



# *Sacred Depths* Certification

## Systems and Protocols

0:14

Hi, Brenda Hi now

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I, Joanna,

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it good to see you happy Solstice everybody. Happy Solstice. So good to see everybody to settle in, I have a question was the recorded class, the mark the legal thing that was the recorded class for last week. That class goes along with this class. So I don't know if the team dropped it. Did they drop it last week they they may have or they'll drop it this week, but I'll mention it when we get going today. But it's the legal class with Gina Jaffe shingle. Yeah, it's kind of like a bonus that goes along with today's class. So last week, there

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was a recorded class for us to listen to. What was that? I thought that was the legal class. I would try to I listened last night.

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Oh, was that it? I don't I don't have my calendar open to when we dropped it. Let me look. Hold on. Yeah, they

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dropped that. Yeah, so

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that was it. That was the bonus class. Yeah. And it's kind of like a it's a companion to what we're going to look at today. But it's great that you already listened to it. So it'll make all of it come together. Thanks. Yeah. Welcome, everybody. It's so good to see all of you. I hope that you had a good week last week. I was on the road with my family, which was not good in the sense of like little kids in cars. But and teenager, I shouldn't just say little kids, teenagers also, but also wonderful. We had a nice time together. But I thought about all of you. And I hope you're doing well. And so let's dive in to our work together today, which is all about logistics, and systems and templates. And let's see here. I'm just getting it. Sorry, I'm reading something in the chat. Yeah, that sounds great. So before we jump in, let's take a moment to breeze and just fully come together into our time together today. Especially because it's Solstice happy Solstice, everyone's longest. Or for some of us, it's the longest day of the year and the shortest night of the year. I can't help myself I'll just say a couple of short things about it. So the word Solstice comes from Sol steets, Sol Sol the sun and insti sticks, it stands still in the sky. And the you know,

since winter solstice, when it was the longest night and the shortest day, the sun has been growing steadily, day by day, by day, and in a many different cultures and indigenous cultures around the world. And also origins of so many religions. The summer solstice is this moment where we kind of as humans we reflect what nature is doing. The sun is in her full glory, she's in full bloom, and full blossom shining brightly with all of her energy. And we can if we so desire, harness that energy today, connect in and attune to that full, blossoming, visible shining radiance of the sun and the longest day and bring that in for us to use. So wherever you are, if this resonates, I invite you to take some time today to honor the longest day of the year, it can be simply going outside, taking in the sun, taking in her radiance, bringing in bringing it in. It can be connecting with fire like the sun. Oftentimes on Solstice I like to get a big candle and carve in Solstice intentions like what are my intentions for the next six months to a year and I'll I'll just carve them into the wax and then light the candle. And then I'll just light it every day to reignite those intentions are just simply going out this evening and enjoying. I don't know about all of you. But for me the longest days of the year, I just love that light between eight and nine. It's like it's a little cooler out and the quality of the light is just so beautiful. So taking that in. But with all of that Deva has

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volunteered to take us through David just like two minutes of a grounding and some sound. You didn't say it in honor of the solstice, but I'll say in honor of the solstice. So, David, two minutes take it away and thank you.

6:52

Yes, I was thinking in honor of the solstice as well. So for us here I have a very special triad of alchemy bowls. One is called grandmother and helping us to connect to our grandmother matriarchal lineage and to the Pachamama Earth Mother. And then there's a green goddess with a powerful light really helping to connect to the nature spirits, and an emerald ball as well for opening the heart chakra and spiritual love. So I welcome you just to take a moment here and witness and soften your eyes and take a moment as we gather together bring your awareness to your breath and in our own palms, studios taking three nice deep full collective breaths together suspending the breath and with your exhale letting out a sigh or a sound

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just following a natural rhythm of your support a season of summer take a moment to set an intention for the summer season.

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Honoring this day

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of luminosity and light. Allowing the frequencies to nourish body, mind and spirit Slowly draw your palms together just creating some world. Recognizing our hands and arms as extensions of our heart is placing them anywhere that feels supportive, maybe over the eyes, or the heart or on your wool. And then one more time, drawing their hands together and again, feeling that warmth. And sending that light, love out to everyone in her sacred depths community, feeling that connection through the light of the sun today. We are all lighthouses in this world, honoring all of the gifts that we bring for the greatest good of all beings, so maybe so much love to all of you. Thank you, Joanna.

11:33

Thank you. I love that. What a great way to start our time off today. Thank you. Thank you. So we are going to be looking at logistics and systems and templates today. I promise I'm going to make it interesting. There's always more than meets the eye. Before we jump in, as Brenda was mentioning, as we were all coming into our time together today, you have a bonus call. That's it's related to what we're looking at today on the legal aspects or some legal aspects of a coaching business. And Gina Jaffe shingle is the guest teacher for that recording. She's just incredible. Sorry about that. I'm dog sitting for my sister in law this week. Hopefully, you won't park again.

But anyway, that that bonus call, just is chock full of information around legal aspects. And so I highly recommend listening to it. When you get a chance. I'm sorry, hold on one moment. Ferris, please. Okay, so logistics and systems are actually like I was just saying they're way deeper than you might think. There's about so much more than simply the document. That is the scheduling emails, the contracts, the welcome pack, packets, all of that there really is a bigger kind of concept or philosophy behind creating and executing and upholding all of these things. Really, when it comes down to it, scheduling, emails, contracts, welcome packets. They're very related to energetics. They're very related to the energetics of holding a strong and powerful container for the coaching relationship. So if you remember back to our very very first session, part of the fiber of aligned energetics in the coaching relationship, are creating and maintaining a strong container. And the container is what helps promote trust, vulnerability, appreciation, motivation, forward movement, right all of that and we looked at thinking of it as like a glass like an actual container. Systems templates, scheduling, emails, contracts, are all are another aspect of creating that tight and powerful container and maintaining it and that's because all of those types of logistics and systems and templates, create clarity and create confirmation around expectations. In the coaching relationship, they create that clarity and that confirmation, both for the for the client as well as for the practitioner. So for example, we'll be meeting at this time, the investment is this much, this is what payment looks like. You know, you'll, if you email me, you'll receive an email back within X amount of time, all of these different things. Again, they create clarity around expectations, and clarity around expectations creates a sense of safety. It helps make the container safer.

