anop: Put your own oxygen mask on first!

00:56:00 Catherine Heller: That is the best advice ever!

00:56:01 Kris DeVries: Mic drop!

00:56:11 teri.williams: Reacted to "Put your own oxygen ..." with ❤️

00:56:14 Stephanie Helmbold: Reacted to "Put your own oxygen ..." with ❤️

00:56:15 Jolene Taylor: Elena, you are amazing!!!

00:56:20 Karen W. aka KK: BOOM 💣

00:56:21 Janet Thorn: Reacted to "Put your own oxygen ..." with 💜

00:56:23 Stephanie Helmbold: Reacted to "That is the best adv..." with ❤️  
00:56:27 Stephanie Helmbold: Reacted to "Mic drop!" with ❤️  
00:56:28 Kristy Wharton: Replying to "This is with a curre..."

Have you tried to understand the financial problems she is having? Start there

00:56:36 Tina Luce: Elena is the best. , ❤️😊 you are important my beautiful girl friend  
00:56:43 Mary Daza: Reacted to "Elena is the best. ,..." with ❤️  
00:57:04 Danette McOmber: So many people are on Instagram (not FB at all). But it's much harder to locate their accounts on IG vs FB. Suggestions?  
00:57:20 Char: Wow I only have 35 coaches (not all of them are working and I'm spending almost that much time a day on coaches) this is VERY eye opening!!! 😞😌 and I'm trying do this during a big move. I'm drowning.. in this program to help me free up time and make it more strategic!  
00:57:25 Robert Farris: Reacted to "Elena is the best. ,..." with ❤️  
00:57:28 Eric Hunsberger: OUCH... WOW!  
00:57:32 Bobbie Williams: I needed to hear this right here  
00:57:35 Kristy Wharton: Replying to "So many people are o..."

If they are in groups you are in, start there.

00:57:41 Liane: How do we handle clients that suck us dry?? They order product (Optavia) but not using program as intended. But is 'buying' my friendship.....  
00:57:46 Kristy Wharton: Reacted to "Wow I only have 35 c..." with 🙌  
00:57:58 Danette McOmber: Reacted to "Most people will not..." with 👍  
00:58:01 Julie Fecht: The team part is what takes me off my game too!  
00:58:05 Laura Trimble: This is so good!!!  
00:58:13 Brittany Simque: Thank you for that Bob and Elena  
00:58:18 Bobbie Williams: Reacted to "Thank you for that B..." with 💕  
00:58:18 Bridget Vanderhoeven: Reacted to "How do we handle cli..." with 👍  
00:58:19 Eric Hunsberger: Reacted to "The team part is wha..." with 👍  
00:58:23 Barbara Omstead: Wow... inspire by taking responsibility for own growth  
00:59:29 Coach Megan Weisheipl: Replying to "I have been doing al..."

You can go back to give a nudge - "Hey I know life gets busy and I am enjoying our conversation so wanted to make sure you saw my message above"

00:59:43 Coach Tammy Asmus: Reacted to "Wow... inspire by ta..." with ❤️  
00:59:46 Coach Tammy Asmus: Reacted to "Thank you for that B..." with 😊  
00:59:57 CAROL JANE: I am learning that it is ok to SLOW down during these weeks to learn - I feel better about that  
01:00:04 Coach Ashley Prieto: Reacted to "I am learning that i..." with 🙌  
01:00:26 Coletta Haskin: Thank you Bob and Elena. I have been doing this for years. Giving all to them but less to myself. This is for me this year!  
01:00:36 kathy: I totally agree...  
01:00:38 Mary Daza: Way to go Rebecca! You and I are on a similar boat 🙌  
01:00:49 Kari Johnson: Great advice!

01:01:06 Brittany Simque: HAHA love that teaching approach  
01:01:09 Tana Michelle: how do we start over with hot leads if we went through them with the deep dive?  
01:01:18 Rebecca Foust: Reacted to "Way to go Rebecca! Y..." with ❤️  
01:01:23 Christa Plettl: Sent this 2/20  
Christa Plettl:  
Brookie how are you doing Plexus wise? Questions? Need help?

