

Transcription of March 15th, 2018, Team Training “Positive Leadership”

[Beginning of Recorded Material]

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00:00:01 Jenelle: Hey you guys! Welcome to the team training. Today is March, what is it? It is March 14th? March 15th. It's March 15th so we are halfway through the month. No matter where you are in the month, you know, usually this time of the month some people are like, “Wow! I haven't made any Success Club points yet,” or, you know, and that's very, very common. I would say that's the vast majority of all coaches and don't focus on that number of making Success Club or making those points. Focus on the number of people you're connecting with. So I just had to start off with that. If you're not familiar with who I am, I'm Jenelle Summers and this Team Hardcore and so today's topic is called “Positive Leadership,” and I'm going to introduce to you our guest speaker in just one second and I'm super, super excited. First let me just say really quickly that we've got some really exciting things coming up in our business. We've got Beach Bars coming, which like I've been waiting for this for years for Beach Bars. We used to have P90X Bars and I was obsessed with them, like I stockpiled them because I'm a bar person. I love bars and so now with the new Beach Bars, I'm really pumped about those. So those are coming...let's see I wrote it down, April 6th. Now it's not like I have the inside scoop on any of this kind of information you guys. It's all in your online office. When you log into to teambeachbody.com and you click “coach,” and then, “coach office,” and then if you just scroll down a little bit, you'll see, “coach breaking news,” and that's where I always check just to see what's going on because you guys with Facebook and emails, there's so much information everywhere, it's hard to keep track, but if you just go to, “coach breaking news,” that's usually going to tell you everything you need to know right now. It's going to put your mind at ease. So the other thing that we have coming up is Joel Freeman's new program. Did you guys see the teaser on that? I'm so excited. If you're not familiar with Joel Freeman, you may remember Joel and Jericho. They did Core De Force. They did Body Combat. Joel is doing a new program and I guess we're going to learn more about it at the Super Saturday. I think you can search on YouTube, the teaser. Oh actually, it's on the Team Beachbody 411 page, the teaser video of Joel Freeman's new program. It looks super sweet. They show him like in a garage area and he's like looking at the clock. It kind of

reminds me of Cross Fit, so I'm pumped about that. Then we've got 2B Mindset which is all around the mindset behind our fitness journey and that's everything. That's like everything, your mindset. So I'm really excited about this because this is going to open us up to a whole new market of people that maybe aren't interested in doing at-home workouts. They love going to the gym or they like going to the gym most of the time or they do their at-home workouts, but...and they do follow the meal plan, but it's the mindset that keeps throwing them off track and spiraling them downward. So this 2B Mindset, one of my leader coaches is in the test group and she is blown away by it. She was skeptical about it at first, really skeptical. Didn't think it would be up her alley at all and she is just raving about it. Loves it. She's already lost weight and inches and she's like, "I just feel free. I feel equipped to just handle, you know, traveling and going out to eat and just everything that comes up that usually makes me feel off-track," she said, "I just feel the happiest I've ever felt and I just continue to get results. Also, I mentioned Super Saturday, so that is coming up. It's typically a Saturday, but it could be a Friday in your area. It could be a Sunday in your area. You just have to go to your online office again, click on, "trainings," and look up the Super Saturday in your area. Okay, so that's enough announcements. Hopefully I didn't forget anything. Let me introduce to your our very special guest speaker. Barbie Kalev has six business centers. Now if you're new in the business, you don't know what that means yet and that's okay. You don't need to know yet, but just know that she's extremely successful. She's a 15-Star Diamond, a.k.a. Super-Star Diamond, but that means she has at least 15 Diamonds on her team. That's huge. She's a two-time Top-Ten coach. Barbie and I went on one of our Top-Ten trips together to Bora Bora. That was so much fun. Wait, did you go to Argentina too?

00:04:19 Barbie: No. I went to Tahiti...wait, Bora Bora and then France.

00:04:25 Jenelle: And then France. Okay, I didn't make France. I did make Argentina, but I was sick the whole time, so I can't remember exactly who was there. I was sick in my room the whole time.

00:04:35 Jenelle: So two-time Top-Ten coach, that's huge. She's a seven-time Elite coach. Again, if you're new, you may not know what this means. Just know that she's extremely successful. She's a former CAB member. She's a Million Club member, of course. I'm probably forgetting some of the things. She's also the wife of Sagi Kalev, you guys, the creator, the super celebrity trainer

of Body Beast. Now she didn't become successful because of Sagi. Her success happened before Sagi. In fact, when I became a coach, I was Barbie on social media. She was one of those people that I was like, "Oh wow! I want to be just like her." So Barbie's one of those people for me. I really look up to her and just so respect everything she has to say and I'm excited to have her on our call. So with that, Barbie are you there?

