12:00:48 From Karen Dela Cruz to Everyone : Hi Milana!

12:00:57 From Helen Castillo to Everyone : Hello Milana!

12:01:16 From Korinne Le Page to All panelists : Hello everyone from Guernsey, Channel Islands (land of the Potato Peel Pie Society!)

12:01:22 From Brenda Meyers to Everyone : Good Afternoon - Brenda from Michigan here!

12:01:23 From MarJean Christiansen to Everyone : MJ here

12:01:27 From Andrea Farkas to All panelists : Hello Everyone, Good Morning, Milana!

12:01:28 From Tammy Atchley to Everyone : Hi, from Vegas

12:01:35 From Randi Roberts to Everyone : Hi all!

12:01:38 From Korinne Le Page to All panelists : Hello everyone from Guernsey, Channel Islands (land of the Potato Peel Pie Society!)

12:01:41 From ZoyaMarie Jilbere to All panelists : HI from San Rafael CA

12:01:50 From Karen Dela Cruz to Everyone : Hello everyone!

12:02:02 From Elaine Ebersole to Everyone : Aloha everyone

12:02:04 From Rebecca MacLeod to All panelists : Hi Karen. :)

12:02:08 From Korinne Le Page to Everyone : Hello everyone from Guernsey, Channel Islands (land of the Potato Peel Pie Society!)

12:02:10 From Pamela Crosset to Everyone : Hello!

12:02:25 From Karen Dela Cruz to Everyone : Hello Rebecca! :)

12:02:32 From Felicia Zadok to All panelists : Where in NY are you Milana or are you in NJ?

12:02:55 From Helen Castillo to Everyone : So relevant…Zoom experience

12:03:26 From Karen Dela Cruz to Milana Leshinsky(Direct Message) : Shanna Scott - How to Use Free 5-Day Online Challenges to Fill Your Group Programs

12:03:45 From Andrea Farkas to Everyone : Hello Everyone from Los Angeles

12:04:26 From Rebecca MacLeod to All panelists : Hey Andrea. :)

12:04:29 From Yahnaan46 to All panelists : Yahnaan from Guyana , South America

12:05:19 From Yahnaan46 to Everyone : Yahnaan from Guyana

12:05:26 From https://us02web.zoom.us/j/81788037330 to All panelists : Everyone references their “team”, how do I know what is best to get help with and where can I find the right help?

12:06:12 From Denise Gauff to All panelists : Are all the training sessions on the FB group available?

12:07:10 From ZoyaMarie Jilbere to All panelists : where do find a VA?

12:07:24 From Felicia Zadok to All panelists : How much money did you spend to start all your platforms?

12:07:37 From Rebecca MacLeod to Everyone : I'd deffo like an accountant, someone to help with the money side of it. Not my strong point!

12:07:51 From Karen Dela Cruz to Milana Leshinsky(Direct Message) : hire my mom

12:08:08 From Deborah Gray-Young to Everyone : Fiverr is also excellent

12:08:41 From Rebecca MacLeod to Everyone : :)

12:09:25 From Korinne Le Page to Everyone : Yes

12:09:25 From https://us02web.zoom.us/j/81788037330 to All panelists : Thanks

12:09:27 From Rebecca MacLeod to Everyone : Yes

12:09:27 From Helen Castillo to Everyone : Yes

12:09:29 From Karen Dela Cruz to Everyone : yes

12:09:30 From Denise Gauff to All panelists : No, just screen

12:09:31 From Ashleigh Diserio to All panelists : We can see both

12:09:34 From ZoyaMarie Jilbere to All panelists : yes, but not you

12:09:35 From Randi Roberts to Everyone : screen, not video

12:09:44 From Tina Reibl to All panelists : scree not video

12:09:46 From Deborah Gray-Young to Everyone : only see your slide

12:09:49 From Lori to Everyone : screen , no video

12:09:52 From Andrea Farkas to Everyone : I only can see your presentatio

12:09:55 From Ashleigh Diserio to All panelists : I can see both

12:09:59 From rosesposito to All panelists : Seeing both

12:10:04 From Sandie MacGowan to All panelists : I think a lot of work!!!!