Got this

Brooke Wyckoff:

Hi Christa!! Thanks for checking on me! I am really backed up with pills right now, can I put an indefinite pause on my order until I can use up the surplus that I have? Also, I am gonna do the reset pretty soon!

01:01:29 becky schmalz: Very Helpful  
01:01:31 Christina maxwell: That's so why it gets roadblocked! Omg thank you!  
01:03:45 Kristy Wharton: Replying to "how do we start over..."

Have you gone through all your hot leads?

01:04:24 Sara Renei Anop: Sounds like shes got a new problem  
01:04:36 Karen W. aka KK: Reacted to "Sounds like shes got..." with ❤️  
01:04:52 debbie albertson: in optavia, we check in with clients by phone weekly, sooo how do we do an outreach for them specifically? do we just ask on the phone if there are any other areas they are struggling with, or what are you most struggling with now?  
01:04:53 Tana Michelle: Replying to "how do we start over..."

yes, I don't have many. I had 10 past, 5 present, and 10 potentials (forget your term for these)

01:05:18 Tana Michelle: Replying to "how do we start over..."

1 past reordered, others had different responses for not needing my help, either they feel well, or don't care for the products.

01:05:25 debbie albertson: Replying to "in optavia, we check..."

the script on the download doesn't seem applicable at all

01:06:25 Kristy Miller: I wouldn't use that phrase "why the inconsistency" - I'd ask - is something happening to keep you from being able to take the supplements?  
01:06:39 Kristy Wharton: Reacted to "I wouldn't use that ..." with 🔥  
01:06:41 Mary Daza: Thank you for Sharing Christa! I had a similar scenario just the other day.  
01:07:04 Amelia Damlo: great session today - I am learning so much  
01:07:20 Bonnie Billing: Replying to "great session today ..."

Yes! Me too!!

01:07:25 Bonnie Billing: Reacted to "great session today ..." with ❤️  
01:07:34 Coach Ashley Prieto: Tell us what you learned today!! 🙌

<https://www.facebook.com/share/p/151f1mt6yV/?>

01:07:56 Paige Wilson: This has been great!!  
01:08:00 Coach Megan Weisheipl: Reacted to "Tell us what you lea..." with 👍  
01:08:15 Karen Helm: Very helpful today! Thank you!  
01:08:15 Sara Renei Anop: Hi Cynthia!!!  
01:08:45 Tracey Akamine: This call has been great!  
01:08:45 Laura Trimble: Hey @Sara Renei Anop!!  
01:09:05 Charmaine D'Souza: This has been helpful  
01:09:07 Sue's iPhone: Help with not overwhelming a hot lead with too many questions or too much info at one time.  
01:09:11 Tana Michelle: Replying to "how do we start over..."

do I wait for the next session? or do I focus on finding new people as that's what I've been doing. but I want to grow with the ones that have come to me in the past.

01:09:42 Andrea Ball: Cynthia Gomez great question! One I was scared to ask honestly!!  
01:09:44 Kristy Wharton: Reacted to "Tell us what you lea..." with 👍  
01:09:51 Jolene Taylor: Reacted to "Cynthia Gomez great ..." with ❤️  
01:09:52 Tracey Akamine: Reacted to "Cynthia Gomez great ..." with ❤️  
01:10:21 Marjorie Kauffman: EMPOWER HOUR — I am focusing on THIS not that. On one hour 5 days, but not stressing on 100s list, but doing Hot Leads. It was a struggle to make that decision. This is for now for 90 days.  
01:10:29 Bobbie Williams: I think our power hour activity try to his cold leads  
01:10:43 Mary Daza: Reacted to "EMPOWER HOUR — I am ..." with ❤️  
01:10:46 Bobbie Williams: Replying to "I think our power ho..."