- 00:05:23 Barbie: Hi, I'm so...oh no, no, no. Of course the doggies are going to start barking. No guys. Okay...
- 00:05:30 Jenelle: Oh my gosh, it's not...for me, it's not showing you on the screen.
- 00:05:35 Barbie: It says, "You are presenting to everyone.
- 00:05:39 Jenelle: It says that on my end too, however, you're not. Oh I know...is there over to your...to the top of your screen, the very top of your screen, can you hover? Does it say, "Turn camera on"?
- 00:05:56 Barbie: Yes.
- 00:06:00 Jenelle: Okay, now it's showing your...well it did do something there. It shows your profile picture and if we have to, that's okay. We can just look at your profile picture.
- 00:06:10 Barbie: No. I even did my make-up for you guys. Hold on, "turn camera on."
- 00:06:13 Jenelle: Barbie looks so pretty. You guys, Barbie looks so pretty and her background is gorgeous.
- 00:06:19 Barbie: No, you must see me.
- 00:06:21 Jenelle: The only other thing that worked one time is...and which is so weird you guys because we could see Barbie clearly in the test run that we did five minutes before she got on. You get off and try and get back on...or is there maybe something at the top that says, "disallow," and you can click, "allow"?
- 00:06:38 Barbie: Hold on. Let me see. Hold on. One second. "Hide participants," "mute microphone," "turn camera off." The camera is on, so hmmm. All right, let me hop off and then if...let me hop off and if it doesn't work...

00:06:56 Jenelle: Oh, you know what? I do think that Safari works best. I don't know if you're on Chrome or Firefox or something.

00:07:03 Barbie: Safari.

00:07:04 Jenelle: Not Safari.

00:07:07 Barbie: Let me try Chrome and then we're just going to do this thing. Let's see. Hold on.

00:07:20 Jenelle: Okay you guys. So Barbie just got off for just one second. Talk amongst yourselves. I know we've got a bunch of callers on the line right now. Do you guys have any questions because I'm looking at your questions over on another laptop right here.

00:07:35 Barbie: Better? Better?

00:07:38 Jenelle: Well, no. It's not. It's still not showing you on my end. Let me try. I mean it like says, "Stop presenting Barbie," but it's still me on the main screen. So weird.

00:07:59 Barbie: So bizarre.

00:08:00 Jenelle: This did happen one other time and I thought it was just that they needed to click the camera at the top, but obviously that's not the case with yours.

00:08:08 Barbie: Hold on. I have a trick up my sleeve. What if I do Photo Booth. Wait a sec. Let me try a little trick. If it doesn't work, it doesn't work.

00:08:22 Jenelle: That's okay. I've told them to ask any questions they have over in the side here so that we can stall.

00:08:31 Barbie: All right. What about...hold on. I just feel like we have more of a connection when we see each other, you know?

00:08:44 Jenelle: I know. Gosh, I wish there were some way I could like help you.

00:08:52 Barbie: Okay. Hold on. Hold on. What about this? Does that work? Ooh, that doesn't work either. Wow.

00:08:59 Jenelle: It just kind of freaked out on you, didn't it?

00:09:00 Barbie: It freaked out. Okay.

00:09:02 Jenelle: It might be...I just wonder if it's something...so sorry, you guys. Let me click on my camera man and see if it's telling me anything and then...all of a sudden I see you. My other computer's a little delayed. Let me see if they can see you because all of a sudden I see you. They see you.

00:09:27 Barbie: Yes! See? Persistence, you guys, persistence.

00:09:31 Jenelle: See? We do not give up.

00:09:32 Barbie: That's right. Okay, so I'm honored, honored, honored to be on this call and it's going to come across. I think normally, you know, we begin by edifying and saying how amazing that other leader is and it's kind of like a practice, but I think it's going to show in other ways, but it's coming, okay? It's coming. No, but it's really so cool because I have been...I didn't even realize this, but I've been studying your hours this past week and I'll show it. So this call...my original call was going to be on "Positive Leadership," okay? I read this book three times in the past three weeks called *Positive Leadership* and I said, "You know Jenelle, I want to present on 'Positive Leadership,'" and she said, "Okay, great. She's like, "You know my team is really not a team of complainers," and I thought that was a really cool comment and such a compliment to you guys because I don't think, honestly, I don't think that's the norm. I think that just from what I've seen, you know, there's a lot of complaining going on, a lot of the time. So it was really great to hear that you're not a team of complainers. So, you know, I said, "Well, it's not really about complaining, but it's really focusing more on where you actually want to go as opposed to focusing on the things that go wrong, but you know, I had that presentation all set up and I'm always looking for an opportunity to learn and then also to truly, truly serve and with someone with Jenelle's credentials, which is a reflection of all the people that she's helping and I think you're a three, double-Star Diamond coach and everything else. I said, "You know, I really want to be of service to you," so I said, "What is the thing...," you know because everyone struggles with something, right? Your team can't be perfect. You know, and I said, "What is that thing that people struggle with? If you had to say it's anything," and I said, "You know, for example, I just recently started a Diamond run and I printed out a little chart with...like a bubble chart with where people are," right? So Diamond, if you're a new coach Diamond means that it's you, you have four coaches on the right leg, left leg and you've helped at least one person get to Emerald on one side, one person get to Emerald on the other

