

# Weekly LOVE-LED™ Breakthrough Coaching & Strategy Session Chat Transcripts 4.25.2025

00:01:56 Fireflies.ai Notetaker Tammy: Talk to Fireflies:

- Type: /ff help

to get started.

View real-time notes and transcription for this meeting here:

[https://app.fireflies.ai/live/01JS2B6DDF6XK5MYFN9DX4F3BQ?ref=live\\_chat](https://app.fireflies.ai/live/01JS2B6DDF6XK5MYFN9DX4F3BQ?ref=live_chat)

00:03:44 Erin Birch: Is sound really low for everyone else?

00:03:47 Carla Cross: Loving it!!

00:03:59 Julie Jacky: Replying to "Is sound really low ..."

No

00:04:02 Stephanie Sipek: Replying to "Is sound really low ..."

I am hearing it normally

00:04:14 Maxie Gunderson: Speak up

00:04:18 Phyllis Searcy: Replying to "Is sound really low ..."

yes... low...

00:04:19 Jan Hoffman: Replying to "Is sound really low ..."

It's low to me.

00:04:26 Lindsay Woolcox: Im hearing things perfectly

00:04:35 Carla Cross: I am hearing it normally

00:04:54 Danielle: Replying to "Is sound really low ..."

Yes

00:06:17 Jessie:the microphone sounds muffled when Bob is talking, is it just me?

00:06:21 Kelly Chance: I do voice memos the majority of the time. Do you feel it's best to type out the AO messages?

00:06:37 Deb Chase: me too jessie

00:06:37 Mariah Jackman: yeah the audio is definitely not normal

00:06:48 Terri Richardson: Replying to "the microphone sound..."

same

00:06:58 Amber Marsh: Not for me. Sound is fine

00:07:18 Lindsay Woolcox: The main lesson I've learned with everything I've learned is to slow down with the conversation

00:07:29 Kelly Chance: Reacted to "The main lesson I've..." with 👍

00:07:36 Mariah Jackman: A lesson: Do not skip any part of the process.

00:07:36 Christina Williams: Ive added several new customers this week from content and AO

00:07:38 Patricia Ricci: Learning new problems from my customers

00:07:38 Kat Geertsens: Already 600\$ in personal sales over last month!!

00:07:40 Kristin Oakes: Even if you hear nothing with outreach, just keep going and reaching out

00:07:41 Rosanna Penner: A win – focusing on great posts and I had a friend ask to rejoin so I will be connecting with her after this call to sign her up!!

00:07:42 Michelle Molendyk: win: consistently reached out to 3 new contacts each day.

00:07:42 Tanya: Learned to not offer products too soon

00:07:44 Diane's iPhone: Yes! Slow down

00:07:44 Deb Chase: Slow down and converse!!

00:07:44 Gail: yes!

00:07:45 Sharon: my win is I have 6 conversations going on!

00:07:46 Coach Kristy Wharton: Reacted to "Already 600\$ in pers..." with 🤔

00:07:47 Patricia Ricci: Oh yaaaa

00:07:48 Mikaela Scheel: Lesson: Didn't spend enough time find the problem in a convo and I felt a sales wall go up.

00:07:49 Andrea Khashchuk: also slowing down!

00:07:52 Laurie foodallergydisneymom@gmail.com: Ive learned to ask more questions

00:07:52 Coach Kristy Wharton: Replying to "Already 600\$ in pers..."

Wow! congrats

00:07:53 JESS BYRON: lesson - get out of my head

00:08:00 Jill Myers: Having lots of conversations to start without jumping down their throat with product or promo

00:08:04 Dianna Falter: I need to stop second guessing what people will say or think and stop being anxious

00:08:07 Kelly Chance: Lesson - get out of my own way.

00:08:11 Jessie: I've learned to be more aware of my red light story and catching myself in that moment trying to turn to love vs. fear

00:08:13 Rena Meyer: Feeling very comfortable reaching back out to people that have shared a problem, but I dropped the ball in follow up.

00:08:18 Larissa Geertsen: Reacted to "Already 600\$ in pers..." with ❤️

00:08:22 Katie balyszak: Win-having people wanting to order even before I bring up asking them if their XYZ has been going just by checking in.

Lesson-no stress on the outcome-sort your apples and find the red ones!

00:08:23 Traci Wright Linn: Yes! I'm not jamming all day to make content to get sales

00:08:41 Carla Cross: A win: reconnecting with several past clients, but taking the time before I respond to them to think things through and visit the scripts to do things differently than I would have in the past.

00:08:47 Jessie: challenge to allow myself to be ok with learning and will happen with time. I feel I'm going slow and not getting anywhere

00:09:06 Gail: Lesson learned: how salesy I've been in the past now that I have a way to guide conversation!

00:09:06 Jan Hoffman: I had a client initiate a meeting at my house which resulted in a \$200 purchase.

00:09:09 Dr Dana Mays: Lesson- I'm worthy of doing this business. I am enough.

00:09:17 Kelly Chance: Reacted to "Lesson- I'm worthy o..." with ❤️

00:09:23 Coach Kristy Wharton: Reacted to "Lesson- I'm worthy o..." with ❤️

00:09:23 Phyllis Searcy: Reacted to "Lesson- I'm worthy o..." with ❤️

00:09:25 Maxie Gunderson: I win 3 lessons. To release them, when they drag thier feet and won't give you a solid answer. I did that statement. Where you said let's take this off the table.

