

The LOVE-LED™ Leadership Lab Chat

Transcript 12.11.2025

00:03:30 Sarah Horrell: Reached out to past customers that I have avoided

00:03:55 Janae Stephens: Reached out to past customers and discovering my mistakes in the past

00:03:55 Ben Lo: Enjoying having a framework that brings clarity for guiding and supporting my team, and stepping into that with more and more clarity and confidence

00:04:02 Bonnie Schnautz, ND: Recognizing my mask can be powerful and it steps back in when I'm not focused on being love led. It's not about me!

00:04:03 Deborah Farkash: I've learned recently that I have a hidden agenda. I thought it was me showing up to serve but I was mistaken. When I just showed up in presence 2 women approached me and said they wanted to find out more. My biggest challenge is not dismissing the win because I've not heard back from either woman. Now I'm going to do a value add follow up.

00:04:12 Jennifer Polk: Catching myself being my teacher mask when I was reaching out to a customer and the team... at least I acknowledged it...

00:04:24 Ben Lo: Reacted to "I've learned recentl..." with ❤️

00:04:28 Amy Culver: First timer!

00:04:29 Ashley DeLauro: first timer <3

00:04:29 Tracy Donald: This is my first call ❤️

00:04:30 Jennifer Polk: First timer

00:04:30 Lisa Frankó: First timer

00:04:32 Dr. Cynthia Mann: First timer

00:04:32 Janae Stephens: First-timer

00:04:33 Carol Caputo: First timer

00:04:35 Maria Zimmerman: First timer

00:04:37 Susie Lindahl: First timer 😊

00:04:41 Kerrie LeBlanc: I've been reaching out to inactive team members, building relationships, offering new programs and cheering them on in our team page.

00:04:44 Coach Danielle Cole: Welcome!!!!

00:04:49 Beth Strauss: had a vender event that I just went to serve instead of sell and it was more productive than I would have even imagined

00:05:07 Bonnie Schnautz, ND: I'm recognizing that people see me as a leader and I'm having so many reach out to me. I denied that due to lack of self-worth/confidence.

00:05:08 Megan Weisheipl: Welcome to all our first timers!

00:05:18 Bonnie Schnautz, ND: Welcome everyone!

00:05:23 Lori Warman: This week showed me that when I drift into self-doubt, my leadership posture slips; not because I'm weak, but because I'm out of rhythm, when I return to truth by honoring my rhythm and staying aligned with who I am; everything straightens out

00:05:25 Jim Hatchell: Welcome!!! Make this call your goal every week because Bob is awesome!

00:05:31 Marjorie Kauffman: This week I have been consistent in doing Core4 even on my own when I have not been able to be on live. I am committed to be consistent even in this more-than-busy/full time. :-). It feels so good

00:05:42 Amy Gregory: I took time off to go visit my parents last week, and I allowed myself to press pause on my business and just focus on being there with them.

00:06:10 Amy Gregory: Reacted to "This week I have bee..." with ❤️

00:06:45 Coach Danielle Cole: Reacted to "Welcome!!! Make this..." with ❤️

00:06:55 Coach Danielle Cole: Reacted to "Reached out to past ..." with 🔥

00:06:59 Coach Danielle Cole: Reacted to "Reached out to past ..." with 🔥

00:07:04 Bonnie Schnautz, ND: I invited someone who I greatly admire and shared from my heart what I love about her and asked her to look into partnering with me for a bigger cause (animal advocate). In the past, I would think these things but not verbalize them.

00:07:05 Coach Danielle Cole: Reacted to "Enjoying having a fr..." with ❤️

00:07:09 Coach Danielle Cole: Reacted to "Recognizing my mask ..." with ❤️

00:07:16 Coach Danielle Cole: Reacted to "I've learned recentl..." with ❤️

00:07:17 Susie Lindahl: I jumped on my first Core 4 call; it was awesome! I felt so empowered after placing 10 authentic love led reach-outs! Haven't heard back from any yet, but that's ok.

00:07:24 Jim Hatchell: Reacted to "I jumped on my first..." with ❤️

00:07:27 Coach Danielle Cole: Replying to "Catching myself bein..."