side. And so as I was doing these little bubble visual charts for my challengers...I'm sorry...for my coaches. I realized that I had quite a few people who were so close to Diamond, but they either...two things happened, three things happened. One, they never move past just helping a few people with Success Club, helping a few people get started with the business. They may or may not hit Success Club. So I know that right now I'm talking to the average coach, right? And the average coach is actually the majority, right? So that's number one. Number two is I'll look at my business and I think it's a reflection of a lot of businesses and I'll see that people get to Diamond, but then they don't grow past that Diamond status and then they fall back. So they're always like in and out of Diamond and they don't grow into leadership. They don't advance to that next level of leadership, right? And so this call is for the average coach who struggles with building a team of leaders and that's what Jenelle and I were talking about and she said she and her husband were talking about that. You know, that if there is a...it's not a problem, but it's an issue, right? That would be it. And I said, "You know what? I really want to speak to that because it happens to me too and it's so easy. This is where positive leadership does come in." It's so easy to say, "You know, these coaches are lazy. You know, they just don't want it bad enough. They just, you know, they just, you know, they're full of excuses and whatever," but that's not positive leadership. Positive leadership and then gives me goosebumps and all right, I feel the holy spirit coming on me. Positive leadership is believing that someone...see? I got goosebumps. This is the magic stuff when it happens. That positive leadership is believing that someone else is capable of doing something, but we recognize that there's something that's just stopping you, right? There's something that's stopping you or your coach if you are...I know that this call is open to everyone. That there are 15-Star Diamond coaches. There are 10-Star Diamond coaches. There are people who can rightfully call themselves leaders on this call, but I know that you have people who are in one of these two categories: either Diamond, falling in and out or they just don't advance, or the coaches who are just sometimes hitting Success Club or maybe just hitting Success Club, just recruiting a few people, but they're not helping people move on to the next level. So I guess since I asked, I don't know, since Sunday, Monday, Tuesday, Wednesday, Thursday, I've just been obsessed with this questions of "Why is that?" Why is that? Where do we get stuck? And so to finish my point about positive leadership, positive leadership is believing that you are capable of doing

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this. We just have to figure out together why this is happening and how you can remove that block so that you can be whatever it is that you want to be, you know? Whether you believe...I had a coach yesterday who said...a mom of three, a little boy with special needs, and she said, "I just believe that God put me here to do something more, you know?" And I'm like, "That's beautiful." I want to empower someone to do what it is that they feel called to do, whether, you know, you believe in God or not. It doesn't matter, but that's my role is to empower. So this call...I'm really praying that it doesn't come off half-baked, because I really have been just...I've been Googling YouTube videos on belief and on, you know, what is it that...what's the missing ingredient in your life, if it's you, or in our coaches' lives where they're not taking that next step into leadership? So this is...this call really is...I think I'm going to have to be invited again. I'm kidding, maybe not, but really I think I do...it's just the beginning of an exploration of this question because now I'm officially obsessed with it. I think when we start as coaches or when we start as coaches and I know that I've been guilty, this was one of the ah-ha moments, is that I tell my coaches, right? "What is it that we do as coaches? What we do as coaches, we share our own stories and we, as sponsors a lot of times, we just tell other people what you're doing is sharing our story, sharing our struggles, and how we overcame them. And then our hope is that other people will see this, they will say, 'Oh, okay. She just invited me to do this thing,' and so they buy a challenge pack or they sign up as coaches, right?" This is where I think there's been a missing link and I just kind of realized it yesterday when I was really like, "Okay, it looks like I'm going to be doing a different topic because I feel called to do a different topic," so what we do is when we help challengers is we start out building the relationship, right? We help them with a challenge pack and then we see them through, for example, like a 30-day group and I don't know how...I know that this is a very big team and so some of you might have a 30-day group, some of you may have an ongoing accountability group, but I think that we stop there. I think a lot of times we see ourselves...our job, you guys, our job is not to sell challenge packs and I caught in this thing and I think...I'm not blame corporate, but I think sometimes the focus can sometimes be on like, "How many challenge packs did you sell, right?" And so I saw myself ten years in...guys, I've been a coach for ten years...I saw myself getting caught up in this cycle of being a challenge-pack seller, right? And our job is not...it is to sell challenge packs, but our job is to transform lives and so we get people into these...we sell a