00:09:26 Angy Daniell: Learning to not jump ahead to sharing too much info too soon. Training myself to stick with scripts this week.

00:09:41 Lori Naylor: Love that I am connecting with new people and loving the conversations ✨. Plus my consistency on content has been so freeing

00:09:52 Tammy Asmus: Reacted to "Win-having people wa..." with ❤️

00:09:56 Tammy Asmus: Reacted to "Yes! I'm not jamming..." with ❤️

00:10:05 Tammy Asmus: Reacted to "challenge to allow m..." with ❤️

00:10:12 Socorro Dunn: WIN; My lesson went w the Flo of the conversation and instead of slowing down, I just went w asked if ready to try my solution and she said YES!! Super simple and effective... then... she emailed me call me. She is elderly and my thought was... oh no! Buyers remorse!!! And had to distinguish Red thought... Choose.... Bc she wasn't responding to any - text, call or email... and it was not all i though

00:10:17 Charlotte Lauder: Learned to work for one hour every day brings work all day long in conversations and sales through helping - this is much more pleasurable than thinking I need to sit and work 3 hours. Also, quick posts have been more fun to do in 15 minutes.

00:10:21 Andrea Khashchuk: I have a conversation to work on with a hot lead prospect, we were talking and now its been 2 days since we messaged.

00:10:31 Geraldine Lerch Thuillier: Signed up someone

00:10:38 Geraldine Lerch Thuillier: Big victory

00:10:50 Lori Naylor: Yes! Bringing the joy back to my conversations ✨

00:10:53 Geraldine Lerch Thuillier: And yes conversations are great.

00:10:58 Traci Wright Linn: Win-Still committed. Lesson-rotten apples & not taking it personal when I don't get responses after a nudge (s)

00:11:02 Andrea Khashchuk: dealing with red light stories and mindset and practicing what megan taught us, i am still taking action

00:11:31 Geraldine Lerch Thuillier: I have so much more conversations and it so much easy. I love it.

00:11:52 Coach Kristy Wharton: Reacted to "dealing with red lig..." with 🔥

00:12:03 Tammy Asmus: Reacted to "I have so much more ..." with ❤️

00:12:10 Traci Wright Linn: That's wonderful! 💕  
00:12:12 Jill Myers: That happened with me a couple times.  
00:12:13 Coach Kristy Wharton: Replying to "dealing with red lig..."

#Actionistheanswer!

00:12:24 Coach Kristy Wharton: Reacted to "I have so much more ..." with ❤️  
00:12:37 Coach Kristy Wharton: Reacted to "Win-Still committed...." with 🔥  
00:12:39 Andrea Khashchuk: Replying to "dealing with red lig..."

💪 practicing!

00:13:01 Coach Kristy Wharton: Replying to "I had a client initi..."

Woot woot!!

00:13:44 Coach Tammy Asmus: Reacted to "I had a client initi..." with 🔥  
00:14:18 Charlotte Lauder: These conversations are building pipeline sales if they aren't ready to purchase because they still have product  
00:14:20 Melissa Meader: Yay Katie!!  
00:14:41 Kelly Chance: Thanks for sharing Katie...that was helpful.  
00:15:22 Coach Kristy Wharton: Celebrate a NON-SALE victory! they are so important, too!!!  
00:15:30 Katie balyszak: Thank you everyone! 💙  
00:15:32 Lindsay Woolcox: I had that huge on monday! I was expecting things to BOOM in the first week lol  
00:15:49 Kelly Chance: Reacted to "I had that huge on m..." with 👍  
00:16:13 Geraldine Lerch Thuillier: Amen  
00:16:20 Traci Wright Linn: 🙌yes!!  
00:16:29 Kelly Chance: That is awesome!!!! So glad this is recorded...  
00:16:33 Andrea Khashchuk: definitely, i am enjoying my work and feel good about what i am doing like IT IS ENOUGH, i am enough--love practicing the authentic conversations and creating problem solving value content for my social media, that is a win for me: no sales yet but i am in the long haul.  
00:16:33 Jessica Bartlett: Amen! FAITH!!  
00:16:46 Batrice Cordova: That is so true. I made a genuine sale and it felt so good.

00:16:55 Stacey: Agree~need the coaching!!

00:17:01 Socorro Dunn: Consistence in faith!!

00:17:01 JESS BYRON: Thank you Bob! you read my mind

00:17:06 Melissa Meader: Yes!! This is more of a "it's about the journey, not the destination" mentality. Enjoy and learn along the way, don't focus on the end goal only.

00:17:14 Lori Naylor: Thank you! That mindset is so key 🌟

00:17:17 Amber Marsh: I'm struggling with feeling like the scripts are too many questions... I can't get people past the first couple questions.