12:10:05 From Felicia Zadok to Everyone : Coaching Business in full force and success

12:10:10 From Denise Gauff to All panelists : Too much work!! I’m just aiming for 100k

12:10:13 From Randi Roberts to Everyone : It is exciting but feels overwhelming

12:10:14 From Doreen Steenland to Everyone : Empire is big and huge

12:10:16 From ZoyaMarie Jilbere to All panelists : overwhelm

12:10:18 From Helen Castillo to Everyone : Coaching Empire — Successful business, large scope, team

12:10:29 From https://us02web.zoom.us/j/81788037330 to All panelists : All the above

12:10:33 From Erneste Carla Zimmermann to All panelists : sounds amazing

12:10:37 From Felicia Zadok to Everyone : Yes definitely overwhelming Thanks Randi

12:10:46 From michelle to All panelists : I saw both

12:10:47 From Rebecca MacLeod to Everyone : Empire, powerful.

12:10:49 From Denise Gauff to Everyone : Need a team and I’m at an age where I don’t want this level of work

12:10:50 From Felicia Zadok to Everyone : @Randi nice to see you here. Felicia

12:10:55 From michelle to All panelists : The first time

12:10:57 From Lori Haring to All panelists : Your video was on before for me

12:10:59 From Brenda Meyers to Everyone : Just click share your desktop

12:11:04 From Karen Dela Cruz to Everyone : I can see both

12:11:09 From Lori Haring to All panelists : Both on now

12:11:09 From Randi Roberts to Everyone : Hi Felicia.

12:11:13 From Brenda Meyers to Everyone : I see both

12:11:16 From Helen Castillo to Everyone : Large squares on top of your slides

12:11:20 From Lauren Fleshler to All panelists : I see both

12:11:24 From Vivian to Everyone : cannot see you

12:11:26 From Erneste Carla Zimmermann to All panelists : I can see you + slides

12:11:28 From Rebecca MacLeod to Everyone : I see both

12:11:29 From Helen Castillo to Everyone : I can seeyou

12:11:29 From Doreen Steenland to Everyone : I see your slide and your face. Move your chat screen away

12:11:30 From ZoyaMarie Jilbere to All panelists : what is the black box?

12:11:36 From Korinne Le Page to Everyone : I see both

12:11:36 From Tina Reibl to All panelists : There is a big black box in the middle of the slide

12:11:38 From Jazz to All panelists : I can see you

12:11:38 From Doreen Steenland to Everyone : and move the zoom bar

12:11:42 From Randi Roberts to Everyone : We can hear you, it's fine.

12:11:44 From Karen Dela Cruz to Milana Leshinsky(Direct Message) : There are black squares

12:11:52 From MarJean Christiansen to Everyone : I resized my screen and I see you at the top, when I full screen I don't see you.

12:12:10 From ZoyaMarie Jilbere to All panelists : exit full screen worked

12:12:42 From Vivian to Everyone : See you now

12:12:53 From Sandie MacGowan to All panelists : Yup. Full screen I can't see you. When I exit that you are on top.

12:13:37 From Felicia Zadok to Everyone : Thanks MarJean that helped

12:13:41 From Sandie MacGowan to All panelists : I'm getting some black, blank boxes on the screen

12:13:51 From Denise Gauff to Everyone : This is building a course and then offering support to go along with it

12:14:23 From Randi Roberts to Everyone : The dog provides a good example that it doesn't have to be perfect!

12:14:45 From Felicia Zadok to Everyone : Since there seems to be challenges with the screen today might you be willing to share your slides with us from today via our emails

12:14:53 From ZoyaMarie Jilbere to All panelists : are they dachshunds?

12:15:07 From Felicia Zadok to Everyone : You Rock

12:15:21 From Randi Roberts to Everyone : LOL

12:15:32 From Rebecca MacLeod to Everyone : haha

12:15:33 From Sandie MacGowan to All panelists : yes!!! funny!

12:15:41 From Leslie to All panelists : lol

12:15:47 From Elaine Ebersole to Everyone : Meow

12:15:48 From Jazz to All panelists : No worries, it happens! The info your sharing is so valuable and on time!

12:16:02 From MarJean Christiansen to Everyone : Maybe it is because you have a co host

12:16:04 From Sandie MacGowan to All panelists : Nope. Still seeing black boxes

12:16:05 From Tallessyn Grenfell-Lee to All panelists : there is probably a small window in front of your share section

12:16:10 From Tallessyn Grenfell-Lee to All panelists : drag it away?