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challenge pack, we get them into these challenge groups, and we kind of stop there. We kind of stop there and I think we stop short of the next step which is...obviously the next step and I know that Jenelle focuses a lot on leading with the business, which I absolutely love because I love what you say, that it's the business that has the most potential to change somebody's life, right? So then what happens? Let's say we want to empower them. Our intention is to empower the individual and we say, "You can be a coach." Okay, so what is it that you're doing as a coach? And what we do is we teach them how to sell a challenge pack, okay? So, again, we repeat this cycle of selling challenge packs and it's so easy to...it's not so easy. It's so easy to...I mean it can be so easy to get to Diamond, but this was my like break-through moment for me, that we get caught in the vicious circle of selling challenge packs and it is absolutely possible to get to Diamond just by challenge packs and by helping someone become a coach, right? And then we repeat the cycle by telling them, "All you're doing is sharing your story. All you're doing is telling people that they can do it," okay? So in my early years, when Jenelle said she looked up to me when...you've been a coach for nine years, right? I've been a coach for ten years and four months. I'll be really honest, I'm a teacher by nature or by education and by nature, right? So I may have been empowering people innately. It may be just what I do, but I have to confess to you that I was extremely self-centered and I was looking at...I cared about people. I became a coach because I actually didn't lead with the business. I thought it was like a bad thing to make money, but when I got the bug that I wanted to grow the business and I started getting my first little paychecks and then my next little big paychecks and then it grew into something really amazing, I was very focused on myself. I was very focused on, "What do I need to do to sign these people up? I really want to help them with their health and fitness. What do I need to do to get then to sign up so that, you know, so that I can to Diamond, so that I can get to 2-Star, so that I can get to 5-Star, so that I can get to 10-Star, so even that I can get to 15-Star?" And what I realized was that...two things. This is like the aha, break-through moment for me was that I wasn't...maybe up until this week you guys, I've been talking this talk of we have to empower people. We have to instill belief in other people, but I've never taught anyone how...I think this is the missing link...how to instill belief in others, okay? Because what I hear...and I'm quoting Jenelle, right? And actually, I don't have to quote Jenelle, but we were saying that something that she hears a lot which is something that I hear all the time is, "How can I

develop leaders if I can't even hit Success Club myself?" Right? And I wish that I could see you in a chat so you could be like, "Oh my god, that's me." Or, you know, "How can I be a leader if I struggle to get challengers? How can I be a leader if I struggle myself to recruit?" Like you lack the confidence of being able to lead and I believe it's that fear and lack of belief in yourself, in ourselves that makes us stop short of pouring belief into others. So...

00:23:25 Jenelle: I just have to say, Barbie, I'm muted so that you don't echo, but people are going, "Yes, yes, yes," in my back thoughts. So just so you know, you're right on.

00:23:34 Barbie: Yes. Thank you so much. Yes. And I mean I've heard you say this and so this is where the compliments are going to pour onto Jenelle, right? Okay, it's not coming yet and I'm really not trying to flatter Jenelle, but I really learned something...okay, let's just get to that part. I really learned something from Jenelle. So Jenelle...I told Jenelle before we got on this call that I was super nervous to be on this...I'm excited. Now I'm not nervous. I'm excited, but I was also just a little bit nervous. Jenelle is someone that I've looked up to for many, many years and I don't know if you know this Jenelle, but I'm sure you have people who think you're successful because of who you are and not what you do, right? Because of who you're affiliated to, right? The sister of THE Chalene Johnson, and I have to tell you that I thought that too. I remember...I'm sorry okay? And the only reason...

00:24:37 Jenelle: Oh, you don't have to apologize. I get that a lot.

00:24:39 Barbie: Yes, but I'm going to tell you. So I thought that too. Do you know when you hit double 15-Star Diamond coach?

0024:48 Jenelle: I think it was in my third year. I want to say my first business center and my second business center almost hit it at the same time.

00:24:58 Barbie: So I remember when you were either 15-Star or double 15-Star Diamond coach, I remember having this conversation with a friend saying that like, "Oh, well it's easier for Jenelle because, you know, she has Chalene. Chalene must just like feed her leads, you know? So and let me tell you..."

00:25:19 Jenelle: One second, I have to say that I've heard that before and Chalene has never ever fed me leads.

00:25:26 Barbie: But let me tell you...well I'm here to tell you as the wife of the beast, that that...I absolutely know that to be the truth because people think that about me all the time, right? They think that because I'm married to Sagi, that all of a sudden my business just becomes that much easier and that people are just pouring in and in fact, it actually is the opposite because it makes us more unrelatable when people actually think...like I was so happy that you started off the call saying like, "Oh, she was successful way before she met Sagi," because people assume...they take away what I've done, you know, they try to...I don't know if disvalidate, undermine my efforts and my hard work because of who I'm married to, when the fact is that I had been working the business for six years before I met Sagi and like I said, people think that I'm successful because I'm with Sagi, and so, you know, I'm apologizing, but not apologizing, but because I see that we've had to work harder to prove ourselves and I even get messages saying like, "Do you even...like at your level...do you even take people on to mentor?" And I'm like, "Yes, I'm a hustler," you guys. So we actually have more challenges. You know everybody has different challenges, but this one of the challenges is for me to constantly prove myself and put myself out there and make myself relatable and that's just one challenge, but I don't know if it's a digression with that. Okay, so, it's not a digression because...so I had that belief about Jenelle seven years ago, okay? I've been with Sagi almost six years. So that was quickly dispelled because I'm still not a double 15-Star Diamond coach, so that didn't just magically happen. It hasn't happened, so it's obviously not true, but last year we were asked to speak at Summit and there were five or six people who were asked to speak at a leadership conference within Summit and Jenelle Summers was one of them, right? And so I really was intimidated. I was the only one in the group of people...and Brandon Rouchard was also speaking, so I was really a little bit intimidated by being in this line-up of incredible women who all had, you know, two times, three times, four times, 15-Star double, and I was like, "Man, I'm, you know, I feel a little bit out of my league," and then I was like, you know, I had to practice some positive self-talk and say, "I was chosen for a reason," and then I did what you said, Jenelle, the other day on my call. I just bossed up. I mean I just got over it and did what I had to.