Not hitting hot leads

01:10:47 Karen W. aka KK: Replying to "I think our power ho..."  
Agreed  
01:10:52 Misti Hard: Replying to "I think our power ho..."

Yes!

01:11:06 kathy: Replying to "EMPOWER HOUR — I am ..."

Love that EMpower Hour

01:11:08 Bobbie Williams: Replying to "I think our power ho..."

Shifting to this

01:11:14 Tana Michelle: Replying to "how do we start over..."

@Kristy Wharton

01:11:19 Sara Renei Anop: Replying to "I think our power ho..."

For sure we have been shifting to this

01:11:46 Bobbie Williams: Reacted to "For sure we have bee..." with 💕

01:11:46 Sarah Bravo: PREACH  
01:11:51 Karen W. aka KK: Yes!  
01:11:58 Carlie Pontious: 0000000  
01:12:03 Brittany Simque: You can do THIS work on the power hours! I do!  
01:12:05 Mary Daza: 🧨🧨👏  
01:12:12 Meredith Teplitz Dunkel: Reacted to "You can do THIS work..." with ❤️  
01:12:16 Jenny-May Olson: Reacted to You can do THIS work... with "❤️"  
01:12:18 Mandy & Wayne Hudson: Replying to "You can do THIS work..."

Yes!

01:12:18 Sara Renei Anop: Replying to "You can do THIS work..."

Thats what I have been doing this week

01:12:29 Bobbie Williams: Replying to "You can do THIS work..."

Yes ma'am

01:12:30 Mandy & Wayne Hudson: 🤔  
01:12:40 Ginger Gustafson: Thank you so much. What I have been doing and I needed something different.  
01:12:41 Andrea Ball: Replying to "You can do THIS work..."  
That's what I'm doing mainly. Some PH activities but mostly AO right now  
01:12:46 Conchita: Me too, doing the same and no results  
01:12:48 Danette McOmber: Reacted to "How do we handle cli..." with 👍  
01:12:52 Laura Trimble: Reacted to "You can do THIS work..." with 💜  
01:12:53 Kelly's iPhone 14 Pro: I'm in same boat - doing the wrong things for too many hours.  
01:12:54 Karen W. aka KK: Reacted to "Me too, doing the sa..." with ❤️  
01:13:01 Marjorie Kauffman: Reacted to "I'm in same boat - d..." with 👍  
01:13:03 🦊 Coach Ashley Prieto: YESSSS!  
01:13:04 Bobbie Williams: Trust the process  
01:13:06 Colleen Lekie: I would LOVE to have 500 leads vs the 27 I have  
01:13:07 Kayla Heinlein: I needed to hear that! THANK YOU!!!!  
01:13:07 Darla: YES!!!  
01:13:10 Dr. Lynn Johnson Dr. Ron Geiger: Yayyyy! 😊😊  
01:13:10 Mandy & Wayne Hudson: Let's GO!!!  
01:13:15 Theresa Torres: Mic drop  
01:13:15 Jenny-May Olson: Gold!  
01:13:15 Harriet: YUP !!! 🏆🏆  
01:13:20 Bobbie Williams: Reacted to "Let's GO!!!" with 💕  
01:13:20 Mary Daza: 🙏🙏  
01:13:22 Ginger Gustafson: GOLD!  
01:13:23 Rande Ballard: YES!! LOVE it!  
01:13:31 Amelia Damlo: this is hard to hear....RLS  
01:13:31 Cindy Pounds: Agreed! Use our PH time to DO THESE ACTIVITIES!



01:13:36 Harriet: I had to let go of trying to do all the busy work and focus on this program.

