

# The Anatomy of Trust

## How integrity, self-trust, and rapport create strong relationships

Hello. Good morning. Hi, Pamela. Hi, Maren. Hi, Kimberly. Alright. Might be a small class.

Quick note. I pronounce my name, Marin, as in marvelous Marin.

Okay. Marvelous Marin. Fantastic. Thanks.

Alright. Let me just get this.

We've got Marin and Kimberly and Pamela, and let's see if anyone else is here. Gloria, we're just starting a new cohort, so it might be a few new people and a few people joining in as we go.

So we're all here because we want to be able to build relationships with people so that we can have a professional life that works. Per I personally want you to have a personal and professional life that works.

And in my experience as a coach and as a relationship leader and a teacher, I feel like the most important skill you can build if you wanna help other people is trust.

Trust. And trust is an interesting, delicate enterprise, and I would love to hear from you guys.

What does it mean to you? What is trust? What's your understanding of it? How do you build it? And there's no right answer here. It's just a discussion.

And so who has an idea of what trust is?

Pamela, go for it.

In integrity. You know you know what they say they're gonna do and keep their word. Great.

So they split the whatever they say they're gonna do, they keep their word. So having integrity is keeping your word. Great.

Let me ask you. I just wanna push back on a play. So what if someone says they'll come and help you paint on Saturday, and they meant to do it. And then something comes up that's really important, like their child gets sick or their they meet the love of their life two days before the appointment.

If they keep their word and they come to the party or they come to the thing they promised to, do you trust them as much?

You have to be flexible with life circumstances because things do happen.

But if somebody continues to break trust or does the opposite of what they say they're going to do, then that erodes trust. I mean yeah.

So if it So we're looking for a pattern.

Yes. Yes.

Yes. And what I'm getting at is, and we all have people like this in our life who say yes, mean yes in the moment, but because they're not tuning into their own needs and wants and tracking their own dignity and what they require, they end up reneging on their word, and they're less trustable because they are not able to break their word and clean it up and go, listen. I know I said come over on Saturday and help you. Here's what's come up, and I can't do it.

I'm really sorry, and I get that there's an impact. So it's break it's keeping your word and doing what you're gonna say you're gonna do, but also cleaning it up if you break your word Right. And restoring the integrity. Okay.

Great. So trust is integrity, keeping your word, cleaning it up if you have to break your commitment. What do you say it is, Kimberly?

I I think that also trust is telling the truth.

K.

One of the things I've had experiences with people lying, and that's really difficult to deal with. So I trust that people will tell the truth.

K. So you trust is you trust someone who tells the truth.

Yeah.

And that's interesting. Right? Because some people tell the truth of what's in their mind, but what's they're aware of is actually some percentage of what's actually happening.

So someone might actually believe they're trying to help you buy a car, but they're actually just trying to get a sale, but they've convinced themselves. So it really comes down to, like, how much access to the truth do you even have, you know, in your mind? And so so we want people

to tell as much truth as they have, but then to also increase the amount of awareness that they have in their mind to report on.

You know, we all have family members who do something that you can tell is out of jealousy or envy, but they don't know that, so they would defend. No. I was just trying to help. I was just trying to give you feedback.

And so we can all only report on the truth that we have access to. So raising our consciousness so that we have more and more information to access, we can be even more truthful. Okay. Great. So keeping your integrity, telling the truth. What else?

Hi, Hairstow. We are talking about trust and how being an extraordinary leader, teacher, coach requires the quick building of trust, and we're just exploring what trust is. What do you think trust is?

Trust. Well, one one part of trust could be if someone follows up on their promises.

That could be one form of trust. Yeah. I think also trust could be not even that, trust could be another part of trust is when someone is genuinely caring about you. Yeah. Can build trust when someone you can sense someone is genuinely caring about you.

That could be another piece of where you can strengthen trust. Yeah.

Excellent. Caring. Right? You can feel someone is tracking your well-being and what works for you. You tend to feel more trust.

I would even say one more thing if I can.

Yeah.

It's very interesting in in our community. So I do own a couple of fitness gyms, and one of our coaches, her name is Tracy, and she's incredible. She started as a client, and I spotted her that she will be a great coach. Long story short, you know, I asked her and after some time, she became one of our coaches and absolutely everybody loves her.