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Think about it. When you know what to expect from someone else. And you also know what's expected of you, then you can settle in, you can relax, you don't need to worry, will she be there for me in this way? Or won't Gee, am I supposed to show up in this way? Or am I supposed to show up in another way, there is more of a sense of peace and safety and reliability when all parties know and agree upon expectations. And then of course when those expectations are reinforced and upheld throughout the relationship. So I was once I'll just give you an example of this, I was once on a sales call, not as the person leaving the sales call. But as the prospect I was interested in working with a practitioner with a with a healer. And we had a short conversation about what I was looking for. And then she said to me that her program was \$1,200 for seven weeks. And what I like to step in, and there was no way with that information that I could step into the container, it didn't feel safe, it felt risky and vague. And like there was a lot of unknowns, like how many sessions would we be having over those seven weeks? How long are those sessions? What did she think we could accomplish in that time? Would I would there be homework in between? Or would I be doing things? I'm sorry, so much he didn't bark all day long. And there's a dog outside, okay, hopefully. Okay. So starting off powerfully. Setting the container in this way, makes all of the difference. When you coach, the container starts to get set. Well before even your first session with your client, the container gets starts to get set in the sales conversation, and then in the welcome packet and in the contract and in the welcome email and in the ways that you schedule. If you don't start to set that container before the first session, there's a possibility that the first session can be a little shaky. And subsequently sessions will be shaky. Or and maybe you've experienced this yourself I've seen where first sessions don't ever even end up happening. Because not a tight enough container with set expectations were set beforehand. And then the client just kind of like drops off and never shows up. So the more clear that you can be from the get go. The lesson misunderstandings that there are going to be the less confusion that there's going to be and then the more structure there's going to be so that everybody can settle in. I like to think of it as like when when there is the right amount of structure. It's like then you can kind of just lay in and settle in to that structure and that container. So contracts and welcome packets are a big part of Starting off powerfully and setting the container there are some things right like we've been talking about that you just want to be clear on from the get go in the contract and in the welcome packet, and I'm gonna just list now some of those things. How many sessions are you contracting for? You want to be clear on how long are the sessions? Are they 30 minutes? Are they 45 minutes? Are they longer? For some folks, they have you have they have a longer kickoff session, I oftentimes have that a kickoff session that's longer, and then X amount of 45 minutes sessions.

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Within the container, is email included as a type of communication in between. Are you a practitioner that texts with your clients? Are you a practitioner, that boxers with your clients? How can they reach out to you? What are the best ways for you to communicate in between sessions? And what's the turnaround time off? This is a real biggie. If you're not clear on the turnaround time, a client might be expecting that you're going to answer an email within the day. But that's not what your expectation was. And then you don't answer within the day. And then the client feels Oh, you know, she's not really with me, she's abandoning me, she's not paying attention. She's, you know, she's not timely. But it's none of those things. It's just because you haven't set that expectation. Brenda Voxer is kind of like, it's an app, and you can get it for free, you can look it up, and you can leave voice messages on them. So I sometimes use that with clients, as a way of communicating in between sessions. If there's something that's just too complicated over email, I will leave voice messages for each other. I prefer for clients not to leave voice messages on my phone. I just like to kind of this is the time that I'm listening to voice messages, it's on the computer, it's on boxer, etc. From the get go, you want to think about and maybe put into the contract or the welcome packet? What if a client needs extra session time? Is that something like if you know that, you know, a client might need an extra 20 minutes? Once or twice during a six month program? Is that just something that you provide? Or is there a fee for that? So you want to be clear on? What if? What if more session time is needed? What is payment look like? You want to be clear on that? You can pay via credit card, you can pay via PayPal check, you know, whatever it is, how is the client going to make payments? What happens if a payment fails? What's the protocol in the system for that? You want to be clear on that? From the get go? What does confidentiality in the container look like? What are the expectations for that? How do you schedule sessions? How do you reschedule? What's the what's the protocol and the policy for if a client needs to cancel the session? Is it within 24 hours? Is it within 48 hours? And then what does that reschedule look like? I like to include in my welcome packet. What if you call for our session time, and I don't pick up right away. It's such a small detail, but it's one you know, and I let the client know it probably means I've just run to the restroom or I'm just getting off another call, wait a minute or two minutes and then call back. It's such a little detail. But again, it it just supports in creating a safer container so that a client doesn't call. You don't pick up and they think oh my gosh, did they forget about the session? Is this the wrong session? You know, whatever it is, little details like that also create a stronger container because it can up end some confusion. You know the client wondering should I just keep on calling or is she going to call me back if I leave a message? How does this work? Right? So just having a policy for something like that. What if you don't pick up right away? What's the refund policy? And then I oftentimes like to really look at what are my responsibilities as the practitioner And then also what are my clients responsibilities?

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Alright, let me pause there. And you'll get just so you know, you're gonna get all of my templates for contracts, and welcome packets and scheduling emails and rescheduling emails, and you'll have all of that in your member center. You know, and you can adapt in any ways that you'd like, you may decide to have different policies you know, than mine. Just know with the contract, I am not a lawyer. So you want whatever contract you put together, have it looked over by a lawyer. But let me pause here any thoughts or questions or what's coming together so far for you? Jana,

26:03

and this is what we think about. I had a massage therapy business for over 20 years, quite some time ago. And when I started out, I remember I'm remembering now how taking care of all the kinds of details you're talking about, I didn't have as many as you have listed here. But I remember people saying they felt really cared for. And the first time I gave them a massage, and I left the room, I didn't say what was expected of them when I left the room, you know, let them know the massage was done. But I and I realized after that, like, I need to let people know, like, even very specific details. And as soon as I did that, like, everybody relaxed and you know, could just let go and be present. Instead of holding tension. I let them know ahead. Like what would happen if they needed

to go the bathroom in the middle, so it wouldn't just so all of these things that we talked about made it so people could just relax and really enjoy the experience. Yeah, yeah,

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I'm so glad that you're sharing from that context. I love how you put it that it just kind of lets everybody relax when they know the details. Yeah. Carmen.