00:28:37 Jenelle: I love that.

00:28:39 Barbie: And so, I was back stage and I...so I saw Jenelle pacing back and forth. I saw her being the introvert that she says that she is, okay? So why is that important to me? Because sometimes people say they're introverts and then you say them with like a million people or, you know, they're just really not introverted, and I saw Jenelle pacing back and forth. I saw her being nervous and that...you had me at the pacing, girl. You had me at the pacing...

00:29:14 Jenelle: That's hilarious.

00:29:17 Barbie: Yeah, I was watching you girl. I just...you endeared yourself to me because I saw you being very human and nervous and that was really special because I think a lot of you guys see, you know, you see Jenelle. You see me and we tend to mystify, you know, their success...somebody else's success and think, you know, "They're this," or, "She's this because of that," or, "Barbie's married to Sagi," and so you just became very, very human to me and that was really needed, okay? For me. And so in the past few weeks, I guess two or three weeks when I asked Jenelle if she'd be interested in trading team calls and we've had a few exchanges over the year and I relistened and I took notes. I told Jenelle, "I never take notes with people," but I've heard her speak three times about and each of the times I've taken copious notes, okay? So thinking about this topic about why coaches don't go beyond Diamond or they stop short of Diamond, I started studying Jenelle, not like a science project, but I just saw something that was so sincere, that was so not rocket science because sometimes I feel and I would get mad that when I'd listen to National Wake-up Calls, I would feel like coaches are holding back or they're not really giving, you know, the tips that I feel like they could be giving and so in preparation for this call and in the past two weeks, I've really been reflecting on, "You know, why is that happening with coaches? Why are they stopping short? And why is Jenelle so successful?" The same woman...okay, I got it out the way that she's not successful because of who her sister is. I needed it to be out of the way because it could have been, you know, an easy thing to point to, and then I saw her. She's truly an introvert and I saw her pacing back and forth. She wasn't faking that thing. So then I asked myself, "Okay, well like looking at Jenelle, what is she exhibiting and what is leadership really?" Okay? So number one, I said to myself, "Of course, leadership is leading by example," right? It's leading by example with the fitness, not that you have to be a super model. It's leading by example with fitness and it's doing the

thing for yourself, right? If you look at Jenelle, I don't follow too many people on social media because I don't...like I like to stay in my own lane and I don't like to compare and stuff, but I go to check out Jenelle or I follow you, but I just go to check you out sometimes, and girl, there's no one more consistent than you and Denille Matony. She just, they just, show up every single day. So you're with your fitness. You had an injury. You know, you talk about your foods. I know about your dogs. You just do the thing, okay? You shop like a normal person. Again, it's not like, okay, now you're making, you know, an amazing income. You have all these accolades. You're not just not showing up, okay? Now this is...I joked with Jenelle before we got on this call and I said, "I cracked the code on Jenelle you guys. I figured this woman out," and she laughed. She's like, "I didn't even crack myself out," but sometimes...and I was kidding, but not kidding. I'm so excited to share this part and it's...okay, what I heard Jenelle saying which was the game changer for me and this is what has led me to what I'm so excited to share is how do you...this is the meat of the call, you guys. It's how do you pour belief into others? Okay? So what I heard Jenelle saying was, she said, she's not the type of coach where people are just coming to her and saying, you know, twenty people a month are coming to her and saying like, "Hey okay, I signed up as a coach, you know, just because I saw your amazing posts," and, you know, she's not someone that does calls to action every day. I followed her on Instagram Stories a few times. She's, you know, making her...she's showing her bars that she likes. She's showing her foods, stuff with her kitchen. Your stuff doesn't seem like very choreographed. It's just very natural. And so what I heard you say the other day to our team and that was so powerful is that you are in people's in-boxes every single day. Get me her Jenelle, not Jenelle, everybody listening to this call. Jenelle is doing this thing...I got chills. I've got to show you. One person at a time. That's it. It's one person at a time. We tend to mystify her leadership because, like I said, and that's why I shared that story about Chalene. That's why I shared that story about seeing her back stage. When I heard her speak and I say that she's going into people's in-boxes, it just...like it opened up a whole world. The magic, the secret sauce is pouring belief and that's what we're going to talk about next...it's pouring belief into people one person at a time, okay? So now you may be asking yourself, "Okay, wait, but how can I pour belief into somebody else when I don't even have true belief in myself, right?" And I don't have my notes right in front of me, but Jenelle did the call the other day for our team and she said...hold on. I'm going to get it up here because it was really,