Now, I do I do have a lot more experience. I've been in the industry for eighteen years and she's been in it for two, and the whole time she's been with us. But the way she communicates with clients, the way she comes across being in a I studied this in her. You know, I get very fascinated about it.

I know a lot more about her, about the whole industry. Right? And I do care about clients. But sometimes, the way she comes across is more trusting because she she comes across as she's more genuine.

She comes across that she she listens to intently.

She comes across and she does. She's not really, you know, she's not faking it. I know she is that way.

She's very much so, very compassionate.

She takes more time with them.

And and I can absolutely see that she wins everybody by who she is. And I can see how people follow her a lot more. Or they they follow her suggestions and and you know, what she proposes. Yeah.

And I go, wow, this is fascinating. You know? And I'm Yeah. I'm absolutely the same, but her level of the way she comes across is such higher level than mine, then they trust her more than they trust me.

Isn't that interesting? I wanna point out Easy. That you might have the same or even more competence than her But people trust those they feel safe with. That's what I'm getting at.

And that's what you're bringing up with the caring and then compassion and the sensitivity and the time. Excellent. So all of these are true. Fantastic.

Anyone else wanna share what trust is?

Because there's no one definition for trust, and connection always starts with building kinship or rapport.

There has to be some sameness. If I meet someone and I can't find anything the same I mean, obviously, I have a face and they have fingers and whatever, but we're always scanning for something same so we can decide whether they're part of our tribe or they're part of the opposite tribe. We have an us and them thing built in from our tribal ancestry, and so we wanna know, are they officialope like us, or are they an antelope? Right?

It's just whatever the tribe is. Soon as we find out someone's gone to the same school or they're part of the same organization or I'll be traveling Europe or all over the world, and I'll meet a Canadian. I'm Canadian. You're Canadian.

And I'm when I'm in Canada, everyone's a stranger. But in Morocco, you're a Canadian. You're my people.

Right? So you wanna be tracking rapport when you're building a dynamic with a client or a colleague or anyone you wanna build trust with, and you wanna be tracking over rapport and under rapport. So sometimes we have over rapport with self. This is what I believe. I believe in

Trump, or I believe in not Trump, or I believe in vaccines. And so we have over rapport with our truth and under rapport with who that other person is.

K? We might have over rapport with the other, super empathic, whatever they say you agree with, but under rapport with ourself.

I don't know what I feel or want. I don't wanna say this because it might be different than them. And in fact, what I think is so different from them, I'm gonna pretend I don't think that so I can be friendly and people pleasing.

So you wanna just notice if you tend to empathize with other people more than your own truth or empathize with your truth more than other people. And you need to cultivate both to be a great leader, teacher, coach.

So the trick is whether it's a relationship with a client or a relationship in your personal life.

For it to succeed, you have to have a strong sense of self. What do I believe? What do I need? What do I want? What's true for me, independent of everybody else?

Which we have to cultivate a strong sense of self, and you have to be able to attune to the needs and wants of the other person, whether they have a strong sense of self or not. Because a lot of our clients will be over in one side or the other, either super polarized into their perspective, kind of an evangelical fundamentalist that you have to kinda soften, or they don't know what they want. They don't know what they need. They're like swaying in the wind.

You're gonna get clients in the full spectrum, and our job as coaches is to sniff out which one is their underdeveloped skill. Are they too selfie, or are they too othery? And whichever one they need more support in, you help build. So when I work with empathic clients who are a little bit more martyr, people pleasing, little more doormat, I'm trying to cultivate a strong backbone, a strong sense of self so that they can have needs, wants, desires, and dreams come true.

I want starts with I. If they're too strong headed, bullheaded, it's gotta be this way, and they're kinda not attuned to other people, that's gonna hold them back from success personally and professionally.

So we touched on it earlier that trust is built by integrity, telling the truth, caring, but I wanna distill it down to even something simpler.

You trust someone when you feel like all of your feelings, all of your thoughts, all of you is welcome in the interaction.

