

# Chat Transcript - Weekly LOVE-LED™ Breakthrough Coaching & Strategy Session

00:02:25 Rhonda & Craig Lauritzen: GOOOOD morning, team!!

00:02:31 Fireflies.ai Notetaker Tammy: View real-time notes and transcription for this meeting here:  
[https://app.fireflies.ai/live/01JP84TJZRWACQJBXS2FBGGZPT?ref=live\\_chat](https://app.fireflies.ai/live/01JP84TJZRWACQJBXS2FBGGZPT?ref=live_chat)

00:02:40 Coach Danielle Cole: Reacted to "GOOOOD morning, team..." with ❤️

00:02:50 Kim Kogan: Hi all

00:02:57 Rhonda & Craig Lauritzen: Bob, in Step 3 (Present Your Solution of lesson 4), I don't ask for the sale with a new customer over text—I "close" on the phone in (a health assessment) conversation. At what point and how do we pivot to a call while still presenting the solution via text first?

00:03:31 Tim and Pam Reffner: Hi Bob

00:03:32 Mary Daza: Driving to an appointment but I'm listening!

00:03:57 Megan Weisheipl: Hello friends!!! 😊

00:04:14 Sarah Bravo: Hey Y'all Happy First Day of Spring

00:04:21 Coach Danielle Cole: Hi Everyone!

00:04:30 karen: I am on week 3. What do I do when you finish and I am still on working through the program?

00:04:35 Martha Yoder: Hello 🙋

00:04:42 Natalie Ryder: I am an Optavia coach and we usually do a health assessment over the phone to share the solution. How does this work for us?

00:04:48 Jenny-May Olson: Reacted to I am on week 3. Wha... with "❤️"

00:05:01 Cristain Harris: Replying to "Hello friends!!! 😊"

If there were an olympics for buffering I would land a medal! Just purchased your book yesterday after our call. Thank you so much for your servant heart!

00:05:17 Sharon, Costa Health: Same question as Natalie! Optavia coach and we do an assessment over the phone to share our solution. What do you suggest?

00:05:26 Sarah Bravo: Showing up today

00:05:31 Michelle Turnipseed: Attracting clients without even trying

00:05:31 Mandy & Wayne Hudson: Same question as Natalie and Sharon

00:05:33 Cristain Harris: WIN- recognized my buffering tactics

00:05:35 Stephanie Whittaker: 11 clients!!

00:05:36 Christa Plett: Figuring out how ChatGPT saves me tones of time on content.

00:05:39 Danielle Wehner: Many more conversations

00:05:39 Leslie Albaugh: 2 new customers and 1 new team member with a new person sharing

00:05:39 Chanel Crowley: Increased the volume of 4 current clients

00:05:41 Candis Winslow: I added value content and continuing love led vafu

00:05:41 Kelly Mills: Working engaged leads

00:05:41 Michelle Baker-Herring: Both of my coaches got 2 new clients, I haven't yet, but I will!

00:05:42 Charlene Giasson: gettig so much more interest, sold a product to a client that she never would have bought for her sleep!

00:05:45 Whitney Carney: Made a sell leading with love!

00:05:48 Stephanie Helmbold: Staying consistent

00:05:48 Sharon, Costa Health: Top Leader board in our company for bringing on new coaches and clients last month.

00:05:54 karen: Win: contacting people and starting converstaions

00:05:54 Katie Nice: Helped one new client start this week and another one to start next week!

00:05:54 Liz Murray: Reacted to "Attracting clients w..." with ❤️

00:05:54 veronicasucic: Have a meeting with the chamber of commerce and they are going to have a party for me.

00:05:54 Sally Macklin: Continuing to debunk red light stories

00:05:55 Coach Ashley Prieto: Reacted to "Top Leader board in ..." with 🙌

00:05:56 Kim Kogan: Childhood friend haven't spoken to in 30 plus years saw my posts and asked me to be their coach.

00:05:57 Jenny-May Olson: Reacted to Attracting clients w... with "❤️"

00:05:59 Michelle Turnipseed: Getting replies to vafu when they wouldn't reply before including past clients

00:06:00 Vicki Hamdorf: Awareness of my red light stories  
00:06:01 Rhonda & Craig Lauritzen: Staying in the process. It's a slow down to speed up and its a little painful but I believe in this.  
00:06:02 Liz Murray: Reacted to "11 clients!!" with ❤️  
00:06:02 Charlene Giasson: have people coming to me!!  
00:06:07 Megan Weisheipl: Replying to "Hello friends!!! 🤗"  
Now that you know you are buffering you can choose if you want to keep doing it or not! 😊  
00:06:11 Donna Sperry: More confidence in authentic outreach.  
00:06:16 Alicia Raley: Reached out to a past lead and used the AO script and after 18 months of no response she responded and we got on the phone and she is a new client and excited about her journey. Also - playing with ChatGPT and loving it. 2 new and 2 restart this month  
00:06:16 Lisa Clark: I'm doing better on follow up  
00:06:17 Alyson Brittain: reached out to a girl who bought before quit day 1 now coing back  
00:06:17 Theresa Torres: Authentic conversations with people. Feeling better  
00:06:19 Tonya Mesrobian: Turning many posts into value posts. Can you do too many value posts???  
00:06:20 Shelby Mirrotto: Replying to "Hello friends!!! 🤗"

Definitely a strong contender for silver or bronze too!! 🏆

00:06:25 Mandy & Wayne Hudson: What began as AO and invited to a phone call following the script and the phone call went unanswered, unfortunately  
00:06:27 Tia R.: I've caught up on all of the trainings and the coaching/mindset calls. And, I'm catching this coaching call live!  
00:06:30 Liz Murray: Reacted to "Reached out to a pas..." with ❤️  
00:06:30 Kayla Allen: I shared a vulnerable post about myself, it got lots of traction 145 impressions, 22 comments and 3 shares. Sharing more or me. Feels good 😊  
00:06:34 Sharon, Costa Health: Chatgpt has been fun and time saving!  
00:06:40 Anita White: My confidence is building in using the chatgpt  
00:06:42 Carrie Clarke: Despite setbacks/rejection, I am still here. Focusing on the good and posting value for those that want it.