27:07

Hi, yeah. Similarly, the first like chunk of years of my business, and I was doing just like strictly personal training, I had no boundaries set place, like no container, no contracts, and it really weakens the foundation of the relationship. And I was constantly drained energetically, mentally, emotionally, have resentment for my clients for my work, like, all of those things. And I felt like I really couldn't serve in the way that I wanted to, just because there was like so many loose pieces happening. And I didn't really understand what that was, until I really learned the importance of containers and boundaries and contracts. And now that I really stick to that, and honor that and are really, in my relationship with my clients. I can serve so much better, and I have so much more stronger trusting relationships with my work. And it's very, very rare that something falls through the cracks. And when it does, we're able to like you know, clean it up very quickly, because those things were already set in place. And it just makes my life and my energy so much more easier. And it makes me enjoy my work and my clients so much more better. So just contracts and just like having that agreement, if you will, between you and the other person is like such a game changer for any business person. And I wish I knew that earlier.

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And love everything that you just shared. Yeah, 100 yeses and some of what you're talking about. We're gonna get into a little bit deeper today to around some of the boundary pieces. It's one thing to set it it's another thing to uphold it. But I just love everything that you're saying about how it helps you also settle in as the practitioner how you have more energy to serve more energy for yourself. It's that stronger foundation, like you said, and then it's easier to clean up because there are details and things do sometimes slip but then it's easier to clean. Yeah. Michael in

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alright. I got this little thrill when I saw the topic for the week. And then I get got this little like off. And for me personally, like, in my hand speak like this is both my life lesson like structure and systems is my life lesson. And I also have a gift marking in this area. So I have like alpha omega. And I love it and it excites me and I love systems and working within them. And then there's a little point at which it quickly sort of flips over to oh my god, this feels so confining. I feel like I'm being told what to do. Oh my gosh, I gotta bust out of here. And so I'm just really fascinated about this module. because it's like my lifetime point of most growth and potential for me. So I really love this topic.

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I love Oh, what happened there with your camera?

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Not sure.

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Oh, sorry, I think Amy got in there first. So I love that you're sharing this specific to you, but I think I'm sure a lot of people can resonate with, with what you're saying too, is like, we love structure, but we also don't want to be too confined by it also. And so I'm really glad that you're bringing that into the conversation as well. Because, you know, one piece that I was going to mention is that it's not about setting like any relationship, a marriage, you know, I was I officiated weddings for a really long time. And I often think of like setting the, the agreements for a

marriage, similar to setting the agreements for a client, in a lot of ways. Like, that's a lot of what a wedding ceremony is, is making commitments, setting agreements, you know, that kind of thing. It's much more than that but the reason why I'm bringing it up is like, in any relationship agreements are set, and then they may shift over time. Because it's it, things shift, and it needs to be aligned in a different way. And so I think that's where some of that, and maybe that will help you a little bit to Micklin. Like, that's where some of that flexibility can come in is it's not that it's set in stone. It's a living agreement, that can be discussed as time goes on and shifted to meet new needs that come up. Annalise

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This is such an interesting topic, and not boring at all, actually is very deep. As you know, I've been a lawyer for almost 20 years. And so when he came to the contracting, you know, started studying coaching contracting phases, the most important be clear, and I was like, Ah, I'm a lawyer, yet, of course, it's easy for me, you know, and I can draft you the most amazing coaching contract ever, right? But one thing is that, and by the way, it just a little suggestion, make it really clear that you are delivering an obligation of means and not a results. That is very important. When making pizzas, you know, you're not, you know, deliberate, you are delivering something that it's your knowledge, your energy, your listening skills, but you can't guarantee results. And that's really, really important, also from an insurance perspective. But the things that I wanted to say is how I've negotiated m&a transactions and big agreements with fierce, you know, says, you know, like, this is the way it is. And then when it comes to coaching contract, yeah. Because I, you know, it's like, you're helping someone and they forgot, you know, the session. And they're like, I'm so sorry, my child was sick, and you're like, Oh, right. Don't worry about it, or like, I'm paying in three installments. And I've been waiting three months for the install. And because it's a friend of a friend, I'm like, shall I ask the money? Shall I not ask the money? So it's the execution of the agreement. I mean, the agreement itself is essential, right? But it's like working on, you know, like, being a business person. And sometimes and I'm a coach, I'm not a healer, as so in this group. There are healers and it's probably even more because you're there with just like, I'm just gonna hear you and and so what if I say you have to pay me now?

34:19

Absolutely. 100%. And we're actually going to take Angeles share and this is perfect segue into what we're looking at the rest of the time today because yes, the actual logistics i You have all the templates for that. You can ask me questions, or you can everybody can post in the Facebook group that you're there to actually do it. Sit down, do it to uphold it, to feel courageous enough to even give the contract for some people. That's a whole other story. We're good. I'm so glad you're bringing it up. And we're gonna get there for sure. And I love that it's coming from a A lawyer. Even with that

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I'm ashamed of myself. Oh, no,

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it's i This is why we look at it here because it's common. It is. Well, we'll get into it in a few minutes. But you know, just to say like, for people that are in integrity and want to help deeply, oftentimes, if it goes unchecked, that goes hand in hand with not having the strongest boundaries, there can be a relationship there. Yeah. Good, Angela.