00:17:26 Coach Kristy Wharton: Reacted to "Thank you! That mind..." with 🤗

00:17:30 Geraldine Lerch Thuillier: It's like love led content, I see people speaking to me on Facebook that where not talking anymore

00:17:40 Coach Kristy Wharton: Reacted to "Thank you Bob! you r..." with 🔥

00:17:44 Coach Danielle Cole: Reacted to "It's like love led c..." with ❤️

00:17:46 Lindsay Woolcox: Im feeling lost after the outreach and going into the follow up

00:17:46 Katie balyszak: Reacted to "It's like love led c..." with 🙌

00:17:51 Andrea Khashchuk: i have a conversation! it went silent a few days ago wondering what was missing

00:18:13 Coach Danielle Cole: Replying to "i have a conversatio..."

Can you put a screenshot of the conversation here?

00:18:31 JESS BYRON: my clients are not responding when I ask them how I can better support them.

00:18:36 Coach Tammy Asmus: Reacted to "Yes!! This is more o..." with ❤️

00:18:40 Coach Tammy Asmus: Reacted to "Agree~need the coach..." with ❤️

00:18:45 Phyllis Searcy: Reacted to "my clients are not r..." with 👍

00:18:46 Coach Tammy Asmus: Reacted to "Amen! FAITH!!" with 🙏

00:18:52 Kelly Chance: I do a lot voice messages, do you feel that written DM's are better? Ive reached out to 8 with no responses.

00:18:58 Geraldine Lerch Thuillier: Start my new partner, I feel I overthink it and I need to let go and go on other authentic outreach

00:19:04 Coach Danielle Cole: Replying to "my clients are not r..."

Give them a gentle nudge.

00:19:11 Patricia Ricci: Reacted to "Give them a gentle n..." with ❤️

00:19:11 Andrea Khashchuk: Replying to "i have a conversatio..."

yes, getting it uploaded from my computer since it was on my phone

00:19:42 Andrea Khashchuk: Replying to "i have a conversatio..."

i think i got these in order.

00:19:52 Dianna Falter: I was with Modere, who has closed down, but I am also with a new company that I've become involved with since end of summer.

When reaching out to old modere customers authentically, can I let them know I'm with a new company right away or do I wait.

00:19:54 Geraldine Lerch Thuillier: Replying to "I do a lot voice mes..."

I do a lot of voice memo also. I feel both are ok

00:19:55 Coach Kristy Wharton: Replying to "Start my new partner..."

Is this a question about onboarding?

00:20:25 Gail: 1 Corinthians 3:7 We are to either plant the seed or water it, God is the one who does the growth.

00:20:30 Coach Danielle Cole: Replying to "I do a lot voice mes..."

I would try some written messages if you are not getting responses. Sometimes people feel that have to respond via voice and that would be intimidating

00:20:55 Patricia Ricci: Reacted to "1 Corinthians 3:7 We..." with ❤️

00:20:56 Coach Kristy Wharton: Replying to "I was with Modere, w..."

Were they customers in modere?

00:21:06 Patricia Ricci: Replying to "1 Corinthians 3:7 We..."

Thank you for this!!!

00:21:14 Patricia Ricci: I have a big promo that comes up 2x per year only and typically I blast off messages to all of my Facebook friends but it's not authentic. I posted a reel regarding the promo and I have some interest how can I respond to

ppl interested in a love led way without just saying hey I love these etc.... And price. And how can I share it more authentically so I don't sound salesy to everyone to max my sales? I'm on week 2! The product is bronzing pearls that literally do everything. I call then face in a case! Simple and easy to use!

00:21:35 Coach Tammy Asmus: Replying to "I do a lot voice mes..."

Often people are taking a peak at messages and you can't see them and have to listen...I feel if it is not working switch. Xoxo, Coach Tammy

00:21:41 Andrea Khashchuk: Replying to "i have a conversatio..."

i also have questions about that same social media on engaged or comments on my value post. i know we haven't covered but what do i do i dont want to leave it.. is there a script that we are given already?

00:21:59 Coach Kristy Wharton: Replying to "I was with Modere, w..."

Oh saw yes...

00:22:06 Coach Tammy Asmus: Reacted to "1 Corinthians 3:7 We..." with ❤️

00:22:34 Coach Danielle Cole: Replying to "i have a conversatio..."

In the authentic script guide there are scripts for those - we call them engaged leads - there is a script for comments and likes/loves

00:22:51 Coach Kristy Wharton: Replying to "I was with Modere, w..."

Does the new company solve same/similar problems?

00:23:09 Andrea Khashchuk: Reacted to "In the authentic scr..." with 👍

00:23:34 Amber Marsh: Why are we only clarifying one problem? Instead of several?

00:23:57 Coach Tammy Asmus: Replying to "Why are we only clar..."

Bob is speaking to this right now..

00:24:07 Coach Danielle Cole: Replying to "i have a conversatio..."

The coaching Bob is giving right now is perfect for your conversation - finding the bigger problem



00:24:19 Coach Danielle Cole: Replying to "i have a conversatio..."

Finding her biggest pain point

00:24:49 Andrea Khashchuk: Replying to "i have a conversatio..."

i know it's perfect!. now just figuring how to circle back

00:25:30 Coach Danielle Cole: Replying to "I have a big promo t..."

Hey - thank you so much for your interest on my reel. May I ask why you are interested in XYZ product?