Awareness is key

00:07:30 Coach Danielle Cole: Reacted to "First timer!" with 🔥

00:07:32 Coach Danielle Cole: Reacted to "first timer <3" with 🔥

00:07:34 Coach Danielle Cole: Reacted to "This is my first cal..." with 🔥

00:07:36 Coach Danielle Cole: Reacted to "First timer" with 🔥

00:07:38 Coach Danielle Cole: Reacted to "First timer" with 🔥

00:07:40 Coach Danielle Cole: Reacted to "First timer" with 🔥

00:07:42 Jim Hatchell: Reacted to "I invited someone wh..." with ❤️

00:07:42 Coach Danielle Cole: Reacted to "First-timer" with 🔥

00:07:44 Coach Danielle Cole: Reacted to "First timer" with 🔥

00:07:45 Ashley DeLauro: really being even more intentional during my authentic out reach and following the 15 mins of follow ups and 15 mins of AO so im really intentional with my energy already in so many incredible convos

00:07:45 Coach Danielle Cole: Reacted to "First timer" with 🔥

00:07:46 Kerrie LeBlanc: Way to go, Ben!!! So happy for you and your team! Be so proud 🙌🙌🙌

00:07:48 Coach Danielle Cole: Reacted to "First timer 😊" with 🔥

00:07:52 Coach Danielle Cole: Reacted to "I've been reaching o..." with ❤️

00:07:57 Coach Danielle Cole: Reacted to "had a vender event t..." with ❤️

00:08:05 Coach Danielle Cole: Reacted to "I'm recognizing that..." with ❤️

00:08:08 Lori Warman: That's awesome Ben.....

00:08:15 Deborah Farkash: Ben, you're an amazing leader with so much heart.

00:08:17 Coach Danielle Cole: Reacted to "This week showed me ..." with 🔥

00:08:23 Coach Danielle Cole: Reacted to "This week I have bee..." with ❤️

00:08:29 Coach Danielle Cole: Reacted to "I took time off to g..." with ❤️

00:08:33 Coach Danielle Cole: Reacted to "I invited someone wh..." with ❤️

00:08:40 Coach Danielle Cole: Reacted to "I jumped on my first..." with ❤️

00:08:54 Coach Danielle Cole: Reacted to "really being even mo..." with ❤️

00:09:03 Sue Ruggerio: Reacted to "really being even mo..." with ❤️
00:09:04 Jim Hatchell: So glad to hear, Ben! Thank you for encouraging us to help our teams. We are eager to take this training to our team at the first of the year
00:09:19 Bob Heilig: seeyourmask.com
00:09:31 Ashley DeLauro: that audit was wild!
00:09:48 Megan Weisheipl: Reacted to "really being even mo..." with ❤️
00:09:58 Susie Lindahl: oh. wow.
00:11:16 Ben Lo: Reacted to "So glad to hear, Ben..." with ❤️
00:11:27 Ben Lo: Reacted to "Ben, you're an amazi..." with ❤️
00:11:37 Ben Lo: Replying to "Ben, you're an amazi..."

Thank you, Debbie! So glad you're hear!

00:11:38 Jim Hatchell: What if people have completely stopped posting? There wouldn't be any posts to upload. :-(
00:11:39 Ben Lo: Replying to "Ben, you're an amazi..."

here

00:12:00 Coach Danielle Cole: Replying to "What if people have ..."

Have them go back to their older posts

00:12:14 Jim Hatchell: Reacted to "Have them go back to..." with 👍
00:12:42 Jim Hatchell: Replying to "What if people have ..."

That might take some digging lol

00:13:17 Coach Danielle Cole: Replying to "What if people have ..."

I get it – but I guarantee their mask has not changed since the last time they posted.

00:15:39 Amy Gregory: Oh my goodness! Yes, I've just experienced that this week with the reach outs I'm doing from the Training #6 homework, and the results and conversations have been incredible!

00:15:55 Bette Haskin: volume is very low Bob

00:17:00 Megan Weisheipl: Reacted to "Oh my goodness! Yes,..." with ❤️

00:17:57 Coach Danielle Cole: Replying to "volume is very low B..."

He sounds good to me.

00:19:54 Bonnie Schnautz, ND: It's a compliance issue above the company. The gov't agencies closely regulate.

00:20:17 Lauren S: @Jim Hatchell I got "flagged" as a newbie for compliance. I put all of the "red" wordage into Chat and now she avoids the non compliant words for me.