That's actually what Christa's coach, Tracy, is doing, what people we really like and feel safe around, what they're doing. They may never say this, but what they're broadcasting is all your feelings are welcome. However you show up today is welcome. If you're crying, if you're sad, if

you're angry, nothing is marginalized or made wrong. And, oh, that is the dream space. That's what we wish for from friends, from parents. That's what we wish from our partner.

Fully accepted. No need to perform, change, act, win favor.

So I want you to notice where you are okay with some feelings and not others. You see, you can't accept all the feelings of another person, client or a romantic partner.

You can't accept any feelings in them that you have not accepted in yourself.

So I'm very good with sadness. Sadness, I can cry. I can hold people when they cry. No problem. Anger?

It's taken me fifteen years to actually hold myself in the middle of someone's anger, and now I'm pretty good at it. I can hold some my client's anger, but I couldn't do it until I started to integrate my own anger.

So the more of my own anger I could dignify, honor, see the intelligence of without projecting it onto others, but, like, listen to my anger because anger is a bodyguard for your sacred needs.

Anger is always a bodyguard for your sacred needs. So when someone's angry, I'm like, what need is sacred that they're defending? I'm always looking. But until my anger was integrated as dignity having dignity, I had no room for other people's anger.

If you can handle anger but you can't handle sadness, you won't be able to be with someone's sadness, and they'll smell it, and they won't be able to bring their anger or their sadness, and you won't be able to fully coach them in the full spectrum of their experience.

So trust.

I love the word trust because trust has us in the middle.

Put it in the chat. Trust has us in the middle. So it's a really easy way to remember. How do I build trust? Whenever someone feels like you are prioritizing, making central the us, the relationship, the us, is made central in the interaction, they will trust you.

If you make your agenda, your desire, your outcome, I want to get the sale. I want them to join my program. If they can feel that your agenda is more important than the relational us, they will not trust you.

This is why we don't like the slimy car salesman because we can feel they don't care about us and the relationship.

They just want us to buy the car and get out, and then we're never gonna see them again. You know, I'm doing a caricature.

So just notice, and this could be like just trying to convince your your sister, your colleague, your employee, your romantic partner, or your client to do something.

Whenever you want someone to do something, and you use pressure, manipulation, coercion, threat, anything, shame, anything that makes them feel like what you want them to do is more important than the us, Their soul will contract, and they will not trust you. They might even do it, but they will secretly lose trust in you and have resent.

And long term, that doesn't work.

K? People trust when the relationship is deemed more important than the transaction, the agenda, when ushood is prioritized over your outcome.

Make sense?

Okay.

So how do you how do you build trust and rapport quickly? How do you belong yourself to another person's tribe? Everyone you meet is trying to figure out. Are you friend or foe? Are you in my tribe or you're not in my tribe?

How do you have them feel? Oh, you know, Kimberly's in my tribe.

Marn's in my tribe. Pamela's in my tribe. Like, how? Well, there's many ways. Obviously, some people already have it natively.

But the first thing is and and, by the way, the way someone decides whether you're in the tribe is by how many commonalities you have, how much similarity, how much sameness.

I mean, I teach my clients to go out, especially the single ones that I'm trying to get them to have a date. Right? I'm a love coach in my private clients. So I'm teaching them how to how to notice.

Well, basically, looking for similarity and sameness is why was I gonna say that? Hold on.

I lost the train of thought.

When you see something is the same, you go, oh, we're the same, and it builds rapport. And I remember once I was doing this is back before I was a coach and a teacher. I used to be an IT consultant. K? Me. I used to work for Cable and Wireless, MCA WorldCom, and I used to program software that goes on the switches that Nortel installs.

Anyway, I had a project I had to do in Japan, and I was working on their switches, a news tell telecoms company. And I'm running around Japan, and I'm out at some festival late at night. I don't know anybody in Japan. K? So just me and a bunch of Japanese people. So I end up on a bench with this Japanese gentleman. And we obviously are trying to talk, but he knows no English, and I know no Japanese.

So we're just sitting there saying words. K? He's trying to say words that are English, his little English words, and I'm trying to say some Japanese words, like, literally sushi, wabi sabi, arigato.

That's I'm literally going, kabuki.

And he's like, yeah. Yeah. And then he'll say stuff. He was saying words like, Celine Dion, because I'm Canadian.