00:06:42 karen: Replying to "Hello friends!!! 😊"

I also bought your book yesterday as well

00:06:45 Dr. Lynn Johnson Dr. Ron Geiger: I'm experiencing a different quality of people being attracted

00:06:46 Shelby Mirrotto: 3 new reups and 1 new client!

00:06:52 Sally Macklin: ChatGPT is becoming my best friend!

00:06:53 Harriet Henry: 11 clients this month already and I've earned a customer retention bonus.

00:06:54 Jenny-May Olson: Using ChatGPT for the first time.

00:06:58 Dr. Lynn Johnson Dr. Ron Geiger: Many re-activated clients

00:07:00 Celeste: a lady reached out to me about sleep issues and she will be ordering again. Also, my team mate and I have been chatting with a customer about issues and she placed a 150pv order with stuff we have been chatting about.

00:07:01 Kristy Miller: I received a very direct message "I need to lose weight."

00:07:01 Michelle Turnipseed: I'm mentoring my coaches better !

00:07:11 Coach Kristy Wharton: Reacted to "I received a very di..." with 🗨️

00:07:18 Mandy & Wayne Hudson: Once we share a solution after AO and then receive a message back, how do we navigate and invite to a follow up phone call?

00:07:19 Sandy Job-Rivera: Reacted to "I am an Optavia coac..." with ❤️

00:07:19 Laura Trimble: Loving Chatgpt and creating content!

00:07:20 Julia Brown: I discovered that my passion is to help a different ideal client than the one I've always thought was my ideal.

00:07:30 Michelle Baker-Herring: Also—added VAFU posts into Boards—OH BOY, what a time saver!

00:07:35 Sandy Job-Rivera: Replying to "I am an Optavia coac..."

Same question

00:08:11 Liza Johnson: I've done AO outreach consistently and actually sat down with a couple of men & gave them information. Will follow through today. Also using ChatGPT more effectively & it feels efficient.

00:08:34 Zoom user: Being bold and doing a FBB myself leading a zoom with my clients Being authentic in that I need to take off 6 more pounds and lead the way.

00:08:38 Lesley Bogash: Way to go SHARON, so happy for you.

00:08:53 Mary Daza: 

00:09:04 amieb: I am discouraged because of all the time I spent on past customers as hot leads, they are all dead heads and that is the problem we have had in our business. Now I need to add new friends, so I feel like I am behind the 8 ball.

00:09:05 Julia Brown: 

00:09:05 Amelia Damlo: how do i love-led my coach team?

00:09:09 Connie Fay: So happy for you Sharon

00:09:09 Vicki Hamdorf: Congratulations Sharon! You are giving me inspiration.

00:09:14 Natalie Ryder: Sharon, what is your full name so I can follow you

00:09:18 Michelle Turnipseed: Live chat gpt!!!!

00:09:33 Alicia Raley: Congratulations

00:09:34 Megan Weisheipl: Congratulations, Sharon!!! That's awesome! 

00:09:55 Kelly's iPhone 14 Pro: I've made more progress reaching out authentically. Still many unresponsive but for those that provided their challenge, I've made some headway. No sales yet or new clients.

Finally posting under the love-led approach. And have my first product post scheduled under this week's training.

Question - if you suggest we post 3 value-ad posts a week, how frequently do you feel we should be posting the love-led product posts? Once a week or less?

00:10:04 Cristain Harris: Reacted to "Now that you know yo..." with 

00:10:12 Donna Prelog: I have a health assessment scheduled for tomorrow afternoon from a client post this week who reached out to me to ask if I am the one with the program:) working it in to my vacation week:)

00:10:20 Mandy & Wayne Hudson: Replying to "Once we share a solu..."

Message was a polite decline but without a reason - we were scheduled to chat but she sent the decline prior to our follow up call

00:10:20 Terrijo: I'm def behind on this program. What is the best way to continue? Go back to week 1?

00:10:54 karen: Reacted to "I'm def behind on th..." with 

00:11:03 Coach Kristy Wharton: Are you coming to the mindset calls where we discuss that how we feel is influenced by the thoughts you're thinking—all of the

thoughts you mentioned here would be classified as red light stories. familiar with that?

00:11:20 Candis Winslow: I'm still doing it SCARED but I am doing it 🙌🙌🙌

00:11:37 karen: Replying to "I'm def behind on th..."

I am on week 3. I still need to go back and relisten to week 1 and 2. Because I want to be doing it right/

00:11:46 Agnes Bruce: Not a win- I set up a 2nd IG account & only need 1. Spinning my wheels trying to get rid of some confusion. Don't know how to de-activate the coachagnesbruce without losing 4 & 1/2 yrs of posts

00:11:59 karen: Reacted to "I am discouraged bec..." with 👍

00:12:33 Theresa Torres: I would agree with

00:12:42 Laura Trimble: This is speaking to me!