00:25:51 Gail: Reacted to "Thank you for this!!..." with ❤️

00:26:27 Charlotte Lauder: In two engaged outreaches to products where I loosely know some of the people watching, the people I reached out to say lovely to see you comment on my posts, I'm now I'm having coffee with them next week which I'll love. Now I've got to use the script live - I'm not sure how to bring that up authentically and avoid sounding salesy. I'm thinking that the products will come up or my posts or skin and I'll move into "I love them, I was working on X, y, z, and got these results, what are you looking to work on?" Does that feel right?

00:26:51 Geraldine Lerch Thuillier: Replying to "Start my new partner..."

@Coach Kristy Wharton finding her problem and knowing why she signed up, because I feel that I don't have the good conversation with her because I am not sure about her problem, and I don't know how to coach her around her problem. Not so easy to find out the problem either for a client or a consultant

00:27:18 Patricia Ricci: Replying to "I have a big promo t..."

Yes, that's great! Thank you. However how can I max getting more sales these rather than blasting off a copy and paste message to everyone in my messenger or vip group?

00:28:17 Coach Danielle Cole: Replying to "i have a conversatio..."

Did you ever ask what happens when she doesn't avoid the food?

00:28:45 Andrea Khashchuk: Replying to "i have a conversatio..."

ooh i didn't. based on how the convo went on my screenshot, how would i go back?

00:28:47 Diane Kershaw: I struggle with finding their problem with makeup..unless they are searching for coverage, it is mostly because they love makeup??? There are definitely some aspects that solve a problem but alot of it is just the "fun" aspect

00:29:00 Brittney Howard: So good Bob!!

00:29:04 Coach Danielle Cole: Replying to "Start my new partner..."

@Geraldine Lerch Thuillier to start simply ask her why she joined

00:29:24 Dianna Falter: Replying to "I was with Modere, w..."

Not exactly. If they are concerned with weight management, energy and lowering stress, I can help. Modere had a wide range of products. Make Wellness only has 6 at moment

00:29:59 Danielle: Lindsay love that you brought that up

00:30:11 Coach Danielle Cole: Replying to "I have a big promo t..."

Let me ask you this - when you do a blast message to everyone - how many sales do you normally get?

00:30:11 Coach Kristy Wharton: Replying to "Start my new partner..."

@Geraldine Lerch Thuillier so she signed up without having done AO yet? If so, then go back ask her "hey im just curious why you decided to join?"

00:31:01 Coach Danielle Cole: Replying to "i have a conversatio..."

I was thinking about what you said earlier about having to avoid foods XYZ. Out of curiosity - what happens when you eat those foods?

00:31:23 Coach Danielle Cole: Reacted to "@Geraldine Lerch Thu..." with ❤️

00:31:39 Coach Tammy Asmus: Replying to "I struggle with find..."

You can ask them to "Tell me more about why it is fun!" Often it can give women more confidence or feeling put together or beautiful. Just become curious and ask more questions!

00:31:39 Andrea Khashchuk: Replying to "i have a conversatio..."

i can do that. gonna message her now.

00:31:41 Coach Kristy Wharton: Replying to "I struggle with find..."

You said one "coverage" what about feel of it, ease of using, simplicity of matching, color matching, help with techniques, etc etc and also "fun" —start keeping a "bank of problems" you hear

00:31:43 Coach Danielle Cole: Reacted to "i can do that. gonna..." with ❤️

00:31:43 Gail: @Nicole Gall that conversation yesterday, maybe send her a value post for her problem.

00:31:47 Coach Danielle Cole: Replying to "i have a conversatio..."

Awesome!!!

00:32:02 Coach Danielle Cole: Replying to "i have a conversatio..."

Remember we are trying to get to her BIGGEST struggle

00:32:09 Coach Tammy Asmus: Reacted to "i can do that. gonna..." with 🔥

00:32:10 Jen Rhoades: I am struggling continuing to find a problem when they say they are using a different product. This was a past customer. When I tried to find a problem, I asked was there a specific problem you wanted help with when you started on the Miracle Set? Her answer was no specific problem, I just wanted something to cleanse and moisturize. My response was are you still wishing you had something simple? Quick Easy? She said Right now I am using Laura Geller just to try. Then I mistakenly went to sharing a solution because I got uncomfortable.

00:32:44 Coach Kristy Wharton: Replying to "I was with Modere, w..."

@Dianna Falter so start a convo with someone based on "hey friend are you still struggling with X " let them answer then...

00:32:44 Joanie Neenan: Replying to "Is sound really low ..."

That was great

00:32:57 Tanya: I either am not asking the right questions to arrive at the problem, or I don't know what to do once it seems my products have solved their problem.

00:33:00 Mariah Jackman: Whaaaat? I have always been told the opposite!

00:33:05 Laurie foodallergydisneymom@gmail.com: I feel like I need to know more how to give the value and then smoothly introduce the solution

00:33:08 Andrea Khashchuk: Replying to "i have a conversatio..."

yes! i have yet to find that. :)

00:33:10 Jessie:Struggling with the clarify the problem after you know the problem. For me it feels awkward they just told me a problem and I'm restating it...\

00:33:17 Patricia Ricci: Replying to "I have a big promo t..."

I've been pretty successful with this product! I usually make the top seller list honestly

00:33:36 Andrea Khashchuk: Replying to "i have a conversatio..."

i have current costumers that I responded to my open check in and feedback why they bought and then it went silent when i asked if the product has helped? should i go back?