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Hi, Joanna. As I have a big challenge with boundaries, and is one of the things I'm working with catering in, particularly because I offer different types of healing modalities. And I see like, sometimes I work with, they come for Jonnie consultation for herbs, and then they change for naturopathic medicine. So and then there is a lot of things going on with emails and WhatsApp. So I don't know, I would be grateful if you could add, like changing swapping from one modality to the other how we talk because I realized that you can send messages

you can write, but what ketterling was sent to me was do voice messages, because sometimes they don't read and you have to reinforce in the consultation voice Lee about your boundaries, and so on. So yeah, I appreciate any more help on that transitioning from one therapy to another how to approach

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it, tell me if I'm understand, I want to make sure I'm getting your question, right. So this is because you're moving from kind of the one modality in your work to the next how to support clients to go there with you so that you don't keep on doing the old modalities? Am I understanding that the right way,

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and they they are doing something with me and then they want from other modality. And then the boundaries of that relationship is different, like let's say, custom, Yoni steaming herb consultation, and they want to naturopathic medicine. But then on that negotiation, moving from one modality to another, they start already asking many things, and then you're right, okay, we need to set a new container is a different thing. Yeah, and I have a challenge in saying things about changing the container. And I don't know.

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Okay, so it sounds like there's a lit tell me if I'm getting this right. It sounds like there's a little bit of a logistic piece here, like how do you do it, but I think what I'm hearing is, it's even more of an energetic piece around not feel worrying that if you have the conversation, somebody's gonna get upset, or it's gonna get a little weird. Or the or you're having some hesitation or resistance to even having the conversation. Yeah,

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a bit of skills on how to do that to be, I don't know, if you're gonna touch on things,

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we're gonna look at the inner pieces. But so, yes, on that, but in terms of the outer pieces, tell me how the sounds, you know, what I would really suggest is that if you're going to add modality exactly what your I'm going to kind of stay back to what you already said, you'll hear it a different way, when I say it, if you're going to add modalities or shift modalities, and that really changes the container. When a client asks for it, what I would say is great, I would love to work with you. In this way. When we work together in this way, it looks a little bit different, and the expectations are a little bit different. Then the Yoni steaming, for example, let's set up a time to speak for you know, 20 or 30 minutes. So I can really share with you what this looks like and how it works and how we would be working together. And if the rates are different, you can say and you know, and what the investment is. And I'd set up a time, a separate time where you have that container to talk to the client and I would just do a mini of like what are your goals you know, like what what is it that you want? And then you can share how this new modality can really help them and then you would explain how it works and then what that container look like, there. Is that helpful? Thank you. You're welcome. Okay, so again, well, yes, I said it already, I'm gonna say it again. And then also say something new. I'll say the new thing first, I can I cut some of what some of you have shared in the chat. And this can be overwhelming, to put together contracts to put together policies to put together welcome packets, et cetera, et cetera, I want to just really acknowledge that and acknowledge and honor that, you know, for some people, it's just like, put it together. For other people, it takes time, the details, take time, wherever you're at with it. Number one, love yourself deeply. where ever you're at, hold yourself with love, and compassion, and acceptance. And then number two, from there, to get clear on, not the next 10 piece, like logistical pieces you need to put together but the next one, what is the next one template or system that would be most helpful for you in your business. And just focus on that, give yourself a maybe a due date for that maybe even just blueprint out that project for yourself in a pace that makes sense for you. And as you put it together, any questions that come up, as you go along the way, please ask I'm here to answer to help you brainstorm on what a policy a policy that you're thinking about. Use my templates, like I'm sharing them with you, this is what I'm giving you with these templates is so valuable, especially if you don't have any yet like this is

I'm just gifting this all to you not to gather your virtual dust, but I want you to print them out. And and take them for you I mean, change them for what you need for yourself, your policies are going to be a little different than mine. But it's it's gonna make your life so much easier to take my stuff, and then use it as a starting point for yourself. Okay. All that being said. As we've already begun to talk about, aside from logistics, it can oftentimes feel really hard and even really heavy.

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Either when you're starting out, or when you know, it's time to revise certain agreements and protocols and policies that you've had, because they're not working for you, it can oftentimes feel really hard to change them, or as some have already said, to uphold responsibly, responsibilities, uphold policies, charge that late fee on the payment or not give the client for the third time and extra session because they didn't show up for the session, or whatever, whatever it is. And before you know, and and I just also want to say and we're all different, and there's no one right way but in case you're wondering about me and my upholding, because I am also a little bit of a softy. But it works for me. The first time somebody doesn't show up for a session. And it doesn't happen very often that somebody doesn't show up for a session because we set such a tight container. But every now and again, a client will just not show up. It might be because their kid got sick, or they just forgot. It just kind of happens. Who knows what, almost always the first time I let it go. I don't say okay, you just lost that session and we're done. And there's nothing wrong. By the way. There's nothing wrong with doing that if that's what's aligned for you. But I'm just sharing to say like there's a spec Drum. And it's about what feels good and what feels right and what feels aligned for you. If it happens a second time, for me, that's a different story, unless it's a client that I'm working with for years and years. And it's like three years later, and then it happens, right? Okay. But, but, you know, there's, there can be flexibility within the rules as well. So long as it feels right. But so it can be hard to put policies in place. And I'm maybe an extreme case, because I've got tons of things that it is. But just to share with you to normalize. When I first started out my practice, I was letting sessions go over time without saying a word. I had fear, I remember when I first started my practice, I took checks or, or cash. And at a certain point, it became unwieldy. And I made a decision to move to credit cards. Even that was a hard decision for me, because I was like, Oh, my gosh, my clients are gonna think I'm so corporate, they're not gonna like it, and this move to credit cards. So I really understand this feeling of not wanting to enforcing things sometimes or not wanting to put policies in place, but as a number of you have already shared, it really just makes everything easier and better and more effective and, and frees up you and your client to be present to the work. So a lot of this has to do with boundaries. And well, let me ask you this question. Take a moment for yourself, where do you struggle when it comes to boundaries with your clients? If you're not working with clients, right now? Where do you struggle when it comes to setting or upholding boundaries with anyone with colleagues with friends with family members? Take a moment and think on that for yourself. Like when it comes to my teenage daughter? I have a lot of trouble enforcing.