00:12:50 Michelle Turnipseed: Love your honesty !!! Undoing all I learned in the industry since 2006 has given me a hope and belief I can reach a rank and height I've never achieved in all these other companies.

00:13:00 Mary Daza: Yep!

00:13:04 Mary Daza: 😊

00:13:08 Michelle Turnipseed: I love serving and not having fear anymore !!!  
Like it's so fun to work again

00:13:10 Anita White: I agree with that for sure!!!!

00:13:16 Jenny-May Olson: Reacted to Love your honesty !!!... with ❤️

00:13:23 Tammy Carabelli: You are 100% spot on!

00:13:24 Jenny-May Olson: Reacted to I love serving and n... with ❤️

00:13:38 Sara Renei Anop: Mindset without action is really just delusion

00:14:03 Mary Daza: Reacted to "I love serving and n..." with ❤️

00:14:43 Shelby Mirrotto: YESSSSS!!

00:14:47 Chanel Crowley: Upline says to work on mindset but don't tell you how or what exactly to work on, just vague "mindset"

00:14:48 Karen Forrister: Mic Drop

00:14:56 Lesley Bogash: Interesting.

00:14:56 Christa Plettl: So true. I didn't know the specific skills. Now I'm being show the specific skills and have opportunity to practice.

00:15:01 Theresa Torres: Exactly... something has to give.

00:15:02 Kayla Allen: TRUTH#  
00:15:07 Kim Kogan: I have something hanging of things I HAVE accomplished.  
00:15:24 Chanel Crowley: Reacted to "So true. I didn't k..." with ❤️  
00:15:26 Maegan: So good  
00:15:56 Coach Danielle Cole: Reacted to "YESSSSS!!" with ❤️  
00:16:01 Mandy & Wayne Hudson: Replying to "What began as AO and..."

Any advice on how to fly up with a ghosted call?

00:16:19 Cheryl McLagan: 2 new clients this month, 3 restarts!!  
00:16:22 Theresa Torres: THANK YOU!!! 🙏  
00:16:23 Dr. Joe and Rhonda Pecoraro: How do we spread out the four different types of posts over the course of the day or week?  
00:16:26 Coach Danielle Cole: Reacted to "2 new clients this m..." with ❤️  
00:16:44 Rhonda Lauritzen: Bob, in Step 3 (Present Your Solution of lesson 4), I don't ask for the sale with a new customer over text—I "close" on the phone in (a health assessment) conversation. At what point and how do we pivot to a call while still presenting the solution via text first?  
00:17:03 Tonya Mesrobian: Is there such a thing as too much value content?  
00:17:11 Sharon, Costa Health: I had a cold lead that fell through. Are we going to be covering cold leads during these trainings?  
00:17:36 Sally Macklin: Just wanted to share this , found this scripture yesterday , 1 John 4:18 "there is no fear in love, perfect love drives out fear .." So I started taking a minute to pray for the person I sent my AO message to , thinking about them and their situation , so that I would drive out any fear of talking to them !  
00:17:52 Sharon, Costa Health: Reacted to "Just wanted to share..." with ❤️  
00:19:39 Jenny-May Olson: Reacted to Just wanted to share... with "❤️"  
00:19:57 Laura Trimble: Reacted to "Just wanted to share..." with 💜  
00:19:59 Jennifer Colburn: helping us find their problems  
00:20:01 Julie Westhoff: To find a problem  
00:20:03 Sharon, Costa Health: Shortens the call. We always get on a call.  
00:20:03 Coach Shannon Gleason: to id the problem  
00:20:04 Katie Nice: Saves them time on the phone  
00:20:06 Alicia Raley: The Optavist Podcast Bob did with Gina this past week was so helpful when it comes to the purpose of the health assessment.

00:20:12 Dr. Lynn Johnson Dr. Ron Geiger: This is a great question Bob  
00:20:13 Coach Ashley Prieto: Replying to "I had a cold lead th..."

In 30 Days to \$1K program, we don't work on cold leads.

00:20:14 Mary Daza: Awakening  
00:20:16 Sally Macklin: Awaken their intrinsic motivation  
00:20:19 Sara Renei Anop: Replying to "The Optavist Podcast..."

So good

00:20:19 Candis Winslow: to verbalize their problem  
00:20:19 Sharon, Costa Health: Makes time on the phone call shorter.

Everyone is busy.

00:20:20 Kristy Miller: The Jotform helps them understand their situation  
00:20:26 Cristain Harris: Awakening  
00:20:28 Michelle Baker-Herring: I had a potential client say it was humbling...  
00:20:29 Jennifer Colburn: yes!!!  
00:20:34 iPhone (4): Awakening  
00:20:34 Sally Macklin: AIM!  
00:20:36 Stephanie Helmbold: It's a less fearful way for them to reach out to us  
00:20:38 Shelby Mirrotto: clarity  
00:20:40 Sara Renei Anop: And if they do fill out the form they don't necessarily ever get on the phone  
00:20:46 Jolene Taylor: To open their eyes and get them on the right plan  
00:20:48 Amy Dodson: Helps them see other areas where they can make improvements in their daily habits, not just weight loss.  
00:20:56 Kristy Miller: Because putting pen to paper solidifies things in one's mind  
00:21:18 Liza Johnson: They get information about themselves & understand  
00:21:23 Lauren Tudor: Replying to "[Full message cannot be displayed on this version]"

I'm not sure what to say next...