00:20:27 Amy Gregory: That is a sticky wicket and I've had that happen with my own content in the past, and yes ... fear will absolutely pop up and also try to stop you.

00:20:38 Amy Gregory: Reacted to "@Jim Hatchell I got ..." with ❤️

00:20:46 Amy Gregory: Replying to "@Jim Hatchell I got ..."

Oh, this is a GREAT idea!

00:20:46 Bonnie Schnautz, ND: Replying to "@Jim Hatchell I got ..."

that's a great idea to add to Chat!

00:20:47 Deborah Farkash: Bob your sound is very low while the speakers are appropriately loud.

00:21:44 Bonnie Schnautz, ND: I've been called out on it as well as I feel I'm conservative in claims.

00:22:44 Carol Caputo: Yes, our company just reviewed compliance issues with all brand partners. Especially making health claims with specific diagnosis's.

00:23:23 Ben Lo: Reacted to "Way to go, Ben!!! So..." with ❤️

00:23:26 Ben Lo: Reacted to "That's awesome Ben....." with ❤️

00:23:32 Ben Lo: Reacted to "seeyourmask.com" with ❤️

00:23:38 Ben Lo: Reacted to "Oh my goodness! Yes,..." with ❤️

00:26:00 Jennifer Polk: Wow did I need to hear this!!!! THANKS

00:26:01 Kerrie LeBlanc: Management mode

00:26:01 Ben Lo: I've been there ;)

00:27:19 Jennifer Polk: Give them examples!

00:28:26 Jennifer Polk: If I'm in week one.... Would you recommend me share the seeyourmask.com or wait?

00:28:38 Deborah Farkash: Replying to "Ben, you're an amazi..."

So appreciate you

00:29:06 Ben Lo: Reacted to "So appreciate you" with ❤️

00:29:13 Ben Lo: Replying to "Ben, you're an amazi..."



00:29:46 Coach Shannon Gleason: I felt the same way —thank you for giving us permission to do this for us first

00:31:37 Jennifer Polk: When you say... audit does that mean seeyourmask.com?

00:31:40 Ben Lo: Thanks, Jim and Dale!

00:31:45 Coach Danielle Cole: Replying to "When you say... audit ..."

Yes!

00:32:24 Jennifer Polk: Changes everything!!!

00:32:38 Amy Gregory: Reacted to "It's a compliance is..." with 🙏

00:32:43 Bonnie Schnautz, ND: Remind me how long is Shift?

00:32:54 Tara McGraw: Is Shift the class we have 3 free passes for since we jumped in here?

00:33:00 Coach Jess Mitchell: Replying to "Is Shift the class w..."

Yes! It is.

00:33:01 Coach Danielle Cole: Replying to "Is Shift the class w..."

Yes

00:33:26 Jim Hatchell: Reacted to "Thanks, Jim and Dale..." with ❤️

00:33:40 Tara McGraw: Is it free for anyone or just for the 3 we choose?

00:34:04 Lisa Frankó: Is it appropriate to do that in tandem with this?

00:34:08 Coach Jess Mitchell: Replying to "Is it free for anyone..."

For the regular person who comes to do Shift, they will pay - either up front or at the end.

00:34:16 Sue Ruggerio: Replying to "Is Shift the class w..."

Do we all have 3 free passes if we're part of Growth or is that for those in the LSG program?

00:34:37 Tara McGraw: Replying to "Is it free for anyone..."

Got it. Thank you.

00:35:08 Steph Wood: How do you get FREE passes????

00:36:07 Coach Jess Mitchell: Replying to "Is it appropriate to..."

You could definitely do it with this – it's small bites daily that you could manage.

00:36:29 Lisa Frankó: Replying to "Is it appropriate to..."

Do you recommend it? Or can I just do the assessment to identify my mask?

00:36:31 Ashley DeLauro: amen

00:36:42 Coach Jess Mitchell: Reacted to "amen" with 🔥

00:36:47 Bonnie Schnautz, ND: Nope

00:36:53 Coach Danielle Cole: So true Bob

00:37:13 Bonnie Schnautz, ND: There is no value in free for most people

00:37:14 Margo Ericson: YES

00:37:25 Coach Danielle Cole: Replying to "Is it appropriate to..."

You have an even better assessment in Growth – it is right when you log in the portal.