01:13:38 Mary Daza: I'm all in on this for this reason too Cynthia~

01:13:39 Kim Van Auken: This is exactly what I needed to hear lol

01:13:41 Mandy & Wayne Hudson: Reacted to "Agreed! Use our PH t..." with ❤️

01:13:43 Catherine Heller: I'm focused on this program only right. now. Otherwise it is overwhelm and confusion'

01:13:43 Ginger Gustafson: Less is more

01:13:45 Dolena Sinclair: This is why we are here! This has to come first right now

01:13:47 Bonnie Billing: I needed to hear that Bob! I need to solely focus on this program until my habits are created

01:13:48 Cathy Feaster: Reacted to "I'm in same boat - d..." with 👍

01:13:48 Jenny-May Olson: Reacted to Agreed! Use our PH t... with "❤️"

01:13:51 Ginger Gustafson: slow down to speed up

01:13:54 Marjorie Kauffman: I love what Bob iOS saying. What I have been doing is not working for me ~ I love Empower Hours, too, but THIS is what I need to grow my business. I am so glad we had this last question.

01:13:55 Alison Wade: Replying to "I think our power ho..."

Scrubbing our business related posts would be a hot lead activity right?

01:13:57 Janet Thorn: I needed to hear that!!!!

01:13:59 Sara Renei Anop: Unconsciously committed... I feel that

01:14:04 Sara Renei Anop: Replying to "I think our power ho..."

Those are hot leads

01:14:06 Kristy Wharton: Replying to "how do we start over..."

@Tana Michelle ideally we want to talk to NEW people each day—that is why we create love led content each day. And yes you want to continue the other convos too. You will continue to learn, but for now keep doing what youve already done meaning dont create red light stories that you dont know how and so you do nothing. Okay?

01:14:10 Paige Wilson: Straight talk.....I love it! So so good

01:14:19 Darla: Reacted to "I love what Bob iOS ..." with 👍

01:14:28 Jenny-May Olson: Reacted to I needed to hear tha... with "❤️"

01:14:29 Kent Williamson: I think all of us Optavia coaches need to hear this. Thank you Cynthia

01:14:36 Mandy & Wayne Hudson: Reacted to "I think all of us Op..." with ❤️

01:14:36 Janet Thorn: Reacted to "I think all of us Op..." with 👍

01:14:37 Sara Renei Anop: Reacted to "I think all of us Op..." with ★

01:14:38 Shaumarie Tanner: Reacted to "I think all of us Op..." with ❤️

01:14:38 Laura Morgan: Reacted to "I think all of us Op..." with ❤️

01:14:40 Karen W. aka KK: Reacted to "I think all of us Op..." with ❤️

01:14:40 Mary Daza: Reacted to "I think all of us Op..." with ❤️

01:14:40 Tina Luce: Reacted to I think all of us Op... with "❤️"

01:14:41 Mandy & Wayne Hudson: Replying to "I think all of us Op..."

Feeling this!

01:14:42 Mary Daza: Reacted to "I think all of us Op..." with 🌟

01:14:43 Mary Daza: Reacted to "I think all of us Op..." with 👍

01:14:45 Mara Kemp: Reacted to "I think all of us Op..." with ❤️

01:14:47 Janet Thorn: Replying to "I think all of us Op..."

connected

01:14:49 Laura Trimble: Reacted to "Feeling this!" with 💜

01:14:51 Brittany Simque: Reacted to "I think all of us Op..." with ❤️

01:14:52 Darla: Reacted to "I love what Bob iOS ..." with ❤️

01:14:52 Sue's iPhone: Great advice for all of us: make this work a priority and do this so you're not wasting your money, and your business will grow.

01:14:53 Sandy Job-Rivera: Reacted to "I think all of us Op..." with ❤️

01:14:53 Jolene Taylor: Reacted to "I think all of us Op..." with ❤️

01:14:56 Laura Trimble: Reacted to "I think all of us Op..." with 💜

01:14:58 Jenny-May Olson: Reacted to I think all of us Op... with "❤️"

01:15:02 Danette McOmber: Replying to "If you have someone'..."

What if you text them personally, and that's the normal way you connect? It feels weird to reach out on FB. Does that make sense? Still use FB?