So he saw my Canadian badge. So he's saying Celine Dion. She's Canadian. He's saying Wayne Gretzky.

I think he said Canada Dry. And we just went back and forth with, like, random Japanese words and random Canadian words that, like, T shirt.

Nokia. And we had this, like, lovely little interaction where we felt kinship. And I like him, and I will never forget him because we found some sameness.

So we went from, like, you're in two different tribes, two different languages to shared reality. K? So this is what you always wanna build with your clients or with anyone. You can go to a party. You're looking for sameness.

Okay.

How's this landing? Is this making sense? Anything to add to the conversation?

I would like to add something. That makes a lot of sense actually. As you were talking about it, it certain things landed differently. When you talk about trust earlier, it seems like because when we discuss with people and talking with people, we're so external. Right? We're always looking out from us. But we forget about ourselves because in order for us to you said, in order for them to trust us, we need to be able to possess that in ourselves.

And I do make this type of analogy and example sometimes, and I I wanna flip that around usually and go, what about me? Like, do I trust myself? Because I am one of those people. I'm a person myself.

The same qualities, the same needs like another person. But we don't see ourselves like that. We can always wait. We're not really thinking of ourselves as unimportant sometimes.

But if we flip up around, if I love you and I wanna I'm compassionate towards you, let me flip that around. Do I have compassion for myself?

Excellent.

And if I don't, then I have a hard time having a compassion towards you because You I'm one of you.

Exactly. And as a relationship coach, I'm constantly dancing back and forth between these two polarities. We think we can be compassionate to another and not to ourselves, and we can do it for a little while. But eventually, you start to get angry and resentful.

Because when we're doing it compulsively, let me what do you need? What do you want? We're hoping at some unconscious level that the world will do that to us. But if we don't hang around people who know how to do that to us, which tends to happen, we empathic people tend to attract more self oriented people, you start to get angry and resentful, and it's unsustainable.

So I love that you're bringing up that what about me? I love you starts with I.

Your love, your care, your compassion for another human being is upper limited by the strength and sturdiness of yourself.

What what is self? The ability to say I need, I want without apology, without, you know, proviso. Like, every animal, every squirrel, every antelope, every rhinoceros, every mushroom, every beetle in the world just takes what it needs from its environment. They don't apologize.

They don't feel nervous or uncomfortable. Every blood cell in your body just takes what it needs from the from the blood, nitrogen, oxygen, glucose. Human beings are the only creature with this strange affliction of second guessing, oh, who cares about me? And we can get into why that in another time, but I wanna help us and our clients transcend this it's all about me, but not about you, or it's all about you and not about me.

Think Think of a relationship as a living, breathing entity. It's alive, and it breathes in connection, communion, together, us, relation, and it breathes out separation, autonomy, individuality, sovereignty, selfing, othering, Selfing, othering. And whether it's a romantic relationship or a professional relationship, if you can't do both, you are going to eventually get into trouble.

Hold on. I'm just gonna mute up everyone. Someone's got their okay. I think that's not better now.

So I love what you're saying, Christo. The the upper limit for our ability to help another human is actually capped out by where we fall off of our own self care.

And self care is not just eating and sleeping and, you know, exercise. Self care is honoring and dignifying the information coming in through our nervous system, which might be we're hungry, we're sleepy, we're scared, but it's also I feel uncomfortable right now. I feel hurt. Do I express that, or do I hide it and squish it down so everyone else feels comfortable?

Learning to when we realize that this creature mammal that is our body and our little mammal, we're all mammals, we're shepherding that mammal through the world, and we're the only one on the whole planet that is tracking moment to moment our needs, wants, desires, fears, and securities. Nobody. There's no parents watching out. Your kids aren't watch like, no one's doing it.

So if you don't learn how to stand up and represent those, you're going to live a life of quiet desperation and eventually resent, and your relationships break down.

And if you only care about yourself and you're never attuned to others, you live a very lonely life. You lose your clients. Your colleagues don't stay. Your employees don't stay.

Yeah? So you guys get the selfing and othering. Whichever one you're great at, great. You don't need to keep working on it.

Work on the opposite underdeveloped skill, and you always will slant one direction or I'm a love coach. I literally guard relationships for a living. When I met my husband, I was all, what do you need? What do you want?