00:21:24 Michelle Turnipseed: It helps awaken inside them something but there's power in writing it out so they hear themselves in their head state things. Sometimes hard things they've not written out. There's benefit of them even writing out their weight and seeing it in print

00:21:39 Coach Ashley Prieto: Replying to "Is there such a thin..."

Not really. But you want to be posting more than just value content. We recommend 3 value posts per week. Then you can fill in the rest with other types of content.

00:23:07 Colleen's iPhone: I'm an Optavia coach. When we friend request people we don't know and tell them they were a friend suggestion and start small talk is the main goal to just get them into our feed so they will learn more about us or are we trying to convert convo to health?

00:23:13 Katie Nice: Reacted to "The Optavist Podcast..." with 👍

00:23:27 Michelle Turnipseed: Wow this is insightful Bob. You're right the value add is so key when the soft skills in a Ha aren't in place yet

00:23:32 Dr. Lynn Johnson Dr. Ron Geiger: I think that's true!

00:24:01 Sara Renei Anop: Replying to "I'm an Optavia coach..."

My goal is to start the relationship

00:24:52 Robin Knorr: My win is I love this process and business even though I haven't got new clients and it has been a lot since we are moving and I am a new coach who finally got active. I get tired but I can't wait everyday to get up and get going. I am a new person. So I am being patient and taking action and learning and knowing it will happen in time if I just keep going. And every time I get a little overloaded our meetings get me out of it and I keep going.

00:24:53 Ginger Gustafson: AMEN!!!!

00:25:07 Debi Auch Moedy: So true!!! It needs to be simple and duplicable

00:25:16 Sarah Bravo: Reacted to "So true!!! It needs..." with 👍

00:25:21 Sarah Bravo: Replying to "So true!!! It needs..."

So true

00:25:24 Jenny-May Olson: Reacted to My win is I love thi... with ❤️

00:25:39 Kim Kogan: Reacted to "My win is I love thi..." with ❤️

00:25:51 Ginger Gustafson: Its currently not simple... When I started 14 years ago we didn't have all these systems and it too all the stress out

00:26:02 Martie DuBois: HOW LONG is our portal open after 30 days is complete for review of the material? Same for the Boards app and the chat GBT support?

00:26:23 Coach Kristy Wharton: Replying to "HOW LONG is our port..."

You have the material and boards for life

00:26:29 Debi Auch Moedy: Reacted to "You have the materia..." with ❤️

00:26:30 Sally Macklin: This is such a good point, never thought of that !

00:26:36 Michelle Turnipseed: So helpful on how to sell the HA !!!

00:26:43 Robin Knorr: Reacted to "You have the materia..." with ❤️

00:26:44 Sara Renei Anop: Say that again bob

00:26:50 Laura Trimble: Reacted to "Say that again bob" with 👍

00:26:50 Karen Forrister: Say that again!!!!

00:26:51 Martie DuBois: Replying to "HOW LONG is our port..."

Thank you. Is that through the portal?

00:26:53 Michelle Turnipseed: Yes repeat this !!

00:26:58 Alison's S21 Ultra: How do we get the Boards if we already have a free board? It will not let me access.

00:26:59 Kristy Miller: So, should we have Bob look at our HA?

00:27:00 Laura Trimble: Please repeat that

00:27:04 Coach Kristy Wharton: Replying to "HOW LONG is our port..."

The coaching and support, fb group etc goes away once the program term expires

00:27:07 Coach Kristy Wharton: Replying to "HOW LONG is our port..."

@Martie DuBois yes

00:27:08 Ginger Gustafson: I don't get on the phone with them unless they fill out the assessment. I say it helps me see how I can better help them

00:27:19 Debi Auch Moedy: 🤖

00:27:20 Christina maxwell: Say that again Bob please

00:27:25 Mandy & Wayne Hudson: Replying to "🤖"

yes

00:27:25 Dr. Lynn Johnson Dr. Ron Geiger: Bravo!!

00:27:50 Catherine Heller: Yes Bob. How are we to utilize the jotform for more value

00:27:53 Martie DuBois: Replying to "HOW LONG is our port..."

Will the videos be there for a time in case we want to review?

00:27:55 Sarah Bravo: Can you say that again, I also get stuck after the value add follow up. How do I "Sell" the health assessment?

00:28:01 Lisa Konshak: Yes please rephrase what you said about the jot form to the prospect.

00:28:10 Michelle Gray: This is all so good...as an Optavia coach this is going to help me so much!

00:28:12 Coach Kristy Wharton: Replying to "HOW LONG is our port..."

@Martie DuBois your terms coaching replays yes

00:28:33 Ginger Gustafson: This is SO GOOD!!!! Thank you

00:28:33 Martie DuBois: Replying to "HOW LONG is our port..."

Great

00:28:42 Michelle Turnipseed: Yes this is our challenge as coaches. Potential clients rush us to step 4 🤔🤔🤔🤔

00:29:02 veronicasucic: How do I change peoples mindset

00:29:06 Sally Macklin: So good!!!

00:29:11 Laura Trimble: She will be awakened

00:29:18 Michelle Turnipseed: This is so good !!!!!