00:37:29 Bonnie Schnautz, ND: amen

00:37:32 Steph Wood: I know the value! It's just that new person you know....

00:37:50 Coach Danielle Cole: Replying to "Is it appropriate to..."

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00:38:35 Jim Hatchell: Reacted to "Yes, our company jus..." with 👍

00:38:47 Lisa Frankó: Replying to "Is it appropriate to..."

Thank you! I must have missed that. I'll get on it !

00:38:47 Amy Gregory: Reacted to "This week showed me ..." with 😞

00:39:02 Coach Danielle Cole: Reacted to "Thank you! I must ha..." with 🔥

00:39:09 Coach Jess Mitchell: Reacted to "There is no value in..." with ❤️

00:39:22 Sarah Horrell: Me!

00:39:50 Jim Hatchell: Replying to "I've been called out..."

But we do want to be a part of a company that stands by their science, right?

00:40:41 Kerrie LeBlanc: Powerful message

00:40:44 Amy Gregory: Replying to "This week showed me ..."

Ooo ... that's a valuable observation! Thank you for sharing! I didn't think about that, and I was beating myself up the other day about drifting (because Disconnected is my mask), and I was making it mean failure not misalignment.

00:40:59 Amy Gregory: Reacted to "Welcome!!! Make this..." with ❤️

00:41:19 Steph Wood: But Bob you make it so much easier. LOL. Bob's love led approach but in Steph fashion 😊

00:41:45 Lisa Frankó: Love that!

00:42:28 Megan Weisheipl: Replying to "This week showed me ..."

@Lori Warman I love this realization for you!! Huge invisible win!

00:42:56 Lizzie George: The last couple of weeks I have felt unsafe. My action has tailed off.

00:43:21 Steph Wood: Remember BE YOU for the 99 that need you. Not the 1 who's a jerk.

00:43:39 Lizzie George: @Sarah Horrell so resonate

00:45:06 Sue Ruggerio: Wow! I've been struggling with this too...never thought of it as being my teacher mask!

00:48:13 Jim Hatchell: Those stinker masks!!!

00:48:27 Kerrie LeBlanc: Reacted to "Those stinker masks!..." with 🙌

00:48:57 Coach Jess Mitchell: Such a reminder that so often a negative response has little to nothing to do with you.

00:49:05 Lisa Frankó: Reacted to "Such a reminder that..." with ❤️

00:49:15 Jim Hatchell: Reacted to "Such a reminder that..." with ❤️

00:49:27 Lori Warman: Reacted to "Ooo ... that's a valua..." with ❤️

00:49:37 Margo Ericson: Sarah....Thanks for being so vulnerable this really helps...I'm a teacher mask too!

00:49:45 Beth Strauss: Reacted to "Sarah....Thanks for ..." with ❤️

00:49:51 Elysia Edwards: Reacted to "Such a reminder that..." with 💕

00:49:52 Lori Warman: Replying to "This week showed me ..."

@Megan Weisheipl Thank you Megan! And for your help. This was a huge moment for me.

00:50:07 Megan Weisheipl: Reacted to "Such a reminder that..." with ❤️

00:50:18 Jennifer Polk: Thank you Sarah! I'm a teacher mask as well!!!! Can so relate!

00:50:30 Amy Gregory: Reacted to "Remember BE YOU for ..." with 🎯

00:51:40 Amy Gregory: Reacted to "Those stinker masks!..." with 😊

00:52:08 Lori Warman: full of love....

00:52:36 Steph Wood: Is it how she said it? Or could she be trying to join your team and help you lead?

00:52:47 Amy Gregory: Reacted to "Such a reminder that..." with 🎯

00:53:00 Steph Wood: Could be your next leader maybe???

00:53:01 Jim Hatchell: Your tears are proof of how much you want to let this mask off and lead with love!!! You are awesome!

00:53:13 Amy Gregory: Reacted to "Your tears are proof..." with ❤️

00:53:14 Coach Danielle Cole: Reacted to "Your tears are proof..." with ❤️

00:53:59 Lizzie George: @Sarah Horrell @Megan Weisheipl did an awesome shift call last night on circumstance, thoughts and actions.

00:54:05 Lisa Frankó: You're so not alone in this!