47:48

Yeah, Brenda saying enforcing boundaries is my struggle, Alta saying I have a client who likes to text a lot, and I don't feel fully compensated for my time. Yeah, I'll tell I'm glad that you're sharing that that's I would, I would have a relook at that policy. And I'll share also and if I if I don't do this, before the end of our call remind me I'll share how to reset a policy to that I'd want to invite you to really look at that alta. Sophie, Jane is saying I'm good at setting boundaries. But when people get angry I'll often overstep we're going to look a little bit at that Sarah saying I got a big lesson on this today I let my empathy erode my boundaries sometimes yes, I hear you on that. Kelly struggles with following up on late payments and going over time with sessions. Yeah, people contacting all the time Carmen saying when I am struggling financially, I noticed I can be more likely to not hold my boundaries with clients because I feel afraid Yeah, that I'll lose the income. So it's like you get that feeling of scarcity and then like anything goes Yes, I'll do this for you. And I'll give that extra time just because you're trying to cling so hard. But what does that really do? It ties up your energy to bring in more income. A Jana struggles with going over time giving people discounts. Randa struggles with ending sessions set at 60 or 90 minutes. Yeah. Coercive energies. Yes. So let me actually I want to make sure that I share this now in case we don't have time for it this

resetting of a policy. So you know if you've been in business, you've been there where you say a session time is 1616 minutes and then you consistently go over or you say you don't charge for failed payments, you say you're going to charge for failed payments. And then you never do or, you know, whatever it is you kind of just let it go, you end up texting a lot in between sessions, even though you're not contracted for that. You don't have to just let it keep on going if you've let it slip. So if you've let it slip, all this is what I do is I'll send out a letter an email. And I'll say, and usually I won't do it to just one individual, I'll blind see, see, whoever whichever clients fall, you know, I've slept with. And even if it's just one client, I'll usually just blind CC to have it be like more of an open letter. And, you know, I'll say, Dear clients, you know, I wanted to get in touch about something important. I, you know, appreciate you, and the work that we do together so much. And I've noticed that over the last few months, I have let our sessions go over time consistently. And I know that it's so important to honor both my time, as well as your time. And to really stick with what we've contracted for, which is 60 minutes, unless we, you know, discuss on a particular session. And we agree that a little bit more time is needed for that day only. And so in order to honor our agreement, and in order to honor you and your time, as well as to honor me and my time moving forward, I'm going to be sticking to those 16 minutes for our sessions. Unless it's one of those moments that we speak about it, particularly for that day. If you have any questions on this, let me know if not, I'm excited to see you on our next session. Right. So it doesn't mean necessarily be those words, but something like that, which is just honest, honoring everyone, and then just really firmly but lovingly setting that resetting that boundary.

52:47

It can help everyone. Because the truth is, like in that situation. If you're going over time, always. It's it's actually not good for your yes, your client is getting extra time, right. But it can maybe not be so good for your client either. Like maybe they have an appointment that they need to get to. And they feel held in the session, because you're just thinking they want more time. And they're going over, right. So there's lots of different reasons why it actually is important for everybody involved. Let me pause there any thoughts on what I just shared Annalise?

53:32

I think Joanna, this is really bad. I'm just reflecting for energetics as well, because I start resenting the session and I start resenting the client. Now I have two clients that are paying me with delays. And one has said, Oh, don't worry, I will continue our work in September. Let's pause, you know, and I'm like, Yeah, we will buy you pay me for the work that I've done so far. So as you are talking, there is a part of me there's no way I'm actually feeling like no, I as soon as I finished this session I'm going to send to email about payment. I am so resolute about it. Because the energetics and I know that the energetics are the most important thing. I am going to ruin the relationship. If I don't execute on this is the respect for me and also respect for the client because he's having a professional service.

54:33

Yes, absolutely. 110% is respect for yourself. It's respect for the client. If this goes on, oftentimes the practitioner ends up feeling resentful, or upset or dream and I really, for boundary work. I like to invoke the archetype of the warrior and not the like, fierce warrior. That's like fighting, you know, like needs to fight all the time. But for me, like the highest energy of the warrior is the one who knows how to set loving and firm boundaries in order to keep the peace and keep folks as safe as possible. I always think about warrior poses, yoga poses, if you think about those poses. They're setting boundaries, right like that, that that is what that is. But with love, and mutual respect, and compassion, and firmness. Vada did you want to share something? No. Oh,

56:11

yes. I'm sorry. Yeah, actually, as I adore writing boundaries, and thank everybody so much for for sharing. A lot of things come up for me and a lot of a lot of a lot of it comes to a part that I actually don't even set a container to tight. Because I'm I am not sure that I can deliver. And that opens up all of the possibilities for all of the other things that follow. People not showing up or being loosey goosey, or asking for special treatment? Or? Yeah, a lot

of a lot of lives like there's nothing to vote salutely So the expectations are so yeah, there are there aren't really spoken expectation. So but it comes from my own fear to set expectations of myself. And will I be able to deliver on them. So yeah, a lot of demons come come through that.

57:48

I hear you you're not alone. So what's one baby step on this for you that you feel like you could move forward on

58:01

I think it would be overwhelming to to try and step on, like too many things at the same time. So I think baby step would be to think deeply. What container is the most important one for me right now? Yeah, I love and start practicing on that because as I figured out with some other goals, I sometimes so over things that I can you know, my my, my, my my own ability, I'm over I'm overstretching myself. Yeah,

58:46

so, yes, good. So that's a great next baby step. I love that. And then what you're talking about this overstretching piece I was going to speak to that you know, based on what you were sharing to say I know this is obvious, but you know, we need to hear these things always. I will not take on a container unless I know I have the bandwidth for it. So like for me, I carefully plan out how many clients I have space for and not just the space in my schedule, but like energetically over x period of time. How what are you know, what are the progress etcetera, but like it all first starts with me, and my schedule and my energy and what I know I can commit to and so then I don't have to be loosey goosey and the containers that I take on because I'm only taking on what I know that I can commit to

59:56

Yeah, I realized I've I have been so unrealistic in in taking on too much that it's become impossible to deliver on so so now my baby step is like finishing up as much as I can, and actually figuring out how to become more realistic as to what does it actually take in terms of my investment to, to be able to deliver and to be able to request that from from from the other side?