00:29:26 Sara Renei Anop: Replying to "How do I change peop..."

YOU cant change people

00:29:29 Colleen's iPhone: What is the work around when they ask, "What's the name of the company?" We have been taught not to say it and instead we should get them in the phone?

00:29:42 Natalie Ryder: Step 3 of Step 4? Or the health assessment is the value add follow up?

00:29:44 Christa Plettl: This is so helpful to hear

00:30:21 Sara Renei Anop: Wellness survey

00:30:26 Brenna and Adam Burnette: free assessment

00:30:28 Coach Tammy Asmus: Complimentary Coaching Session

00:30:31 Kelly Mills: Reacted to "Wellness survey" with ❤️

00:30:34 Laura Trimble: Reacted to "Wellness survey" with 💜

00:30:37 Cristain Harris: I named mine a Health Questionnaire

00:30:42 Laura Trimble: Reacted to "Complimentary Coachi..." with 💜

00:30:42 Kim Kogan: Reacted to "Complimentary Coachi..." with ❤️

00:30:45 Cristain Harris: Reacted to "Complimentary Coachi..." with 👍

00:30:54 Donna Prelog: I call it a Share Call.

00:31:18 Catherine Heller: Reacted to "Complimentary Coachi..." with ❤️

00:31:30 Sara Renei Anop: SO HELPFUL

00:31:31 Meghan Lampman: So good thank. You!

00:31:35 Natalie Taylor: THANK YOU!!!!!!!!!!!!!!!

00:31:38 Ginger Gustafson: chat gpt says Health & Lifestyle Snapshot is a good name for the jotform

00:31:43 Debi Auch Moedy: Rhonda....you helped us all!!! Great question!

00:31:51 Sara Renei Anop: Reacted to "chat gpt says Health..." with ⭐

00:31:52 Kim Kogan: Reacted to "chat gpt says Health..." with 👍

00:31:55 Anita White: Thanks for this it's great!!!

00:31:55 Stephanie's iPhone 16: Reacted to "Rhonda....you helped u..." with ❤️

00:31:57 Laura Trimble: That was so helpful!!

00:32:06 Sharon, Costa Health: Loved that!

00:32:11 Christa Plettl: Reacted to "Rhonda....you helped u..." with ❤️

00:32:16 Andrea Metzler: Reacted to "My win is I love thi..." with ❤️

00:32:16 Danielle Wehner: Reacted to "What is the work aro..." with 👍

00:32:26 Rhonda Lauritzen: Reacted to "chat gpt says Health..." with 🎉

00:32:39 Connie Queen: Reacted to "chat gpt says Health..." with ❤️

00:32:40 Natalie Taylor: Does Bob have a resource for step by step love led system for Optavia?

00:32:40 Coach Tammy Asmus: Replying to "free assessment"

Does "Free" create value?

00:32:55 Michelle Gray: Check out Episode 5 of the Optavist Podcast - "Using a Health Assessment as a Tool to Grow Your Business"

00:32:58 Darla: Rhonda, that was great. Thanks for sharing.

00:33:15 Michelle Turnipseed: Reacted to "Check out Episode 5 ..." with ❤️

00:33:18 Jolene Taylor: Reacted to "Rhonda....you helped u..." with ❤️

00:33:19 Colleen's iPhone: Reacted to "Check out Episode 5 ..." with ❤️

00:33:25 Jenny-May Olson: Reacted to Check out Episode 5 ... with "❤️"

00:33:38 Chris Julian: Reacted to "Just wanted to share..." with ❤️

00:33:41 Dr. Lynn Johnson Dr. Ron Geiger: I find that about 50% of the folks will fill out the jot form and this makes so much sense

00:34:04 Anita White: Me too

00:34:20 Dr. Lynn Johnson Dr. Ron Geiger: Yes Rhonda love your input!!

00:34:24 Heather Belt: Reacted to "You have the materia..." with ❤️

00:34:53 Julie Westhoff: We try to get people to an event online or in person for a presentation of the product. I have contact information from a vendor event. What is the best way to reach out to them and invite? What step is that?

00:34:54 Robin Knorr: Reacted to "Check out Episode 5 ..." with ❤️

00:35:05 Stephanie Helmbold: Thank you Rhonda!!! I needed that too!!!

00:35:14 Michelle Turnipseed: Reacted to "Rhonda....you helped u..." with ❤️

00:35:21 Michelle Turnipseed: Reacted to "chat gpt says Health..." with ❤️

00:35:47 Sara Renei Anop: Its YOU

00:36:27 Michelle Turnipseed: Amie you are adorable!

00:36:30 Julia Brown: Replying to "Check out Episode 5 ..."

This episode was great! I'm grateful for Bob's explanation today about how it fits into the servant-heart selling framework, too. <3

00:36:54 Michelle Turnipseed: Reacted to "Complimentary Coachi..." with 🙌

00:37:12 Natalie Ryder: Reacted to "You have the materia..." with ❤️

00:37:56 Susan Stearns: Reacted to "Check out Episode 5 ..." with ❤️

00:38:22 Michelle Gray: Reacted to "This episode was gre..." with ❤️

00:38:29 Karen Forrister: Would you ever invite someone with a call to action for a health "questionnaire" after a value added post

00:39:18 Jen Roman: Joan is awesome  
00:39:18 Kim Kogan: Coach question- If a potential client asks for info to be sent via email to them, including cost, how would you approach that?  
00:39:19 Jean Reed: It's hard at times to identify our dream customer until we are willing to say who we really are!!!!  
00:39:25 Chris Julian: That's an Amen..  
00:39:42 Darla: Reacted to "It's hard at times t..." with ❤️  
00:39:43 Sara Renei Anop: Reacted to "It's hard at times t..." with ★  
00:39:43 Coach Tammy Asmus: Replying to "Coach question- If a..."