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really important for me to write this down and then I even discussed it with my coaches. She said that people...here we go. Okay, she said, "How can I help people be successful if I'm not successful?" She said that she thought that, right? She wasn't successful at first, "So how can I be successful if I'm not successful?" So what she realized was that you can't be successful until you help others be successful. That's the way it works, right? So one doesn't happen before the other, okay? So that was...when she said that that's when my next aha moment came that what needs to happen is a mindset shift. Listen, we always say that it's not about us, okay? So I think part of the mistake that I've made or that we make as sponsoring coaches is that we tell our coaches or you may have been told, all you have to do is share your story, all you have to do is, you know, post on social media, invite people. And then, like I said, we stop short of, you know, selling the challenge pack, putting them through a challenge. Maybe we invite them to be a coach and then we tell them the same cycle of like all you have to do is put your story out there and help people, blah, blah. But then this is the missing piece that we need a mindset shift that it's not...I'm not going to tell you that it's not about you because it is about you, right? I said Jenelle's always leading by example with the fitness, nutrition, and she's always doing the thing, right? Whatever that thing is it's a very broad concept, right? But it is about you guys. It is absolutely about you. I do the thing too. It's totally about me. I'm working out. I'm drinking my Shakeology. I'm doing my invites, but the mindset shift that needs to happen and that we tend to over-complicate is that it's not only about you, okay? So if you get anything from this call, is that it's not only about you and when you think about it that way, it really is so simple. So I think that where I've gone wrong and I'm so grateful for the opportunity to lead this call is because I realized that I haven't been teaching my coaches. I haven't been speaking about how to pour belief into others even when I don't...not me, now I do believe in myself. But even when they, themselves, don't believe in themselves like we believe in ourselves, right? Like there's no doubt now that I believe in myself. There's no doubt that I know that I can help someone, but my missing link has been that I have not been teaching my coaches how to believe in other people, okay? So when I was listening to Jenelle's previous calls, she did a call for another Diamond. She did a call for us on Monday. And so I saw through her example and that's where I was saying that I like, you know, I analyzed her and I dissected what she was doing. I was like, "Okay, well what is it the things that Jenelle is doing that she's pouring belief into others?" Okay? So I actually

made a list and this is not just based...first I made a list on what I noticed Jenelle doing. So I literally did study you Jenelle. I literally did dissect what you're doing...

00:39:23 Jenelle: Oh my gosh, that's funny, but flattered though. So flattered.

00:39:26 Barbie: Yeah, but because I don't know you well enough to say...and I suspect...I have no doubt that your ton of your personal development and that you, you know, you intentionally [unintelligible]. I have no doubt about that, but as introvert and believe it or not...I love to teach so, but I asked my husband what percentage introvert am I? And he said about 80%. Like I don't talk to a lot of people. I'm very much in my head, but introverts are listeners. Introverts are listeners and just because you're introverted doesn't mean that you're anti-social or that you don't care about people. So introverts are looking at...and that just gave me goosebumps. They're studying the world around them, okay? So we tend to believe that pouring belief into others is us preaching from the mountain top and saying the magic words that are going to get someone to do the thing, you know? And we don't feel equipped to be that motivational speaker, you know? To preach from the mountain top and be like, "You just need to do that. You just need to believe in yourself," and so what I'm realizing is that it's something that needs to be taught. It's not innate and this is the first time in ten years that I may actually be teaching or sharing what it means or how it is that we actually believe in others. So number one...here we go, breaking it down, right? How do we believe in others? And you guys, I hope you're not disappointed that this is not hard. That this is not ground-breaking in the sense that...like it's so obvious and Jenelle does it so simply in her words that it's like, "That's it? That's it? Like that's it?" It's just like too easy, but it is and that's the encouraging part and...okay, so here we go. Number one: what I heard Jenelle saying...oh, and by the way, I Googled...like I said, I Googled a YouTube, research, articles because I am a teacher, I am a researcher, and everything that I found just confirmed what I was seeing in Jenelle, right? The first one is like so how do we pour belief into others? It's just caring and being concerned and truly listening to someone else. Like I said, you know, you can't empower someone else, like truly, truly empower someone else and encourage someone else if you don't know anything about them. So what I heard Jenelle saying on her calls that she's done in the past is that she's...what she's excellent at is listening. She said that she figures out...I don't know if I'm using her words or not, but what she says that she