01:15:02 Maegan Hathaway Miville: Where do you find the hour schedule for this love led

01:15:04 cindy baccarny: Yes

01:15:12 Tana Michelle: can there be Core4 at 9am PT? Please. I can't make 7am or 5pm as I'm a single mom. Please please please.

01:15:16 Laura Trimble: Replying to "I think all of us Op..."

Agree Kent

01:15:24 Sheryl Sandberg: Reacted to "I think all of us Op..." with ❤️

01:15:25 Sandy Job-Rivera: Thank you Cynthia - we needed to hear this.

01:15:31 Kelly Mills: Reacted to "I think all of us Op..." with ❤️

01:15:32 Kristy Wharton: Replying to "Where do you find th..."

Upcoming events in the portal

01:15:33 Rhonda & Craig Lauritzen: It's clear. Put both feet in one camp.

01:15:45 Kent Williamson: Reacted to "I think all of us Op..." with ❤️

01:15:46 Cheryl Fishback: Reacted to "It's clear. Put both..." with ❤️

01:15:54 Janet Thorn: Reacted to "It's clear. Put both..." with 💜

01:15:55 Karen W. aka KK: He's talking to ALL of us for sure!

01:15:56 Catherine Heller: Reacted to "It's clear. Put both..." with ❤️

01:15:59 Sarah Bravo: Reacted to "It's clear. Put both..." with 💜

01:16:00 Mandy & Wayne Hudson: Chasing 2 rabbits

01:16:01 Darla: Reacted to "He's talking to ALL ..." with ❤️  
01:16:05 Karen W. aka KK: Reacted to "Chasing 2 rabbits" with 🔥  
01:16:06 Darla: Reacted to "Thank you Cynthia - ..." with ❤️  
01:16:08 Norine: Reacted to "It's clear. Put both..." with ❤️  
01:16:12 Kim Hanson: Needed to hear this!! If I didn't hear anything else on this call today!!!  
01:16:13 Laura Trimble: Work smarter not harder!  
01:16:13 Bobbie Williams: Replying to "Chasing 2 rabbits"

And catching none

01:16:15 Andrea Ball: If you feel you need to do PH activities, do some. But concentrate most on this training!!  
01:16:19 Kelly Mills: Reacted to "Chasing 2 rabbits" with 🌟  
01:16:19 teri.williams: Reacted to "It's clear. Put both..." with ❤️  
01:16:30 cindy baccarny: Be where we are right now ❤️  
01:16:31 Raylene Thomas: Makes so much sense  
01:16:32 Rhonda & Craig Lauritzen: I'd love more work party times!  
01:16:32 Sara Renei Anop: Cynthia thanks for being brave girl! We all needed to hear this!  
01:16:36 Mara Kemp: Sounds like Bob is saying the majority of our time should be authentic outreach  
01:16:37 Meredith Teplitz Dunkel: We luv you Cynthia. We need our time! 😊  
01:16:48 Mandy & Wayne Hudson: Thank you, Cynthia!  
01:16:48 Sheryl Sandberg: Reacted to "Cynthia thanks for b..." with ❤️  
01:16:50 Katie Nice: That's very freeing advice!  
01:16:51 🦊 Coach Ashley Prieto: Replying to "Sounds like Bob is s..."

100%

01:16:51 Laura Morgan: Cut it to 1 power hour at Optavia  
01:16:58 Karen W. aka KK: Reacted to "Cut it to 1 power ho..." with ❤️  
01:16:59 Jodi Dexter: Thank you ❤️  
01:17:02 Marjorie Kauffman: Reacted to "Sounds like Bob is s..." with 👍  
01:17:15 Karen Helm: Hear you loud and clear!!  
01:17:27 Janet Thorn: Reacted to "Hear you loud and cl..." with 👍  
01:17:29 Mary Daza: 🌟👏  
01:17:31 Rhonda & Craig Lauritzen: Reacted to "Needed to hear this!..." with ❤️  
01:17:33 Mariel Tate: This is really good and much needed to hear! Thank you Bob!  
01:17:35 Catherine Heller: Happy you had it too Bob  
01:17:35 Lauren Tudor: are we on real talk lol  
01:17:36 Tina Luce: Reacted to Cynthia thanks for b... with "❤️"  
01:17:37 Mandy & Wayne Hudson: ouch  
01:17:38 Rhonda & Craig Lauritzen: Reacted to "It's clear. Put both..." with ❤️  
01:17:41 Lindsey: what if you dont have many hot leads to do AO  
01:17:41 Kim Van Auken: Reacted to "are we on real talk ..." with 🙌