12:16:21 From Rebecca MacLeod to Everyone : You'll get it. :)

12:16:25 From Felicia Zadok to Everyone : This is awesome to see that an expert as yourself also comes up against small challenges

12:16:36 From Tallessyn Grenfell-Lee to All panelists : (might be the controls for the screen share)

12:16:40 From Karen Dela Cruz to Everyone : Yes will do :)

12:16:44 From Michelle Bailey to Everyone : Great way to demonstrate imperfect action and maintain your composure. Such a good example for us.

12:16:48 From Felicia Zadok to Everyone : Thanks Karen

12:16:53 From Sunita Vira to All panelists : It is perfect now!

12:17:43 From Karen Dela Cruz to Milana Leshinsky(Direct Message) : Try to move the slides with the arrows on your keyboard instead of the mouse maybe?

12:19:17 From AM Huurre to All panelists : That was better

12:19:26 From Randi Roberts to Everyone : When I exit full screen the video pops up with the slides.

12:19:32 From Doreen Steenland to Everyone : I think it’s your zoom control bar. You can pull it out of the way

12:20:02 From AM Huurre to All panelists : Great. Now I see the full slide with no black boxes.

12:23:28 From Felicia Zadok to Everyone : Sort of like all of us here with you. All at different levels

12:23:59 From Deborah Gray-Young to Everyone : EXACTLY!

12:25:05 From Helen Castillo to Everyone : I like that “product suite"

12:25:23 From ZoyaMarie Jilbere to All panelists : Does this mean that we have different programs to suit different people

12:25:37 From Sandie MacGowan to All panelists : Really gave no thought in the past to advance my clients, just upsell. Need to redesign some things!

12:25:40 From Sofia Blake to All panelists : How do you offer a product suite in a way that doesn’t seem like I am not focused?

12:25:58 From Randi Roberts to Everyone : Love having different offerings. Right now I can only offer yes or no!

12:25:58 From Felicia Zadok to Everyone : It becomes so overwhelming which place to start as the world has changed to so much virtual

12:26:09 From Deborah to Everyone : How did you figure out which group program to start your product suite?

12:26:24 From Denise Gauff to Everyone : This creates a value ladder which keeps them in your pipeline longer.

12:27:08 From Felicia Zadok to Everyone : WHERE IS THAT BOOK?

12:27:08 From ZoyaMarie Jilbere to Everyone : does price point mean the level of advancement

12:27:10 From Carlene to Everyone : I am at the beginning, so creating my first offering and taking this all into account!

12:27:21 From Carlene to Everyone : This is amazing though and so much help

12:27:36 From Deborah to Everyone : Thank you, Milana! What a great answer where to start!! :)

12:27:38 From Felicia Zadok to Everyone : I need that e-book

12:27:41 From Rebecca MacLeod to Everyone : It's a challenge for me at the moment since it's mostly about being online or the phone. I prefer face to face. These lessons are really helping, so much.

12:27:57 From David Hickey to All panelists : How do I not get clients not to think my intro pricing is my pricing for ALL offerings!!

12:28:40 From Felicia Zadok to Everyone : 😂ok Time for you to update the ebook for all us lost website folks

12:28:47 From https://us02web.zoom.us/j/81788037330 to All panelists : Yes, me too with the leap into technology

12:28:53 From Helen Castillo to Everyone : I love your concept of “Start with your first problem to solve for your niche, then the next program to create for them will reveal itself”

12:29:48 From Tanya Chermak to All panelists : Do you have recommendations for a current resource to quickly build a website (simple that helps us start with the first problem to solve)

12:30:40 From Randi Roberts to Everyone : It's true, my program is built around a problem I saw in my clients. I'm so fired up for it to come to life!

12:30:49 From michelle to All panelists : How did you feel your retreats

12:30:51 From Carlene to Everyone : Anyone from the UK? Where did you train to become a coach?

12:31:00 From michelle to All panelists : Fill

12:31:00 From Angelic Ingram to Everyone : Wix is good too

12:31:10 From Deborah to Everyone : That's so exciting @Randi!! :)

12:31:15 From Denise Gauff to Everyone : Milana, you hit it on the head! So many of us have been watching a lot of webinars from experts and feel more than a bit overwhelmed

12:31:19 From michelle to All panelists : How did your fill your retreats

12:31:25 From Randi Roberts to Everyone : Thanks Deborah!

12:31:26 From Karen Dela Cruz to Everyone : Yes I highly recommend Wordpress

12:31:30 From Rebecca MacLeod to Everyone : From the UK, Carlene but I didn't train as a coach, I trained as a Yoga Teacher. How about you?