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does is she figures their pain spots. You are a problem solver. You are listening and truly, truly coming from a place of care that doesn't stop...this was my aha moment too...that doesn't stop at, "Okay, tell me about your fitness and nutrition." It's, "Tell me what you do. Tell me what you like. Tell me what's not working for you," right? So that you can actually find the words to empower, okay? So that you can find the words to pour belief into other people and this happens not only on the prospect level, but this...am I still here, because you disappeared Jenelle? I hope I'm still here. I'm just going to keep talking. This happens not only at the level of your prospects. It happens at the level of your coaches, okay? So it's again, you might think it's rocket...there you go, okay. You might feel like it's rocket science. You might feel like it has to be harder than this, but if you are looking with your challenges for those...and I know there is a broad spectrum of folks on this call...listen, care, and just pay attention. Ask questions, but it has to be sincere so that you can pour belief into others and pouring belief into others again is not preaching from a mountain top. It's not telling people what they need to do. It's just being like a really good friend and that...we all know how to be a really good friend, okay? The second thing is how do we pour belief into others? Is encouragement. It's empowering words, okay? When you encourage others, right? You're going to inspire them with courage and confidence. So the question that comes up here is, "Well how do I do that without making it sound like empty?" Right? So what we're doing...we're not saying like, "You can do it girl. You can do it. You can totally be a Diamond coach. You can totally be a 5-Star Diamond coach." No, these encouraging words come from you truly getting to know that person. It comes from you truly listening to what it is that they need, okay? So again, you want to focus...well, I haven't said this yet, so it's not again, but you want to focus on validating people's worth and not only their work, not only the things that they do, okay? So one thing that stuck out to me that Jenelle said is, "You're not looking for rock-star coaches. You're looking for rock-star people," okay? So what does that mean? Okay, we tend to...and I learned so much from preparing for the presentation...is that, you know, let's say someone does something good. It could be a challenger. It could be a prospect that they're posting something or that they've shared something with you and, you know, it could be a coach that, you know, posted a social media thing and we tend to validate their work, like, "You did," ...I'm so guilty, "You did a great job with this. You did this well," but what we need to start doing...yes, we need to do that. Yes, we need to recognize the

things that people do, but we also want to validate people's worth, because when we validate people's worth like, "Girl, you're amazing," okay? So I didn't say to Jenelle, "You did such...you know, I really love the way that you presented your Power Point." You know, I'm not concerned with the way Jenelle presents. What I love about Jenelle and what I see about Jenelle is her sincerity. It's her love for people. It's her concern for people. That's me telling the truth, but that's me validating her worth as a person and so she's someone who has high self-esteem, you know? She is a rock-star coach and a rock-star person, but we need to do this with our challengers. We need to do this with our coaches is validate not only the things that they're doing, but it's who they are because what happens when you validate the person that they are, that gives them courage. That builds up their self-esteem and then...this is all giving me goose bumps because it's just so true...then this feeds their soul. This feeds their self-esteem and then they're going to have that courage to self-direct, to take that next step and to say, "You know what?" Eventually...it's like a baby eagle getting out of the nest. It's like, "Oh, I can do this. I can do this. Okay. Well, I'm going to go. I'm going to do this because this person believes in me." So whether you're a coach. You're an Emerald coach. You're a Ruby coach. You're a Diamond coach. You're a coach that keeps falling out of Diamond or, you know, just sells a few challenge packs here and there, this is leadership you guys. This is something that you can do. You can look for those people with amazing qualities, those few challengers that you may have and you can build them up by just saying like, "Wow, you're doing amazing and I love how you support other people. Like that really shows you're just a kind person and you're just so caring," you know? Guys, you can do that and I think what happens is again, we tend to over-complicate, over mystify what leadership is. When leadership is demonstrated by what Jenelle is doing every single day which is just getting into people's in-boxes, which is just being a really good listener, really caring, really trying to be like a consultant or friend, helping them find a solution to something. You don't have to be 15-Star Diamond coach to do that. You can do that. You can lead because that's what leading is. You can lead from wherever you are, okay? So, okay, and then I guess the last...I have two little points that I want to make. How else do you pass on belief to someone else? And it's...well first of all, we pass on knowledge and skills, right? So what is it that we're doing? First of all, if you're having some level of success and by success I just mean you're helping someone get started with a challenge pack. You're helping someone maybe recruit here