1:00:37

Absolutely. Having that reset. And doing that assessment is so important. I do that at the beginning of every year when I'm planning, I carefully look at my time and my energy, and then I create. From there, you know what I'm going to be taking on so good. AJ, thank you so much. Thank you.

1:01:01

I'm just realizing with that, but what you said about having the bandwidth for taking on containers. What gives me pause is that I don't have the systems and the boundaries and the communication devices to maintain multiple containers at the same time. So it's not the the work and the like ongoing client sessions and relationships that that feel like they're taxing on my professional and personal bandwidth, but the logistics pieces, like, am I going to be able to communicate clearly with this many people? Am I going to be able to create contracts for this many people? And I can see that. Yeah, some of them are sort of a one and done. If you can stretch that boundary to get over the learning curve and get that set up. And that's like, yeah, that's where I am,

1:02:29

right. I mean, once you have a contract, you may have to like fiddle with each one for each particular person. But you have that template. And then it should only take a few minutes, with each new person that call Yeah, and

1:02:43

I have the contract. And I'm okay with fiddling. It's like that fear to send this thing again, and that fear to send this thing. And

1:02:58

so those are the places to sink into with your work. Good. Kelly.

1:03:07

Hi, this is so incredibly helpful. And I was feeling like I was really moving along because I've got so many contracts in place, and it just feeling so solid and boundaried. And I have a lot of love in my contracts. I think the hardest part for me was feeling like Oh, somehow this is less loving. But actually, they're like, they're just pouring over with love. And I do like a blessing on every contract before I send it out. Like it is a sacred thing for me. But I'm realizing this little stuck place for me is that I have had a number of friends or colleagues and people I've known for a long time step into work with me whether in the group or, or individually, and the enforcement of the policy there has been really hard because Somehow it feels like there's even more love from a long time ago. And there's sort of machinists and in the boundaries, and I'm just realizing that I've got some stuff around feeling like, I think I was able to work it with creating the contracts, but then the enforcement is feeling like there's some little blockage around it feeling less loving to enforce.

1:04:22

Yes, it feels like there's a conflation of if I love someone, then I can't uphold boundaries or it is not loving to uphold boundaries. And that feels like a good belief to kind of dig into and unpack and I'm sure even just by uttering it out loud, you're seeing the origins. Right. And so there's there there. Yeah, there's some juicy pieces.

1:04:56

Yeah, this is like so much deeper than I thought. Thank you.

1:04:59

Yeah. I am so welcome, Jolly.

1:05:05

Hi, I am picking up on Kelly's share, because often I will have friends and family asked me to do a chart consultation, for example or a Reiki session. And I don't feel like it's right to charge them. I'm just wondering if you have any kind of like what you said before with, you know, if it's the first time they've missed, then I'll I'll kind of have a little bit more margin to work with them. Do you have any kind of standing policy when it comes to rates and family and friends?

1:05:46

Yeah, it's such a good question. And again, it's, it's different for everyone. So for me, again, flexibility, like it depends on the family and the friend. Like tomorrow, my sister and I, my sister is an art therapist, and like her and I are getting together for a couple of hours, and I'm gonna help her with her website. And I'm not going to charge a dime, right? Like, that's, that's just what I'm going to do with love. And that feels right. Whereas there other folks that come in, that I might give, you know, it feels right to give X percent off. Whereas there are other family and friends that it doesn't feel right to work with them in certain ways, because it's just that that's not the right container considering the rest of our relationship. So I really just take it as a person by person basis. Sorry, I'm not giving you a like this percentage or this much. But is that helpful?

1:06:59

It is just because you're you're normalizing a what I'm feeling, which is I don't know how to I don't know, you know, how do I break it up. But then I think what you said that is really useful is recognizing the release, where I can't pull the same container that I would with other clients. And if that's the case, and I just flat out, say, getting charged them. Because that's not the the relationship won't allow the container that I would have with another client that I don't have that same relationship to. So that's hugely helpful. Thank you.

1:07:40

Yeah, you're so welcome. You're so welcome. And I'll just add one other piece to this conversation. So yesterday, actually, I had a conversation with a colleague of mine, who is a friend and a colleague, and we've supported each other's work for years. And she she wants to step into sacred depths, and it's exciting, and, you know, all of the things I also get a little nervous sometimes when somebody I know, you know, personally in that way wants to step in, but the reason I'm bringing this up is in our conversation, you know, we were talking and then you're she's such an experienced practitioner and so it was it was just like it happened naturally we said okay, so what are the ground rules? Like we're wearing different hats, right? Like we have our relationship hat, you're gonna be in sacred depths, right? Like what what are our ground rules she was like, I want you to call me out no matter what you like we just and we were able to kind of within the context of our personal relationship we kind of like set our agreements beyond the regular agreements of sacred depths, just so that we could both feel safe and secure and like really confident that this was gonna work in this way. So I just also offer that to everyone as well as if you are going to work with a family member or a close friend if you if it does feel aligned and you want to really have a conversation about the relationship and and the boundaries Melissa Hi,