12:31:39 From Deborah Gray-Young to Everyone : GoDaddy builds websites when you purchase your domain.

12:31:43 From Felicia Zadok to Everyone : Also I can’t think of her name who spoke with you, has many helpful hints about the building websites

12:32:03 From Lynda Moe, Auckland, New Zealand to All panelists : there's a great free e-book on how to build a website click by client on the ROCKETSPARK website. I don't use rocketspark but I do use wordpress… the ebook will still be helpful.

12:32:12 From Karen Dela Cruz to Everyone : There are websites that sell pre-made WordPress themes and they can set it up for you

12:32:21 From michelle to All panelists : How did your fill your retreats

12:32:27 From Carlene to Everyone : @Rebecca I haven’t trained as a coach yet either, but do want a qualification. My experience has been from working and recently completing my MBA

12:32:55 From MarJean Christiansen to Everyone : I am using Nowsite, incredible, templates you just plug in your content, and they have step by step training as well, email campaigns, ads etc. Love it. price is right. $87 a month

12:33:21 From Korinne Le Page to Everyone : Check out www.MoeFoundation.com for a brilliant coaching programme - non-profit you just make a donation - it is truly a life-changing certified Coaching s=course

12:33:21 From https://us02web.zoom.us/j/81788037330 to All panelists : What is the best way to filter/prioritize what specific path to choose when so many options are available

12:33:22 From Rebecca MacLeod to Everyone : @Caroline, Love it. I'm sure with whichever path you go down you'll do great. :)

12:33:28 From Kia Law to Everyone : Carlene, CaCoaching Academy by Carole Ann Rice in UK

12:33:31 From Felicia Zadok to Everyone : @Carlene and Rebecca if you are looking for a great Coaching program take my email address and contact me. I adore the one I attended. Feliciazadok@yahoo.com

12:33:45 From Rebecca MacLeod to Everyone : @Carlene\*\*

12:34:18 From Carlene to Everyone : :)

12:34:35 From Carlene to Everyone : Thank you for all the comments! Very useful.

12:34:46 From michelle to All panelists : Great coaching program I took and you can use the program for your clients https://lifes-blue-print.thinkific.com/courses/life-coaching-cource

12:34:51 From Carlene to Everyone : @Felicia I will contact you, thank you!

12:35:19 From Felicia Zadok to Everyone : Great @Carlene looking forward to hearing from you.

12:35:40 From michelle to All panelists : https://lifes-blue-print.thinkific.com/courses/life-coaching-cource

12:35:56 From Felicia Zadok to Everyone : @Rebecca maybe you also want to email me. I would even get on the phone with you and Carlene if you are interested.

12:36:17 From Rebecca MacLeod to Everyone : Thank you Felicia. I'm not really looking to do coaching but to run a Yoga business but I appreciate your support! :)

12:36:33 From michelle to All panelists : 🙏🏼

12:36:35 From Helen Castillo to Everyone : QUESTION: Does Coaching Genie handle payment processing?

12:36:47 From Felicia Zadok to Everyone : @Rebecca. Sounds great I happen to also teach group fitness including Pilates.

12:36:49 From Sunita Vira to All panelists : Is this a platform? Not familiar with Coaching Gene

12:36:58 From Randi Roberts to Everyone : Can you post links to coaching sessions recordings?

12:37:45 From Sofia Blake to All panelists : Can you talk a bit how to price and structure the different offerings? (Sorry if I missed it)

12:37:53 From Rebecca MacLeod to Everyone : @Felicia, awesome stuff!

12:38:22 From Korinne Le Page to Everyone : @Helen Castillo - no you have to do that outside Coaching Genie using Stripe or something like that

12:38:23 From Karen Dela Cruz to Sunita Vira and all panelists : Yes, Coaching Genie is a coaching platform.

12:38:40 From Helen Castillo to Everyone : @Korinne Thanks!

12:38:59 From Felicia Zadok to Everyone : I am sorry I do not understand how clients come into play in Coaching Genie.

12:39:03 From michelle to All panelists : What’s the link

12:39:21 From Karen Dela Cruz to Everyone : https://coachinggenie.com/double

12:40:32 From Jen Yontz-Orlando to All panelists : QUESTION: I am concerned about branding. Can I use my own brand on the program and inside the program?

12:40:41 From Michelle Mullen to Everyone : When you deactivate a client, do they lose all access to the content?