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and there, but you're not really where you want to be. I see this with my coaches a lot. They think that they have to be Jenelle. They have to be Barbie. They have to be Lindsey Matway. They have to be all these...Mindy Wender, you know? In order to be able to help someone else, but what I got from Jenelle and then from my own experience, when I do my best is that I'm really just working person by person. It happens in the in-box. That's what leadership is. It's showing them the knowledge and skills that you have because you do have them and god knows you don't have a shortage of resources on your team, right? It's just leading them or let me get rid of the word "leadership," for now. It's just showing them how to do something, side-by-side, person-by-person, one person at a time. Leadership is not getting a bunch of followers, right? And then just getting them to follow you and then buying a challenge pack. You're right there. You're on the right track, but then there's the next step of like, "Let me show you how to do this," right? So you're listening...just to recap...you're listening, you're being authentic, you're listening, you're truly caring, you're pouring words of encouragement, of empowerment that are sincere and so, I don't know if I've said this already, but, you know, how do we avoid making people feel that you're just saying like a rah-rah speech? It's by listening, right? It's by watching. It's by being specific about the things that they're doing. Like, "I love that post that you did today. That really inspired me to get a great workout." That's specific and not like, "You can do it. You can get to Diamond. You can get to Emerald," because that's empty. But if you know enough about the individual, then you're going to be able to be specific in the way that you're pouring feedback into the person. And then finally, and I think this is...I'm always self-reflecting, but this is where I think that I fall short and I'm working on it already is you, whoever you are, Emerald coach, Ruby coach, Diamond coach, 10-Star Diamond coach, whatever you are, fallen Diamond, you want to give your challengers, your prospects, your coaches an opportunity or opportunities to lead first in small ways. So if you have a coach, give them an opportunity to lead, to go live on your page, to share something. You know, give them...for example like posting responsibilities and say, "I really think that the team would benefit from hearing from you." The way that we empower other people is showing them that they can do things, right? So maybe they're not able to run a team like we are, but they're not there yet, but they're able to share posts, you know? For example, and so you give your customers, you give your challengers, and you can even give your prospects responsibilities that are going to stretch them

knowing that might fail, but then you celebrate. I do this all the time and it works. Then you celebrate people for what they did well and you understand that people are going to struggle. You're not looking for perfection. You're just looking for progress. You're looking to lift people up, okay? And if they know...when people know that you believe in them, they're not going to lack. It most usually, they're not going to lack effort because they'll want to do more. They won't want to disappoint you. They want to self-direct because you've been believing in them. So that wraps it up, you guys. That's...really honestly and truly this is what I've learned, you know, from my years of experience and then from watching Jenelle and then just really being hit that leadership is not flashy. Leadership is in the simple sincerity, authenticity, and love and concern in that one-on-one relationship that you're seeing your leaders exemplify and that...okay, I just got like another aha moment and goose bumps...but it's true. I mean I'm not exaggerating, is that leadership is empowering someone else to do something and so for me, even at my level, watching Jenelle do this, makes me see that that's something that I can do myself and that I can improve upon. That's leadership. Watching Jenelle has made...and studying Jenelle has made me want to say, "Okay, I'm going to go do this. It's not as complicated as I've been making it for ten years." That' it. That's all I've got.

00:54:41 Jenelle: Oh my gosh. That's amazing Barbie. You are so humble and your just broke that down in such a way that...I have never broken it down before for my team and I mean it just...you really made it clear. I mean the whole example of like empowering them and, you know, even just giving them the responsibility of doing some posts and I think we say the word "empowering," so often, but then we're like, "Okay, well what does that really mean?" And to really just give examples that we're putting them in an environment and this can go for someone that's listening that's even just a coach right now...putting one of your challengers in an environment. Maybe it's doing a post. Maybe it's going live within the group or whatever. Putting them in an environment where they will be safe and they will get praise, but it's going to be a little bit out of their comfort zone and an opportunity for them to learn and grow as a person and for you to give them recognition for taking that step. So it's giving them those little baby steps and those small wins and that's what empowerment is all about. And I just love that you...on this call, just so real and just so generous with your time and I love that you did all this research because that's how I am too before my calls. I just

research everything I can and it just shows what a generous leader you are in that, you know, you don't need to make another buck. You just truly are fulfilled by sharing these aha moments with other coaches and helping them reach their fullest potential. That's truly, you know, in your DNA to want to help like that. So I just love that about you and I love calm confidence. I can't thank you enough and everyone...the chat over here...everyone's going, "Amazing, amazing, and it's giving me chills," and I know. I wish that you could see the chat, but thank you so much. I know you have an appointment, so I'm going to let you go, but I just want to say, you know, we so appreciate all the time and effort and the realness. You did not hold back from this call because that just means everything that people can see someone as successful as you really just put it all out there in such a way that's so authentic.

00:56:47 Barbie: You were a mirror, girl. I loved your authenticity and thank you because you showed how you do things and that was the example I needed to dissect something. Like you said, you never broke it down and I've never broken it down. So it's really so simple you guys. Thank you so much. So I have a massage in...my chiropractor and my...it's in two minutes, so I'll miss part of it, but it was so worth it because...it's totally fine. I have to drive like 15 minutes. I'll be late, whatever. But I just want to say, it's so worth it because it's the fulfillment. Like if we're not being fulfilled by what we do...so like I said, I could have just taken this old...you know, or three-week presentation that I had, but I saw this as a challenge, an opportunity to think and to feel and to learn and I was like, "Let's do it." So thank you so much for having me Jenelle.

00:57:46 Jenelle: Oh my gosh, that's awesome and I hope you have an awesome massage and just fully can relax because you just killed that call, so thank you.

00:57:53 Barbie: Thank you. I hope you go out there and you do great things which is really just helping people. So thank you for your time, you guys. Bye everyone.

00:58:01 Jenelle: Thank you. Have a great afternoon everyone. We'll see you.

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[End of Recorded Material]