00:33:36 Coach Danielle Cole: Reacted to " yes! i have yet to ..." with ❤️

00:33:39 Geraldine Lerch Thuillier: Reacted to "@Geraldine Lerch Thu..." with ❤️

00:33:42 Geraldine Lerch Thuillier: Reacted to "@Geraldine Lerch Thu..." with ❤️

00:33:59 Melissa Meader: Also, it's easy for someone to skip voice messages because they aren't in an environment where they are able to listen to it

00:34:22 Geraldine Lerch Thuillier: Replying to "Start my new partner..."

@Coach Danielle Cole Thanks. I sent the message 😊

00:34:26 Charlotte Lauder: Brilliant

00:34:32 Patricia Ricci: Replying to "I have a big promo t..."

But I don't want to do it that way. It doesn't happen with everything. Is there a love led way that can reach out to as many ppl as possible or just value content even though I'm not there yet?

00:34:53 Coach Tammy Asmus: Reacted to "@Coach Danielle Cole..." with 🔥

00:35:05 Socorro Dunn: So no calling them also as voice messaging?

00:35:09 Katie balyszak: This is a breathe of fresh air to hear! I've never really sent voice memos or at least during the first part of the message and have always typed out the message-but I always felt I needed to voice memo to move ahead more!

00:35:14 Gail: Plus its not a quick process to back and relisten to what we said or asked.

00:35:50 Coach Danielle Cole: Replying to "I feel like I need t..."

The training is coming!

00:36:09 Tanya: Reacted to Plus its not a quick... with "👍"

00:36:13 Jessie: what if you get to the solution or VAFU and there are more than one products to work towards their problem

00:36:26 JESS BYRON: Im using the script to find my clients problem but they are responding by saying they ordered because they wanted to support me. how to i move forward to find problem ?

00:36:28 Kelly Chance: Problem detective. = )

00:36:49 Tanya: Reacted to i can do that. gonna... with "❤️"

00:37:11 Coach Danielle Cole: Replying to "Struggling with the ..."

Repeat the problem back to them and then ask how would your life be different if that problem no longer existed?

00:37:12 Coach Kristy Wharton: Replying to "I was with Modere, w..."

@Dianna Falter if so wanted to insure you know that X product is no longer available— Modere has closed its doors but ive got great news: ive found a new solution and thought of you.

00:37:25 Kelly Chance: Reacted to "Repeat the problem b..." with ❤️

00:37:49 Coach Kristy Wharton: Replying to "what if you get to t..."

There has to be criteria to determine which would be best... can you give an example?

00:37:49 Kelly Chance: Replying to "Struggling with the ..."

I do that with my coaching, need to add that to my selling.

00:38:00 Mariah Jackman: How would this translate to in person events?

00:38:15 Coach Danielle Cole: Replying to "I have a big promo t..."

You can reach out to people about the promo, but you must lead with the problem that the product solves.

00:38:58 Joanie Neenan: Replying to "Is sound really low ..."

Great question

00:39:17 Coach Kristy Wharton: Replying to "How would this trans..."

Exactly the same—you may get to all the process more quickly bc typically they are there to potentially order. What problems do you solve?

00:39:39 Melissa Meader: Internal problems

00:39:41 Jessie:for example they say acne is their problem, they might need 2-3 products or a regimen to work on it vs using 1 product might not get the results they want @Coach Kristy Wharton

00:39:44 Nicole Steele: I'm sure this is going to help me too because I sell jewelry. I'm all ears

00:39:52 Mariah Jackman: Replying to "How would this trans..."

Gut health/weight loss

00:39:54 Kat Aragon: 100

00:40:08 Mariah Jackman: Reacted to "Exactly the same—you..." with ❤️

00:40:12 Coach Danielle Cole: Replying to "I have a big promo t..."

This is why discovering the problems of your HOT leads is so important. If you know their problem and this product solves it - you can reach out and lead with their problem

00:40:32 Sharon Owens: I've had great conversations got many to the end result of yes I need that product but they don't buy, and they've bought before so they know how to shop. How do we get to the sale?

00:40:34 Batrice Cordova: So I was told not to send a inspiring Good Morning Message to my friends in messenger. I was told I was going to get Flagged as spam. But has been a huge conversation starter for me and I have had many genuine conversations because no one has been told Good Morning before. Is this true?

00:40:43 Kristin Oakes: Makeup creates confidence

00:40:58 Coach Danielle Cole: Replying to "Im using the script ..."

What type of products did they buy?

00:41:07 Kat Aragon: Reacted to "Makeup creates confi..." with ❤️

00:41:46 Heidi Moore: I am very new. I don't have any past customers as I only started selling in December. My customers really don't need more products yet. I have 4 conversations that I started where they just stopped and 1 of them just never responded

00:41:54 Danielle: Replying to "I have a big promo t..."

Loving this... I sell the same and was wondering how to do this without changing my messaging and my love led approach

00:42:37 Melissa Meader: Problem: Insecure about certain physical features

00:42:39 Patricia Ricci: Replying to "I have a big promo t..."

Yes I get it. It's difficult because I'm only on week 2 and this promo is short lived and typically I do well with it and don't want to miss out. But I don't want to revert back to blasting a cold message.