12:41:16 From Doreen Steenland to All panelists : What happens if you are already a client? Are we eligible to get the increased client number?

12:41:43 From Karen Dela Cruz to Jen Yontz-Orlando and all panelists : Hi Jen! Although the main software does not have a white label version and people will see our logo, you can brand each of your programs with a unique logo of your own. So your clients will know exactly where they are and in the right place. We offer unlimited tech support to your clients.

12:41:48 From Brenda Meyers to Everyone : Seems like the annual payments are the same as monthly if payment is BILLED ANNUALLY AT ONCE.

12:42:06 From Brenda Meyers to Everyone : Is the monthly billed on a recurring MONTHLY basis?

12:42:42 From Deborah to Everyone : If someone signs up for 2 of my coaching programs in coaching genie, does that person count as 1 client or 2 clients for terms of the coachee limits on the plans?

12:42:57 From Karen Dela Cruz to Everyone : @Brenda: The monthly plans are just slightly higher.

12:43:03 From Felicia Zadok to Everyone : Is anyone else screen now black and not seeing Milana?

12:43:06 From ZoyaMarie Jilbere to Everyone : but the monthly plan does to cover the 8 step offer??

12:43:21 From Helen Castillo to Everyone : @Felicia I can see Milana

12:43:28 From Brenda Meyers to Everyone : Please state the different amts for monthly vs. annual payment

12:43:34 From Anna Taylor Sweringen to Everyone : I can see her

12:43:52 From Felicia Zadok to Everyone : Thanks Everyone Will close and come right back

12:43:52 From Sandie MacGowan to All panelists : I signed up for Jade but will be starting a coaching club that could exceed the 30 clients. Can I upgrade?

12:44:26 From Karen Dela Cruz to Everyone : @Doreen: Even though you are a current Coaching Genie user, you can still sign up to get the double clients special, then I'll manually update your package inside Coaching Genie.

12:44:31 From Carlene to Everyone : Hi

12:44:35 From Cathy Weigl to Everyone : Is it 30 clients total , Example only 10 clients per program = 3 programs? Or 30 clients per program?

12:44:37 From Jen Yontz-Orlando to All panelists : Thank you.

12:44:41 From Mary Beth Bezzina to Everyone : I’m in Canada and need to meet professional regulations around privacy and security of client information. Is your site, including the live meeting platform, encrypted and compliant with PHIPPA (Canadian privacy regulation)?

12:45:12 From Kia Law to Everyone : Carlene, this is the website: https://www.realcoachingco.com

12:45:27 From Felicia Zadok to Everyone : Did I miss you explaining on one of these past days you explaining in total how Coaching Genie works?

12:45:34 From ZoyaMarie Jilbere to Everyone : does the monthly plan offer the 8 step offer?

12:45:36 From Lynda Moe, Auckland, New Zealand to All panelists : If I start with Jade but upgrade later to a higher level, is the double offered on that upgrade?

12:45:39 From Rose Thomas to All panelists : is the free full pay bonus 8 week course for an annual coaching genie double ?

12:45:50 From Karen Dela Cruz to Everyone : @Sandie: Yes you can upgrade, and we'll just update your current package inside Coaching Genie so you can use your current account.

12:45:56 From Felicia Zadok to Everyone : Thanks Milana.

12:46:19 From Erneste Carla Zimmermann to Everyone : kann I make People Affiliates for the program and pay them 50% comission

12:46:19 From https://us02web.zoom.us/j/81788037330 to All panelists : Does monthly give me the bonus

12:47:01 From Erneste Carla Zimmermann to Everyone : to Stripe and papal Integration you mean?

12:47:07 From Jen Yontz-Orlando to All panelists : Is there a WordPress plug-in available?

12:47:43 From Carlene to Everyone : Thank you @Kia will check this one out

12:47:47 From Karen Dela Cruz to Jen Yontz-Orlando and all panelists : You don't need a Wordpress plugin :)

12:47:49 From ZoyaMarie Jilbere to Everyone : really blurry

12:47:53 From Erneste Carla Zimmermann to Everyone : but copy link will be what sort of link?

12:47:57 From Rebecca MacLeod to Everyone : Have you changed the settings at all?

12:48:12 From Karen Dela Cruz to Milana Leshinsky(Direct Message) : It might be your internet

12:48:20 From Helen Castillo to Everyone : Does Coaching Genie offer an automatic onboarding feature (e.g., Welcome, calendar scheduling, etc.)?