1:09:25

I'm on the topic of like leaky containers and boundaries. I was just wondering how you handle the situation around Facebook and Facebook Messenger because currently I'm off I went off a few years ago and then never went back because it was too overwhelming with everything that was happening but you know, I I'm using your templates from years ago Joanna have as a base for mine like it's a starting point and learning point was really helpful. And I had put a lot of work into Setting up that, you know, initial agreements about when I would respond to a follow up email, and it would be through email, blah, blah, blah, blah, blah. And then my, I had a client who came to me through Facebook, like my personal page, and, you know, it was like, kind of pushing my boundaries of she who really want to talk to me on Messenger. And I was like, you know, can you please email me, you know, instead, and it became like, she would email me and then Facebook Messenger me that she emailed me, I guess her impulsiveness and needing to have instant gratification, and it became not just with her other people, sometimes we're, I'm hiding off of Facebook, because they want instant response. And I'm trying to do other things or just enjoy the app or do my own thing, but I haven't responded to their email, and then there's a C on there, and it's like, boom, you log in, and then there's messages coming up. It's kind of like he feels like you're a bit stalked, and I'm just wondering how other people handle that, because I felt like, for myself, at some point, ideally, I would not want any client to be on my Facebook. And I didn't know how to handle that. Yeah, yeah. So

1:11:27

if that's the case, for you, it's about being clear, in the boundary, right. So to really say to that client, you know, I love that you're, you know, that, you're gonna say, I love that, you know, we're in contact in between our sessions, I always enjoy getting emails from you. And I want you to know, I really don't use Facebook for business. And I don't reply to business messages there. It's, and you can even say, personally, you know, it's a space that I like to keep for me for my leisure, for my, you know, personal pleasure. And so please, moving forward, if you want to get in touch with me in between sessions, email is the best way and I will always respond to you within X amount of time. And again, if you do it with love you she may have her own feelings about it. And then the two of you can like talk about it, and you can look at you know, that it's it's really about her and her beliefs, you know, it's more of a coaching situation. But so long as you do it with love and respect. You're you are absolutely it is to her benefit as well. Because again, back to the resentment piece, you don't want to feel resentment, that you're kind of your personal space is getting invaded. But if you don't set that boundary, then it it could be.

1:13:19

And that's kind of like Part B, I think I had. And I repeatedly said like, you know, please, I'm not I don't want to use the messenger for this, but it's kind of like they comply and then a couple of months later, dust settles will do

it again. It was almost you're you're at a battle against their impulsivity or their will. And it's like, well, then what's level two?

1:13:40

Yeah. Well, I'm gonna ask the question back to you. So think back to our creating awareness module, and reflecting truths. So don't think of it as this is like a you and her thing. Think of this as a coaching thing. I mean, which is obviously a you and her thing, but this is, you know, don't personalize it to you. How would you create awareness around this?

1:14:06

Yeah, I see it differently now. Then, from from that lens of awareness of how I would handle it. So yeah. Thank you.

1:14:17

Yeah, yeah, you're welcome. And then just to like, put some words for you and everybody else, you know, to say, you know, again, I love that we're in contact in between sessions. I always look forward to emailing you. And I noticed that even though you know, I've shared a couple of times that Facebook is for my personal use, only, that you still message me there. And I just wanted to ask about that. You know, I'm wondering about that, you know, and you can open up that conversation with her

1:15:05

takes courage. And again, to just everything we've been talking about it's important piece because we as practitioners, that when we, when we just let our boundaries go, we end up drained, tired, resentful, etc. And that doesn't serve our clients, it will leak out it, it will in one way or another leak out at some point

1:15:47

okay

1:15:51

so I'm just looking at my notes, because we got a little bit off track, but in some ways, we've all of your shares have really covered a lot of what I wanted to share around boundaries, a couple of just to fill in some gaps. Just a couple of points, some of us I am one of those people, I am guessing that there are many of us here that are like me, some of us are very skilled at over giving, and taking over responsibility we already heard that's been a little bit of a theme today. When we take over responsibility for others, we take away we limit their ability to be responsible for themselves, we limit their agency and when we take over responsibility or over give, we're kind of playing God and none of us are Gods we are human we don't have it's, it can oftentimes be a control thing. When we take over responsibility, or over give

1:17:37

another reason for over giving. And this was true for me. Oftentimes, we have a family code that we've been just brought up with, of if you want to prove that you actually love me, you'll sacrifice yourself for me. Or you'll always put me above you, if you really love me. So that might be at play for you. If you're an over giver for some over givers, what might be at play is that you're scared you'll be alone or unloved. If you don't over give you're scared you won't be valued, you're scared, the client will go away, you're scared, the money will go away, you'll be alone. Sometimes we over give when we don't feel good enough. So if we feel that our skills aren't good enough, or we're not doing a good enough job, we try to compensate by over giving. And then another reason why we often over give is because we're scared of another person's anger. That might be something that we were brought into. In general in society. We aren't taught about healthy anger. Unhealthy anger really is setting boundaries. There's so much related but we're not taught that anger is natural. It's a natural emotion that can come up for people. And so instead and sometimes it's because of personal experience as well and trauma.

We're taught in subtle or not so subtle ways to avoid other people being upset or angry with us. The majority of examples in popular culture that represent anger illustrate anger as a terrible, overwhelming emotion that ends up, you know, destroying things. Now, of course, this is one possible expression of anger. But truly, it's kind of really a reaction when anger isn't navigated upfront and properly. But most people don't realize this. And so we just avoid at all costs, other people being having some upset, having some minor feeling triggered, having some temporary temporarily feeling like oh, you know, whatever it is. And so it's just good to be mindful if that's something that you avoid, and then how that comes out in your policies and your templates and how you're upholding your policies. So that's a, that was a lot that I just shared in a short period of time. But let me pause there for a moment and ask what feels important here, what's coming up for you around over giving, and taking over responsibility? Anyone want to share? Michael and

1:21:43

I, I've believed, for a long time that even when we're over giving, or oversharing, or sacrificing ourselves, that there's a there is a selfishness in that there is a self serving element in that of, of satisfying your need to be seen a certain way, satisfying your need to be included in the family, whenever that looks,

1:22:06

superhero of the family, to your client, or yes,

1:22:11

but there really isn't such a thing as sacrifice in the way that we often talk about it and think about it. And I found it really powerful and empowering for clients to to bring that lens in, like you think you're giving. But really what you're doing is upholding your self image, as you know, the peacemaker or the whatever, fill in the blank. It's pretty magical. Yeah,

1:22:39

it's so true. I'm so glad you're bringing this in and sharing this 100%. I mean, we, we often, I mean, I will even say always, we don't over give unless we're getting something from it. Right. And there's lots of different getting's from it. And it's important, like, if anyone who's noticing in this conversation like, oh, my gosh, I have a chronic over giver to explore those pieces. For sure. Yeah. Good. Aiyana.