00:43:14 Kristin Oakes: No time to use makeup

00:43:31 Coach Kristy Wharton: Replying to "So I was told not to..."

Depends on how many and how fast you do that and if you are copying and pasting – probably nothing wrong with something like on Fridays "happy Friday have any big plans for the weekend?" Ideally though we use messenger to talk to qualified leads or prospects.

00:43:35 Andrea Khashchuk: Replying to "i have a conversatio..."

it also occurred to me this could be process related issue of avoiding certain foods that this prospect is teaching me. i have had this same issue in my life acne and avoiding foods and found that food can heal rather than make worse and i want to create an empowered context and educate people so they dont feel helpless and lost that i once felt

00:43:37 Patricia Ricci: Replying to "I have a big promo t..."

Danielle are you with Nuskin?

00:43:45 Coach Danielle Cole: Replying to "I've had great conve..."

You can follow back up – Last time we spoke yo were looking for help with XYZ problem and we spoke about product XYZ. What is your current thought on moving forward/. OR you could ask how can I assist you in further making your decision?

00:43:46 Danielle: Replying to "I have a big promo t..."

Yes

00:44:13 Patricia Ricci: Replying to "I have a big promo t..."

Amazing!

00:44:13 JESS BYRON: Replying to "Im using the scrip..."

protein powder, greens and energy fizz

00:44:14 Sharon Owens: Replying to "I've had great conve..."

Tysm

00:44:26 Coach Danielle Cole: Replying to "I am very new. I do..."

Next week will be KEY for you. You will learn how to create Value content – and get HOT leads through engagement.

00:44:57 Danielle: Replying to "I have a big promo t..."

Thinking the problem to lead with would be ... needing a quick easy flawless way to get ready for the every day or for a night on the town.

00:44:58 Dianna Falter: What would a convo look like with existing customer that may not be buying again because not seeing results right away. Our products take a few months, they are about wellness and how your body functions, they're designed to optimize your internal systems.

00:45:26 Danielle: Replying to "I have a big promo t..."

... and touching on that I am not a make up person like not good at it

00:46:11 Jill Myers: So glad you are asking this!

00:46:43 Gail: I have a Plexus business. My question is in sales generally. We have so many products that would fit under their problem. Is it to our advantage to try and encourage a product like Active for energy which they will feel the benefits right away? Is this a transactional thought?

00:47:08 Coach Kristy Wharton: @Jessie ok consider that the regimen is ONE solution. Its multiple products, but the need is for all of them, as one solution



00:47:21 Socorro Dunn: How do i bring back a conversation when they said they wd order and never did and i tried reaching out and silent. I see them at family gatherings and not sure how to bring it back without sounding odd....

00:47:27 Tanya: So I sell nail polish. I'm not seeing many product problems and I don't know what the process problems would be .

00:47:53 Jessie: Reacted to "@Jessie ok consider ... " with ❤️

00:48:14 Sheena Fosso: My company is known for mascara we have three different mascaras. I'm having a hard time finding problems with it.

00:48:16 Tanya: Replying to "So I sell nail polis..."

Please help 😭

00:48:37 Coach Danielle Cole: Reacted to "Tysm" with ❤️

00:48:46 Tanya: Reacted to My company is known ... with "❤️"

00:49:24 Kat Aragon: Replying to "My company is known ..."

The problem would be for people who feel they can never get a mascara to not smear, won't hold a curl, won't lengthen their shorter lashes, etc. There is a lot of content that can be done around mascara on specific problems.

00:49:33 Traci Wright Linn: That's awesome girl!! 🙌🙌

00:49:59 Coach Kristy Wharton: BE PRESENT and let go of PRESSURE

00:50:19 Coach Tammy Asmus: Replying to "So I sell nail polis..."

Product-Based Problems Nail Polish Can Help With:

1. Chipped or Weak Nails

- Strengthening or long-wear formulas protect nails from breakage and peeling.

2. Lack of Confidence or Self-Care

- A fresh manicure with a feel-good color boosts confidence and encourages

intentional self-care.

3. Dry, Brittle Nails or Cuticles

- Nourishing formulas or paired treatments help improve nail and cuticle health.

4. Toxins in Traditional Polishes

- Clean, non-toxic formulas reduce exposure to harmful chemicals—great for

pregnant mamas, those with sensitivities, or clean-living goals.

00:50:28 Coach Kristy Wharton: Reacted to "That's awesome girl!..." with 🔥

00:50:46 Lori Naylor: This is so good! Yep my company has a promo and I have not posted it once. I am using it and keeping it in my back pocket for who truly needs it for their problem 🌟

00:50:51 Dr Dana Mays: I'm at our annual conference at a huge resort. There are 4 other conferences going on and lots of people everywhere. My upline tells people we meet, we are launching our biggest product Friday can I send you info? What's a better way for me while I'm here with all these people. Just meet and make connections?

00:50:54 Andrea Khashchuk: Replying to "i have a conversatio..."

grateful for an upline who shared this program with me and my mom my upline and biz buddy!

00:50:55 Gail: Replying to "I have a Plexus busi..."

Any thoughts on this?

00:51:01 Coach Tammy Asmus: Replying to "So I sell nail polis..."