12:49:05 From Deborah to Everyone : @Felicia, yesterday's recording of Milana's Coaching Genie demo is available at https://fillmygroups.com/day-3/

12:49:06 From Yahnaan46 to Everyone : How is Coaching Genie different from Kajabi and Coaches Console?

12:49:13 From Erneste Carla Zimmermann to Everyone : can I see the Integration to my Stripe and PayPal pls

12:49:38 From Karen Dela Cruz to Everyone : @Helen: The platform is for delivering your coaching programs. Please email us at tech@coachinggenie.com for recommendations on automations.

12:49:51 From Helen Castillo to Everyone : @Karen Thanks!

12:50:01 From Rebecca MacLeod to Everyone : Give it up for the panellists :)

12:50:26 From Rebecca MacLeod to Everyone : Sorry for the spelling.

12:50:43 From Deborah to Everyone : If the same person is in 2 of my coaching programs, does that count as 2 clients or 1 client towards my maximum 30 clients in Jade plan?

12:51:28 From Karen Dela Cruz to Everyone : @Yahnaan: Here's an article about the difference between Kajabi and Coaching Genie - https://groupcoachinggenie.freshdesk.com/support/solutions/articles/47001116460-what-is-the-difference-between-kajabi-and-coaching-genie-

12:51:40 From Brenda Meyers to Everyone : What is the turn around time from signing up to coaching genie to start using it?

12:52:11 From jane to Everyone : I got it instantly @brenda

12:52:37 From Karen Dela Cruz to Everyone : We tried other platforms and we couldn't find the features we were looking for so Milana decided we need to create our own coaching platform :)

12:52:49 From ZoyaMarie Jilbere to Everyone : Is there an tutoring for this, sounds a lot for me.

12:53:13 From Marilyn Mele to Everyone : Go for it!! Haha!

12:53:14 From Karen Dela Cruz to Everyone : @ZoyaMarie: Yes, Milana does weekly training for Coaching Genie users.

12:53:41 From ZoyaMarie Jilbere to Everyone : @Karen does this come with the jade?

12:53:51 From Julie Vaillancourt to All panelists : Hi there, I come from Canada and am planning to do groups in English and French and eventually, in a few years, I may do some in Spanish. I was wondering how easy it is to provide informations and automatic messages within Coach Genie in several languages using Coachin Genie or is it more simply for providing services to English clients.

12:54:32 From Lynda Moe, Auckland, New Zealand to All panelists : What happens when you are on the double offering and it comes time to upgrade as your biz grows?

12:54:37 From Karen Dela Cruz to Everyone : @ZoyaMarie: Which feature are you referring to? (question: does this come with the jade?

12:54:50 From ZoyaMarie Jilbere to Everyone : the tutoring?

12:55:08 From jane to Everyone : can one batch upload pdf s as a transfer from thinkific

12:55:20 From Karen Dela Cruz to Everyone : @ZoyaMarie: The weekly training with Milana is available for all Coaching Genie customers.

12:55:34 From Karen Dela Cruz to Everyone : tech@coachinggenie.com

12:55:41 From ZoyaMarie Jilbere to Everyone : can’t make it tomorrow, unfortuna

12:55:49 From Karen Dela Cruz to Everyone : https://coachinggenie.com/double

12:56:46 From Julie Vaillancourt to Everyone : Hi there, I come from Canada and am planning to do groups in English and French and eventually, in a few years, I may do some in Spanish. I was wondering how easy it is to provide informations and automatic messages within Coach Genie in several languages using Coachin Genie or is it more simply for providing services to English clients.

12:57:25 From Rebecca MacLeod to Everyone : Okey dokey.

12:57:42 From Karen Dela Cruz to Everyone : If we missed your question, please send us an email at tech@coachinggenie.com

12:57:48 From M200 to All panelists : I can't hear anything now. Sound has disappeared. Can you help.

12:58:08 From Karen Dela Cruz to Everyone : Milana will be back shortly

12:58:46 From Karen Dela Cruz to Everyone : We're taking a quick break. The panel discussion will start in about 2 minutes.

13:00:34 From Rebecca MacLeod to Everyone : Hi everybody!

13:23:48 From M200 to All panelists : Sound is restored now from my end.