Have you already done a health assessment?

00:39:48 Michelle Gray: Reacted to "It's hard at times t..." with 🔥  
00:39:50 Jenny-May Olson: Reacted to It's hard at times t... with "❤️"  
00:39:52 Kim Kogan: Replying to "Coach question- If a..."

Yes

00:39:55 Jenny-May Olson: Reacted to It's hard at times t... with "🔥"  
00:40:12 Julie Westhoff: QUESTION - How do you focus on the product when we invite ppl to an event to talk about the product?  
00:40:26 Coach Tammy Asmus: Replying to "Coach question- If a..."

@Kim Kogan I would typically recommend you share that on that call or zoom. Do you normally do that separate?

00:40:39 Marjorie Kauffman: Amieb - I am 77 and coach to that age. What Bob is saying works  
00:41:06 Jean Reed: Be who you are vs. who you think you want to be  
00:41:07 Michelle Turnipseed: right--much of what we've learned worked at one time like Bob has said, things that we learned 10-20 years ago just don't work all the time now. Now we're tweaking!  
00:41:08 Coach Tammy Asmus: Replying to "Coach question- If a..."

I feel like you could chat again and explain based on her individual goals there are a few option and let's make sure we assess what is best for her.

00:41:16 Katie Nice: Reacted to "Amieb - I am 77 and ..." with ❤️

00:41:29 Kim Kogan: Replying to "Coach question- If a..."

Thanks, I have had phone conversations and one person asked. My mentor gave me what to send but it feels awkward sending price.

00:41:34 Mandy & Wayne Hudson: Love that - EVOLVE what has been taught

00:41:36 Kim Kogan: Reacted to "I feel like you coul..." with 👍

00:41:37 Alicia Raley: Amie! You are going to help so many people. I can't wait to hear and see your updates as you dive in and shift into what Bob is teaching us! You are an inspiration to me an almost 50 year old so I know you will reach people just like you!

00:41:44 Debi Auch Moedy: Reacted to "Love that - EVOLVE w..." with ❤️

00:41:45 Kim Kogan: Reacted to "@Kim Kogan I would t..." with 👍

00:41:47 Amber Hansen: 50-65-year-old Women retired / semi-retired with grandchildren. Is this dream client too vague?

00:41:58 Michelle Turnipseed: Reacted to "Amie! You are going..." with 🎉

00:42:11 Coach Tammy Asmus: Replying to "Coach question- If a..."

@Kim Kogan I feel like easier to talk about it and give options if possible. Typically gives the potential client feel they are part of the decision making process

00:42:17 Coach Kristy Wharton: And we want to review lessons over and over BTW...these are not one and done lessons for everyone.

00:42:17 Natalie Ryder: Replying to "What is the work aro..."

Yes, this and now we aren't supposed to hide that we are Optavia anymore in posts, so not sure how to all of the sudden make this change. So, this and your question for sure.

00:42:21 Michelle Turnipseed: Reacted to "Coach question- If a..." with 👍

00:42:27 Coach Tammy Asmus: Reacted to "Amieb - I am 77 and ..." with ❤️

00:42:45 Coach Tammy Asmus: Replying to "QUESTION - How do yo..."

Focus on the problems the product helps!

00:42:46 Theresa Torres: Reacted to "Love that - EVOLVE w..." with ❤️

00:42:53 James Mendoza: Have the workbook and watch Tng 3

00:43:06 Donna Sperry: Thank you Amie

00:43:11 Marcella Gaughan: That was so helpful Bob. Thank you.  
00:43:16 Danette McOmber: I have a recorded class that presents health problems and then positions my products as a solution. Is there a spot that would work well in my Core 4 process? It wouldn't be VAFU, because it mentions my product, right?  
00:43:18 Amelia Damlo: thank you Aime  
00:43:26 Catherine Heller: Dr Joe!!  
00:43:27 Kim Kogan: Replying to "Coach question- If a..."

Thanks!! I appreciate that. I kind of felt that emailing info gives a more transactional approach as opposed to love led.

00:43:32 Marcella Gaughan: I have been feeling so overwhelmed that I'm not sure where to start. Thank u.  
00:43:57 Mary Daza: Thank you to my fellow coaches for asking these questions!!  
00:44:02 Kim Kogan: Reacted to "@Kim Kogan I feel li..." with 👍  
00:44:09 Julia Brown: Reacted to "Thank you to my fell..." with ❤️  
00:44:10 Jenny-May Olson: Reacted to Amie! You are going... with "❤️"  
00:44:22 Catherine Heller: Replying to "Thank you to my fell..."

So helpful!!

00:44:36 Coach Ashley Prieto: Replying to "I have a recorded cl..."

I would consider that the Share Your Offer

00:44:50 Danette McOmber: Reacted to "I would consider tha..." with 👍  
00:44:53 Danette McOmber: Replying to "I have a recorded cl..."

Thank you

00:45:11 Colleen's iPhone: Replying to "I'm an Optavia coach..."

Thank you.