1:23:15

Yeah, I really appreciate what McGlinn just said. And I was having similar thoughts around that. I've been looking at this a lot in my life, because I've been a chronic over giver, and very much in my family, it's expected, particularly of the women, and particularly certain women, and I was one that was labeled that, that I've noticed with my mother, she died just over a week ago. And she had tumors all through her body and was sick for a long time. And she was still over giving and literally killing herself. And when I talked to her about setting boundaries for the years and things like that she wouldn't, and she even said as she was dying in the last number of months, that she felt like that she was had become aware that some of the like, the tumors in her back were like having no spine from having no spine and ever from holding the anger in. And I was looking at my family and they're still people are still going your mother is such an angel, your mother such as St. And it's hard for me because I grew up with all that sort of thing is like you're considered that and put up as that and they're like, Oh, she should be cloned and everybody's praising her and they're all good. And my mother is wonderful, but what they're praising her for is most of her she's still sacrificed herself and died from living her life like that. You know, then like it isn't just our families like a whole community and the church and all that are all hope holding this value. You know, and putting the other women down who don't act like that. Suck

1:24:57

yes, no, I got chills when you shared about your mom sharing about that spineless piece and, and this piece. I always hesitate to say it but I always come back to I think this is true for this is my truth. So everybody check it

out for themselves. But I think in your part of what you're saying Ayana in our culture, women are expected to over give more frequently than men are expected to over give. And so it is often not always there plenty of men that over give that take over responsibility. But there is cultural messaging around this particularly for women. Yeah, thank you. There's a lot that goes deep. Yeah. And I've been sending you a lot of love over the last week and a half. It's good to see you, Lada

1:25:59

I am was burst into tears as a Jana was speaking. And I think this is such a deeply cultural, but also gender message. It is really incredible. Sometimes you're not I was I was just writing myself that for me, over gaming is definitely related to the personal aspect of life, and it flows into everything else into trying to take on too much. It definitely is connected to not feeling enough. It's it's such a deep piece. It's really it's the core. I find it's at the core of everything for me. Yeah, yeah.

1:26:44

It's such a big one. I am a fellow not good enough. First. And, you know, it is it's lifelong work. But it's so worthwhile. Yeah. Yeah. Thank you, thank you jolly.

1:27:09

I, obviously can very much take part in the whole, you know, not not feeling good enough, or, you know, probably don't want to be loved with the whole over giving. But one thing that I think that's really come through for me over these last few months, is that often I'll have so much enthusiasm to share, like everything that I've read or learned, like even you know, even from Sacred depths, I'll go into my astrology study group, and I'll be like, Guys, guys, you know, and it's like, I have all this that I want to share. But recognizing that if you overload people, they're not going to walk away with anything, because there was too much on on the smorgasbord, if you will. And so that, to me, has been something that I'm still working on. But at least I've got the awareness now that I need to kind of pick what is the most important piece, and really just focus on that, instead of like, just basically throwing them everything that's in my head, because that's not serving them and ultimately doesn't serve me either. So yeah, just want to share,

1:28:23

I love it. This is a great point to end on. 100% For those of you that have been through curriculum lab with me, you know, like one of the pieces that I share in there is less is more, less is always more when it comes to learning and being able to go deep. You know, and integrate and embody less pieces. But to do that in a deep way, just there's so much more learning and growth and evolution that comes from that. Almost always. All right, well, all of our classes and sessions. And this one also, in particular, it's kind of more of a it's not an ending, right, we're not ending here. It's more of like an opening for deeper exploration. And so please continue to explore you'll have journaling questions that come in your homework. And, oh, there's one other sorry, there's one logistical piece that I wanted to make sure that I shared, which is that even though we look at expectations and sales conversation, and even though we look at expectations, in the contract that gets signed and expectations in the welcome packet, all the ways in my first setup session with a client. I'll spend the first Five minutes on some of those, just reinforcing some of those pieces, again, just resetting the container even again. So in those first five minutes, you know, I'll remind my client that they can email me in between sessions, that that's a vital part of the work, because that's a vital part of the work that I do with my private clients, they get that from me. So I remind them about that. I remind my client that I'm how I'm there for her that I am there for her how I'm there for her how I show up, I remind my client to let me know what they need. You know, and I just, I will lightly just talk about when they have to reschedule sessions as well. So I kind of set that. And then at the end of a first session with a client, in addition to just regular takeaways that I would always ask at the end of a session, I'll give an extra minute or two to ask, you know, not only what are your takeaways, but how did our first session go? How did it work for you? Is there anything that you need more of or less of, you know, that you can recognize so far? So again, just like those, the setting the agreements, and being clear on the agreements, and then checking in on

the agreements? Okay. So you'll get journaling questions to go deeper on an inner level with all of this. And then as I said, don't tackle all of the different templates, logistics, et cetera, pick for you, which is the one that's most important that can be tightened up in your business. Is it a contract? Is it welcome packet? Is it a scheduling email, maybe if you're starting out new, I recommend starting to focus first on the contract or the welcome package starting to think about the policies. Maybe for you. It's about a slipped policy that you need to uphold and send that kind of email that I laid out, you know, to come back to the agreements for you. So pick one piece to start working on, and then any questions that you have as you go along, please ask. Sending you all a lot of love. I hope that this session continues to work on you on many levels, and I will see you soon. Have a wonderful rest of your day. Bye