13:24:12 From Erneste Carla Zimmermann to Everyone : yes

13:24:14 From Helen Castillo to Everyone : Yes

13:24:15 From Donna Kim-Brand to Everyone : All good!

13:24:15 From Korinne Le Page to Everyone : OK thabnks

13:24:16 From Tammy Atchley to Everyone : yes you are good

13:24:17 From Denise Gauff to Everyone : No problem here

13:24:17 From Deborah to Everyone : see great audio and video

13:24:20 From Sandie MacGowan to All panelists : yes

13:24:22 From CL Webb to Everyone : Everything sounds perfectr

13:24:25 From Rebecca MacLeod to Everyone : All good here.

13:24:27 From Rachel to Everyone : yes, thank you

13:24:39 From Herrieta to Everyone : Yes.

13:35:12 From Erneste Carla Zimmermann to Everyone : reminds me of "experience product" Megan

13:43:23 From Helen Castillo to Everyone : Here’s an interesting article I found to back up the panelist’s suggestions on client retention https://buildfire.com/customer-retention-strategies/

13:43:39 From Deborah to Everyone : Thank you @Helen!!

13:43:51 From Helen Castillo to Everyone : @Deborah You’re welcome!

13:44:00 From Erneste Carla Zimmermann to Everyone : awesome thanks

13:44:12 From Rebecca MacLeod to Everyone : Thanks @Helen

13:44:16 From Diana Rivenburgh to Everyone : What is Susan Epstein’s business?

13:44:18 From Denise Gauff to Everyone : Is Megan using the Xperiencify platform? What she said reminded me of the Experience Product Masterclass course I recently completed.

13:44:35 From Helen Castillo to Everyone : @Rebecca You’re welcome1

13:45:36 From Denise Gauff to Everyone : The program had a lot of psychological triggers built into it by addressing constant wins, normalizing challenges, addressing feedback loops and how to create unstoppable momentum.

13:46:03 From Deborah to Everyone : For Christina: how do you celebrate the little wins in your program?

13:47:26 From Deborah to Everyone : For Jeremy: can you elaborate a bit more on how the sales process connects to retention?

13:47:47 From Rebecca MacLeod to Everyone : I agree @Susan Epstein.

13:48:53 From Helen Castillo to Everyone : @Megan Huber Yes! Having a streamlined onboarding process is key.

13:53:18 From Helen Castillo to Everyone : Love it! “The next step is…”

13:53:47 From Deborah to Everyone : Love that, Jeremy!! :)

13:54:47 From Deborah to Everyone : Thank you, Christina! :)

13:55:46 From Christina Hills to Everyone : Happy to answer @Deborah!

13:59:25 From Carlene to Everyone : QUESTION: What platform allows us to add the gamification?

14:00:13 From Felicia Zadok to Everyone : Everyone has a need to be felt valued no matter of age or confidence

14:00:55 From ZoyaMarie Jilbere to Everyone : I remember faces better than names.

14:01:33 From Rebecca MacLeod to Everyone : @Felicia Most certainly. @Zoya Me too.

14:03:32 From Denise Gauff to Everyone : Thank you all for this valuable information!

14:03:48 From Deborah to Everyone : Thank you so much, Jeremy! That was powerful!! :)

14:03:49 From Nick Petro to All panelists : Thanks everyone, very helpful!

14:03:50 From Cara Bell to Everyone : Just Facebook! https://facebook.com/carabellokc

14:03:52 From Christina Hills to Everyone : https://websitecreationworkshop.com - is my link for my WordPress training Program

14:03:54 From Tina Forsyth to Everyone : Thanks everyone! www.onlinebusinessmanager.com

14:03:54 From Jeremy DeMerchant to Everyone : https://SalesTeamRescue.com

14:03:56 From Megan Huber to All panelists : www.meganjohnsonhuber.com

14:03:56 From Susan Epstein to Everyone : https://www.highlyprofitablepractice.com/

14:03:58 From Rebecca MacLeod to Everyone : Thank you panelists for your insight and help. It's been great!

14:04:04 From Helen Castillo to Everyone : Thanks panelists!

14:04:15 From Jo Ann Hammond-Meiers to All panelists : Thanks for your authenticity and skill shares

14:04:26 From Deborah to Everyone : Thank you panelists and Milana. What a great panel!! :)

14:04:56 From Kristyna to Everyone : thank you so much everyone, another amazing session :)

14:04:58 From Shanna M Scott to Everyone : http://bit.ly/EventLab