00:45:57 Rhonda Lauritzen: I missed that. Can someone share that breakdown.  
00:46:16 Natalie Taylor: Reacted to "I missed that. Can ..." with ❤️  
00:46:28 Sara Renei Anop: Any post that says "program" is also a product post...  
its proof content

00:46:28 Natalie Taylor: Replying to "I missed that. Can ..."

Yes! This has been a question of mine!

00:46:39 Jenny-May Olson: M, W, F - value add posts

00:46:41 Coach Danielle Cole: MWF - Value

T/TH - Product

Never more product than Value

00:46:41 Cynthia Gómez Martín: Replying to "I missed that. Can ..."

Wmf value

T R Love led product

@least the same amount of value post as product OR scale back the product posts

00:46:44 Rhonda Lauritzen: Reacted to "M, W, F - value add ..." with 👍

00:46:47 Rhonda Lauritzen: Reacted to "Any post that says ..." with 👍

00:46:51 Stephanie Whittaker: Love this!

00:46:54 Natalie Taylor: Reacted to "Wmf value

T R Love l..." with ❤️

00:46:58 Julie Westhoff: QUESTION - How many personal posts do you pepper in there?

00:47:02 Jenny-May Olson: T, TH Product

00:48:09 Coach Kristy Wharton: Replying to "QUESTION - How many ..."

We call those connection and add them to the tune of 30% of your content —more here and there, stories etc

00:48:12 Coach Danielle Cole: Replying to "QUESTION - How many ..."

Just like bob said - do whatever you want above and beyond the MWF (value) and T/Th (product)

00:48:12 Vicki Hamdorf: This is so true. When there is a promotion I feel like I start being more transactional than transformational.

00:48:17 Natalie Taylor: Reacted to "MWF - Value

T/TH - P..." with ❤️

00:48:18 Rhonda Lauritzen: Great question, Dr. Joe.

00:48:25 Cynthia Gómez Martín: Replying to "Any post that says "..."

Then transformation posts are considered to be product posts, right?

00:48:33 amieb: T TH Love led comments or LL Product??

00:48:35 Sara Renei Anop: Replying to "Any post that says "..."

Yes

00:49:10 Sara Renei Anop: Replying to "Any post that says "..."

But if youre leading with their problem you dont necessarily have to say program and then its just proof and not product necessarily... I think at least

00:49:12 Coach Danielle Cole: Replying to "T TH Love led commen..."

Love led product which you will learn next week

00:49:12 Julie Westhoff: Replying to "QUESTION - How many ..."

I don't post at all so how much do I start with'

00:49:24 Marcia Schiavo: If we tell our personal story (weight loss), how often should that be done or what is it considered?

00:49:45 Coach Danielle Cole: Replying to "QUESTION - How many ..."

2-3 a week

00:49:57 Julie Westhoff: Replying to "QUESTION - How many ..."

Thanks

00:49:59 Colleen's iPhone: Replying to "What is the work aro..."

I understand we are supposed to use Optavia on our posts and FB page but my coaches have guided me not to because the person will look up the company and price and eliminate themselves without understanding the program.

00:50:31 Rhonda Lauritzen: Our health assessment focuses more on WHY, and what I want to learn more of is that PROBLEM.

00:50:36 Marjorie Kauffman: Transformation posts — What category is that in? Product? (I thought Bob just said it was a purposeful post). If product post, then on T Th, not scattered. Right? Please correct anything here

00:50:41 Sara Renei Anop: Replying to "What is the work aro..."

There is no "supposed to" you are an independent coach

00:50:59 Rosalie Keddington: Reacted to "Our health assessmen..." with ❤️

00:51:04 Kayla Allen: Does transformation or a WIN like post, count as a product post?

00:51:15 Sara Renei Anop: Replying to "Does transformation ..."

Depends on what you say

00:51:33 Kayla Allen: Replying to "Does transformation ..."

Can you expand on this? Sara

00:51:38 Brenna and Adam Burnette: Replying to "What is the work aro..."

Do what feels right for you and can matter more for those that have been coaching longer vs those that are brand new

00:51:41 Kim Kogan: Reacted to "Transformation posts..." with 👍

00:51:45 Coach Kristy Wharton: Replying to "Does transformation ..."

Yes—proof/product focused

00:51:49 Stephanie Helmbold: I tell them that not everyone is the same and I care about finding the appropriate plan for their individual needs.

00:52:07 Kayla Allen: Reacted to "Yes—proof/product fo..." with ❤️

00:52:11 Kayla Allen: Replying to "Does transformation ..."

thanks

00:52:12 Sara Renei Anop: Replying to "Does transformation ..."

If you say "this program" its product post... I you say "kristy always struggled with xyz, now shes a much better mama

00:52:20 Cristain Harris: Our team has gotten away from this way of thinking.

Optavia has come so far. We have tv and radio ads now where people are actually LOOKING for us. We should be proud to say we are an Optavia coach rather than the scarcity thoughts. If we do it the love-led way here, the company name won't matter.

They will want to work with you regardless of the company or previous situations.

00:52:28 Heather Belt: LISTENING!!!

00:52:51 Michelle Turnipseed: Replying to "I'm an Optavia coach..."

I see them as solid cold leads and the goal is relationship built over a good amount of time to where eventually they start engaging on our content so they become an engaged lead.

00:53:01 Michelle Turnipseed: Reacted to "What is the work aro..." with 🙌

00:53:18 Colleen's iPhone: Replying to "What is the work aro..."