00:54:14 Lisa Frankó: Reacted to "Your tears are proof..." with 🙏

00:54:37 Jim Hatchell: Self awareness is the first step to growth

00:54:42 Coach Jess Mitchell: Reacted to "Self awareness is th..." with 🔥

00:54:45 Coach Jess Mitchell: Replying to "Self awareness is th..."

truth

00:55:05 Lisa Frankó: So real

00:55:10 Margo Ericson: So true!!

00:55:18 Lori Warman: Thank you Sarah!!!!

00:55:19 Bonnie Schnautz, ND: That's amazing! It took me weeks! lol Slow learner.

00:55:24 Megan Weisheipl: Reacted to "@Sarah Horrell" with ❤️

00:55:33 Coach Danielle Cole: You got this Sarah! Keep moving forward and reaching out to your past customers.

00:56:25 Coach Shannon Gleason: Is shfit something that compliments what we are doing with LOVE LED and if it is, is it included in this love led program and not, ow do I join and what is the cost? would I use one of the free passes that I have for my team?

00:56:45 Carol Caputo: Thank you Sarah
00:56:49 Win and Michele Wood: Thank you Sarah!!
00:56:55 Coach Jess Mitchell: We don't have those now for new LLG people
00:56:55 Jennifer Polk: What would a good response would have helped her?
00:57:14 Beth Strauss: Reacted to "What would a good re..." with 👍
00:57:23 Megan Weisheipl: Yup on it!
00:57:33 Megan Weisheipl: Watch for a message from me, Sarah! ;)
00:57:33 Coach Shannon Gleason: what is her next step with this gal?
00:57:36 Bonnie Schnautz, ND: I need someone to call me daily! lol Lucky girl, great job Sarah!!
00:57:39 Coach Danielle Cole: Reacted to "Watch for a message ..." with ❤️
00:57:46 Amy Culver: That was good- can totally relate to that
00:57:54 Coach Danielle Cole: Replying to "I need someone to ca..."

No you don't Bonnie!!!

00:57:55 Lisa Frankó: Reacted to "That was good- can t..." with 🙌
00:58:04 Jim Hatchell: Reacted to "I need someone to ca..." with 🙌
00:58:05 Bonnie Schnautz, ND: Reacted to "No you don't Bonnie!..." with 🙌
00:58:41 Jim Hatchell: Replying to "I need someone to ca..."

It's great to have a spouse to keep you accountable!

00:58:47 Dr. Cynthia Mann: I personally am having a lot of trouble hearing Bob and I put on the CC and even it is skipping words and phrases. Certain directions he speaks it is good for a moment but over all very muted. And I want to hear every word! LOL

00:58:59 Coach Danielle Cole: I can hear you!
00:58:59 Jennifer Polk: Hear great
00:59:02 Lori Warman: no problems here
00:59:03 Lisa Frankó: I'm good - I hear
00:59:08 Ben Lo: Bob you do sound quieter than others speaking
00:59:16 Jim Hatchell: Reacted to "Bob you do sound qui..." with 👍
00:59:16 Deborah Farkash: When you brng someone on your voice gets softer
00:59:20 Angie Purcell: you are quieter
00:59:24 Jennifer Polk: So what would should she have said?

00:59:38 Janae Stephens: Your volume is lower than other people you are interviewing but still audible

01:00:25 Ben Lo: Loved that app and that 30 day experience with daily short messages and steps!

01:00:33 Amy Gregory: Replying to "Bob you do sound qui..."

I noticed that too when there's another person on, (not 100% sure) but I think it might be a zoom issue not a Bob issue.

01:01:15Dr. Cynthia Mann: Replying to "Bob you do sound qui..."

I've experienced it every zoom. And not on other zooms outside of these

01:01:15Jennifer Polk:Is core 4 an hour?

01:01:18Lisa Frankó: Thank you!!

01:01:19Deborah Farkash: ThAnk you!

01:01:22 Coach Jess Mitchell: Replying to "Is core 4 an hour?"

yes

01:01:22 Coach Danielle Cole: Replying to "Is core 4 an hour?"

yes

01:01:24 Lori Warman:Thank you for your wisdom Bob!!!

01:01:24 Ben Lo: Thank you all!

01:01:25 Jennifer Polk:Thank you!!!

01:01:26 Catherine Fite: Thanks

01:01:26 Margo Ericson: Thank you!