#### Process-Based Ways Nail Polish Can Help a Client (with Color Matching):

1. Creates a Self-Care Ritual
  - Matching a color to a client's mood or style makes the experience feel tailored and special—turning self-care into soul care.
2. Builds Confidence Through Color Psychology
  - Certain shades evoke emotions: calm blues, bold reds, joyful pinks. Color matching helps clients choose what supports their energy.
3. Opens Up Personal Style Discovery
  - Many clients don't realize what colors make them shine. Matching polish to skin tone, season, or even outfit helps them feel seen and radiant.
4. Strengthens Client Connection & Community
  - Personalized color picks spark fun conversations, seasonal swaps, and sharable moments in a group or on social media.

00:51:07 Sara Lee W: I was involved in a previous company for 10 years with quite a few past customers, and now I am involved in a new company. I don't have many past or present customers in the newest company. I'm wondering how to go back to include my previous past customers and talk about my newest opportunity.

00:51:17        Jessie:I think this is just the growing stages, but I feel like the outreach, finding the right scripts and creating the content is time consuming right now. I set a timer for 15 min and it took me 20 min to do one content post

00:51:21        Socorro Dunn:        I am all for that!!! I always wanted to do my business with Love and didn't know how to do it that wd be duplicatable... How to lead w Holy Spirit guided.... AND THIS IS a way to duplicate!!!

00:51:25        Coach Tammy Asmus:        Replying to "So I sell nail polis..."

@Tanya Se below for some ideas of product and process!

00:51:37        Nicole Steele:        Replying to "My company is known ..."

Waterproof is sooo important for me. I'm always wiping tears in church and I would like to stay cute while worshipping. Lol

00:51:39        Kat Aragon: Im excited to bring this process back to the team.

00:51:46        Coach Kristy Wharton:        Reacted to "Im excited to bring ..." with 🔥

00:52:06        Coach Danielle Cole:        Replying to "I have a Plexus busi..."

Recommend the product that is the BEST for solving their problem

00:52:48        Amber Marsh:        Most of our products work TOGETHER to achieve results. Hard to recommend just one...

00:52:50        Dr Dana Mays:        Replying to "I struggle with find..."

Will we be Le

00:53:12        Dr Dana Mays:        Replying to "I struggle with find..."

Will we be able to see the chat on replay?

00:53:33        Coach Kristy Wharton:        Replying to "Most of our products..."

How many are we talking? Can you bundle for specific problems?

00:53:46        Coach Kristy Wharton:        Replying to "I struggle with find..."

@Dr Dana Mays yes

00:53:55        Kelly Chance:        Reacted to "@Dr Dana Mays yes" with ❤️

00:53:56        Coach Kristy Wharton:        Replying to "I struggle with find..."

@Dr Dana Mays in your portal

00:54:13 Dr Dana Mays: Replying to "I struggle with find..."

Thanks!

00:54:18 Coach Danielle Cole: Replying to "I think this is just..."

You are absolutely correct! You are in a learning phase - I promise - the more you do these activities the quicker they will come together.

00:54:26 Amber Marsh: Replying to "Most of our products..."

Most problems are gut related. We have a gut health combo that heals the gut and balances the body- consequently solving many mystery symptoms people struggle with.

00:54:45 Amber Marsh: Replying to "Most of our products..."

It's what I recommend for 95% of people

00:54:52 Coach Kristy Wharton: Reacted to "I am all for that!!!" with 🔥

00:54:54 Amber Marsh: Replying to "Most of our products..."

It's 3 products in a combo

00:54:56 Jessie: Reacted to "You are absolutely c..." with ❤️

00:56:02 Coach Kristy Wharton: Replying to "Most of our products..."

@Amber Marsh makes sense—treat it as one product—one bundle.

00:56:15 Amber Marsh: Replying to "Most of our products..."

Perfect. Thanks!!

00:56:18 Coach Tammy Asmus: Reacted to "@Amber Marsh makes s..." with ❤️

00:56:30 Amber Marsh: Reacted to "@Amber Marsh makes s..." with ❤️

00:56:33 Kat Aragon: Maybe lead them to a value add content piece?

00:57:20 Kristin Oakes: Takes time for nails to grow out and heal from xzyzy. Need patience.

00:57:30 Coach Kristy Wharton: Replying to "I was involved in a ..."

Does your new company solve same or similar problems?

00:57:34 Jen Rhoades: I had two conversations that I struggled with once they told me they were using another product now. I got nervous and didn't know what to ask next.

00:58:15 Gail: Replying to "I have a Plexus busi..."

So don't worry so much about their more immediate experience?

00:59:45 Kat Aragon: Some other perspective- people having these problems can get you energized on all the content and research you can do to post and tag them on or send to them.

00:59:49 Sara Lee W: Replying to "I was involved in a ..."

The nutrition lines sell some similar products.

00:59:51 Coach Kristy Wharton: @Gail yes, we want to be concerned with their experience—you are talking about many products--how many? And can you bundle them into categories?

00:59:52 Kat Aragon: Ope he just said that haha

01:00:20 Lori Naylor: Love ChatGPT it's my bestie! I have created so much content. Plus created a 5 day hydration challenge all with connection and value🌟

01:01:49 Melissa Meader: Daily practice. It gets easier to recognize the more you do it

01:02:35 Coach Kristy Wharton: Replying to "I had two conversati..."