I understand that. Again I don't want people making their decision based on cost only without even talking with me and understanding the cost is not in addition to what they are already spending.

00:53:25 Coach Kristy Wharton: Program—product, yep and the NOW, implies she used something to help with that transformation.

00:53:32 Coach Kristy Wharton: Reacted to "If you say "this pro..." with 🙌

00:53:44 Mary Daza: Reacted to "If you say "this pro..." with 🙌

00:53:58 Cristain Harris: Replying to "What is the work aro..."

RLS ❤️

00:54:53 Michelle Turnipseed: Replying to "What is the work aro..."

I will tell people when they ask directly. It's not that we are hiding. It's that we know if they randomly order they're getting assigned to someone possibly ordering the wrong things and not getting the help they need. But I explain I coach a lifestyle system called the Habits of Health with weight loss benefits. Usually that sufficient.

00:55:00 Brenna and Adam Burnette: SO TRUE

00:55:00 Connie Mumford: I'm with Olive tree people and when they take our quiz but don't buy, how would you approach them?

00:55:07 Michelle Turnipseed: Replying to "What is the work aro..."

Because OPTAVIA is who compensates us. They don't do OPTAVIA

00:55:28 Ginger Gustafson: Every professional in the medical and wellness field has a questionnaire we have to fill out.

00:55:37 Alicia Raley: So good. Thank you

00:55:38 Lowell & Catherine Hanson: so I have this conversation going

00:55:53 Michelle Turnipseed: Replying to "What is the work aro..."

But I agree that we are known and out there in marketing. It's more prevention of them choosing based on price because they don't see we have lower prices to offer based on bundles kits etc

00:56:01 Fireflies.ai Notetaker Tammy: The meeting schedule is about to end.

Action Items for this meeting:

- Create a detailed system and process for new team members to effectively use the tools available. @Bob Heilig
- Give the jot form a name to enhance its value. @Bob Heilig
- Watch the recording of our talk and lesson three again. @Bob Heilig
- Watch the recording of the talk and review Lesson number three with a new perspective in mind. @Amy B.

00:57:26 Stephanie Helmbold: As I was reaching out to one of my newer clients, I'd check in and she would respond and then ask me how I was doing and encourage me. I told her she was being an amazing coach right then and how great she'd be at it. She became a coach. 😊

00:57:38 Colleen's iPhone: Replying to "What is the work aro..."

Thank you for all the feedback ❤️. It helps a bunch 🙌

00:57:51 Kristy Miller: Replying to "What is the work aro..."

I've been taught to go to DM and write "The program is called Optavia, have you heard of it?"

00:58:15 Cristain Harris: Reacted to "I've been taught to ..." with 👍

00:58:25 Gaye Norberg: Reacted to "I've been taught to ..." with ❤️

00:58:28 Colleen's iPhone: Reacted to "I've been taught to ..." with ❤️

00:59:05 Kristy Miller: Reacted to "As I was reaching ou..." with ❤️

00:59:31 Coach Ashley Prieto: Share with us what you learned today!! 🙌

<https://www.facebook.com/groups/1229842114865019/posts/1357124028803493>

00:59:42 Natalie Ryder: Reacted to "I've been taught to ..." with ❤️

00:59:52 Coach Danielle Cole: Reacted to "Share with us what y..." with ❤️

00:59:53 CAROL JANE: rewatching any and all trainings are so valuable - I am doing it.

01:00:05 Natalie Ryder: Replying to "What is the work aro..."

Thanks everyone.

01:00:23 Robin Knorr: I plan to Carol  
01:00:34 Donna Warren: Thanks for a great session  
01:00:35 Robin Knorr: Reacted to "Share with us what y..." with ❤️  
01:00:42 Danette McOمبر: Replying to "What is the work aro..."

I'm not with Optavia, but have friends who are. As a consumer (for me) it is an immediate turnoff and feels very fishy when people won't just straight out answer the question about who they are with or the name of the program. I really appreciate people being very straight forward. I'm probably not alone. That is why I greatly appreciate what Bob is teaching.

01:01:01 Theresa Torres: THANK YOU  
01:01:07 Brenna and Adam Burnette: it is the worst  
01:01:08 Michelle Turnipseed: Tell us the truth Bob lol  
01:01:19 Michelle Turnipseed: It does feel icky but that's how we've been taught  
01:01:25 Catherine Heller: That NEVER felt good!!  
01:01:27 Jenny-May Olson: Will these recordings be available for us indefinitely?  
01:01:31 Ginger Gustafson: for sure.  
01:01:37 Laura Trimble: 🤪  
01:01:39 Sara Renei Anop: Its always up to you what you say... go with your gut  
01:01:52 Ginger Gustafson: Authentic Love is Direct  
01:01:53 CAROL JANE: Replying to "I plan to Carol"

I have and I plan on doing more - I need to have it sink in

01:01:57 veronicasucic: That. Is what I've done quite a few times  
01:02:01 Christina maxwell: But if they dont ask then do you tell them anyway?  
01:02:01 Chris Julian: thank you!!  
01:02:02 Dr. Lynn Johnson Dr. Ron Geiger: LOVE it!  
01:02:05 Colleen's iPhone: Thank you Bob ❤️❤️❤️  
01:02:05 Theresa Torres: MIC DROP for sure  
01:02:05 Alyson Brittain: good stuff