01:17:43 kathy: mic DROP  
01:17:44 🦊 Coach Ashley Prieto: Reacted to "are we on real talk ..." with 🇹🇼  
01:17:46 Mara Kemp: Reacted to "are we on real talk ..." with 😂  
01:17:47 Laura Trimble: Great job Cynthia! Thank you for asking that! We needed to hear it!  
01:17:49 Raylene Thomas: Tough love is still love  
01:17:52 Mara Kemp: Replying to "are we on real talk ..."

yes

01:17:53 Meredith Teplitz Dunkel: Reacted to "Great job Cynthia! T..." with ❤️  
01:17:56 Sandy Job-Rivera: Reacted to "are we on real talk ..." with ❤️  
01:18:00 Darla: Reacted to "Great job Cynthia! T..." with ❤️  
01:18:02 Julie Fecht: How many hours a week do you recommend with outreach heere  
01:18:04 🦊 Coach Ashley Prieto: Tell us what you learned today!! 🙋  
<https://www.facebook.com/share/p/151f1mt6yV/>  
01:18:05 Darla: Reacted to "Tough love is still ..." with ❤️  
01:18:10 Connie Fay: love this  
01:18:11 Karen W. aka KK: Awesome!  
01:18:11 Agnes Bruce: Replying to "Hey agnus. Core 4 is..."  
What are your "power hrs? Are thes in addition to this workshop schedule?  
01:18:12 Sharon, Costa Health: I lead a team and have coached for 6 years and these few weeks with Bob has already yielded an additional 1000 dollars . I stopped all other activities!  
01:18:12 Jenny-May Olson: Yes!!! Thank you so much!!!  
01:18:12 Sarah Bravo: TY  
01:18:13 Darla: Reacted to "are we on real talk ..." with 😂  
01:18:13 Catherine Heller: Loved it!  
01:18:15 Maegan Hathaway Miville: Replying to "Where do you find th..."

So in mine it says one a day is there more?

01:18:16 Paige Wilson: So so good Bob! Thank you so much!!  
01:18:21 Leahna Loomis: So good, thank you!  
01:18:22 Charmaine D'Souza: Thank you so much  
01:18:29 🦊 Coach Ashley Prieto: Tell us what you learned today!! 🙋  
<https://www.facebook.com/share/p/151f1mt6yV/>  
01:18:34 Kristy Wharton: Reacted to "Tell us what you lea..." with 🔥  
01:18:34 Misty Stroebe: Needed to hear this!!! I've been stuck in overwhelm continuing to do it all!!!! And not doing anything well!  
01:18:37 Kent Williamson: Reacted to "Chasing 2 rabbits" with 👍  
01:18:37 Colleen Lekie: Bob thank you so much!!!!  
01:18:49 Janet Thorn: Reacted to "Needed to hear this!..." with 👍  
01:18:49 Christy Tebow: When will the recording be posted?  
01:18:50 Raylene Thomas: THanks!  
01:18:53 Kristy Wharton: A rising tide lifts all boats!!

01:18:55 AIMEE Woodward: Thank you.  
01:18:56 CAROL JANE: great and thanks for today - I needed this session  
01:18:57 TIFFANY Loftis: So good!  
01:18:58 Janet Thorn: Replying to "Needed to hear this!..."

me too

01:19:02 Barbara Parks: Thank you!!!