"Glad to hear that youre working on that—can I ask what youre using and how that is going for you?"

01:02:38 Mikaela Scheel: Have more convos!!

01:02:39 Kat Aragon: Be obsessed with finding out peoples problems

01:02:45 Gail: Replying to "I have a Plexus busi..."

Yes we have bundle products, but I've been taught to add on a product like Active for a quick noticeable experience

01:02:46 Kristin Oakes: FIND THEIR PROBLEM!!!

01:02:46 Lindsay Woolcox: Focus on finding their problems!

01:02:48 Andrea Khashchuk: give myself grace as i am slowing down and growing and stay the course. i do know how to help!

01:02:49 Carla Cross: Finding ONE specific problem

01:02:49 Socorro Dunn: Find the ONE Problem first

01:02:50 Phyllis Searcy: follow the steps!!!

01:02:50 Melissa Meader: Slow down slow down. It's ok it's ok. You are where you are.

01:02:51 Jill Myers: Going out and finding more problems

01:02:52 Heather's iPhone: Being a problem solver

01:02:53 Jessie:how to clarify the problem

01:02:53 Mariah Jackman: Am I going to continue to align my actions and behaviors with short term business goals or my core values

01:02:55 Amber Marsh: Find primary problem and connect around that

01:02:57 Larissa Geertsen: Finding 1 singular problem

01:02:58 Charlotte Lauder: Stick with the steps - don't get ahead

01:03:00 Chelsea G: Slow down! Try not to work ahead

01:03:02 Sigrid: conversations are not "broken" You CAN go back with love led content

01:03:06 Deb Chase: Work on my redlights

01:03:07 Kelli Boyles: don't jump to how our products are the solution to their problem right away

01:03:07 JESS BYRON: solutions to problems that dont include product

01:03:08 Lori Naylor: Connecting, not getting in my head and just love on others

🌟🌟

01:03:08 Rosanna Penner: Knowing that conversations aren't broken if I missed a step. Thank you Lindsey for clarifying and asking that question! Now I have a new list of people I can go back to confidently!

01:03:11 Jessie:understanding this is a process and I'm just not there yet

01:03:11 Annette Ingersoll: My goal is to find problems

01:03:12 Katie balyszak: Be a professional problem finder & solver

01:03:13 Michael Giannini: Slow down

01:03:14 Heidi Moore: Narrow down and find the problem

01:03:14 Angy Daniell:ID the one big problem not all the problems

01:03:15 Tanya: First find problems. Then solve them LOL

01:03:17 Maxie Gunderson: Slow down. Be a problem solver over and over.

01:03:18 Tracey Silvestri: Find and focus on one problem, not all the problems

01:03:19 7 BLACK: Become the best problem finder

01:03:19 Jen Rhoades: Send the value add content, don't just tell them the value add idea

01:03:23 Sheena Fosso: Have more conversations and ask better questions to find problems.

01:03:24 Brittany Doran: Conversations are not broken. You can always go back to a step.

01:03:26 Brittney Howard: I'm going to write down every single problem I'm encountering that people have and create content around it and send it to them to help solve their problem

01:03:29 Danielle: Not to hard core message about a promo but to have AO convo with people instead

01:03:31 Gail: Do a better job of finding the problem!

01:03:31 Angel Baker: Identifying that there are 2 types of problems

01:03:35 Dianna Falter: Clarifying 1 particular problem that I can help with!

01:03:39 Cami Collison: Go Slow. Find the problem first. Lead with offering advice or tips first.

01:03:41 Diane's iPhone: Focus on problems and process

01:03:44 Dr Dana Mays: I can go back at any time when I realize I missed a step

01:03:45 juliemytinger: Make the decision to lead with my values for my FUTURE business.

01:03:46 Esther Gibbons: Stop trying to keep flogging the same train and slow down and learn

01:03:46 Sara Lee W: conversations are not broken. I can go back.

01:03:48 Sharon: focus on the problem

01:03:49 Nicole Steele: Because I sell Jewelry, I will look for more process problems.

01:03:49 Sharon Owens: Identifying process problems

01:03:50 Angel Baker: To be super clear on 1 problem

01:03:51 Danielle: Yes and that convo aren't broken

01:03:51 Melissa Meader: Thanks Bob!

01:03:53 Carla Cross: Thank you!!

01:03:54 Tanya: Thank you!!!

01:03:58 Gail: Thank you!

01:03:59 Elizabeth Rose: Slow down and focus on truly helping them.

01:04:00 Mikaela Scheel: Thank you!!

01:04:06 Heather's iPhone: Thank you so much!!!

01:04:11 Erin Birch: Do we get access to the videos forever?

01:04:12 Socorro Dunn: Problem Dectective! 🤖

01:04:12 Deb Chase: Thank you!

01:04:13 Danielle: Great session thank you

01:04:15 Nicole Gall: Stop pushing promotions and focus on finding the problem, serving and giving value

01:04:18 Rena Meyer: Go back to the conversation. Nothing is too broken to show up and serve.

01:04:22 Socorro Dunn: Thank you Bob!!

01:04:32 Lindsay Woolcox: Thank you