Me? I don't know. Who who am I?

Whatever you want. And that didn't work because I never got what I want. Eventually, I got resentful. So I had to learn to bootstrap a backbone out of my martyr, people pleasing, doormat version of myself.

And who did I hire? The best self I'd ever met. Evan has no problem saying, no. That doesn't work. Yes. Tell saying what he wants. So I fell in love slash hired my favorite teacher to teach me what I most needed to learn to be more balanced, not what I wanted to learn.

And who did he hire? Miss Empathy herself.

And he was very good at tuning to his needs and wants, not that good at intuitive reading the implicit signals of other people's needs and wants. He could understand them if you said, I want this.

But if you didn't say it, if you just intimated it or suggested it, he wouldn't get it. Right? So I had to teach him how to empathize with other people's needs, and he had to teach me to empathize with my needs. So we cross trained. And we're always attracted to someone to cross train our underdeveloped skill.

Is this making sense?

Okay. Great.

Any last comments before we do a little exercise to build rapport and trust and just practice?  
Any last comments?

I have an Oh, okay.

Sorry. We both spoke at the same time.

You go, Kimberly. Okay.

Oh, wait. Well so I remember being in a relationship where I'm really unselfish, generally speaking. Give, give, give, and not nourish myself. So in a relationship, a long term relationship, we were living together.

He kept saying that, I was too selfish, that I and I I and I knew I wasn't being selfish.

Do do you think maybe he was saying that to get a certain reaction and it wasn't actually true?

That, I guess, is what it was, which is was a defense mechanism then. Right?

Yeah. Well, in classic psychotherapy of course. In classic psychotherapy, they call that projection. So I've talked to therapists about that ninety nine percent of the things we accuse others of is projection.

So he's obviously not hip to that, and he's not into personal growth. Probably, it's never occurred to him to question.

The criticism I'm giving to Kimberly is actually a piece of myself that I know is there, selfishness, but I'm so ashamed of it, so hiding from it. I've pushed my own selfishness down into my unconscious mind, pretending it's not there. And whenever you push something into unconscious mind, you end up projecting it onto others.

So you see it outside. It's almost like you push it down, and it comes back to get you outside.

Oh my That's a pretty standard move.

I hope you are aware now that when people say things, those frames are often more to do with their wounding and their history than it has to do with us.

Yeah.

And I have a heuristic I wanna offer everyone here. When anyone speaks to you, anyone, family, friend, partner, client, anybody, listen to the voice tone. Listen to the voice tone underneath the words. We mostly focus on the words, the content. But when you listen to the voice tone, you ask one question. Is there a voice tone indicating their heart is open or their heart is closed?

If their heart is closed, and you can tell by the voice tone, do not trust the content of the words.

And this goes for the voice in your head. This is the same thing for the voice in your head.

If you hear a voice, you're a loser. You can't do it. Listen to the voice tone. And if the voice tone is heart open, trust the words.

Swallow the words. If the voice tone is heart closed, do not trust the words. When someone tells me something with heart closed voice tone, I take the words. I listen to them the way I would listen to Goldilocks, a fairy tale.

I can answer questions. I heard it, but I'm not swallowing the words because a human mind is only trustable. Words are only trustable if it's coming from open mind and open heart. Both.

If it's just open mind and not open heart, it's only half conscious. I only swallow words that are fully conscious, and I will not take in any meanings.

I hear them, but I'm not taking them in until I trust the voice tone, and I don't trust a voice tone that has heart closed.

It doesn't mean what they're saying is a lie. It just means until they say it with their heart open, I'm not taking it in. So that's just a skill I want you to take on. Yeah.

That was huge. Thank you.

Great. Okay. Quick one, Sarah Jane, and then Lee.

I don't know if this is slightly off, and if it is, that's absolutely okay.

But I have a friend stroke client that's just emailed me this morning to regade on a a contractual agreement that we made loose because we're friendship. You know, because I'm a friendship. So my thing about trust here is I trust that she believes she's making the decision that's right for her, and I know she feels bad about it. But how do how do you how do you regain or keep the trust whilst navigating those kind of trickier waters around her now not paying for something that she said she would pay for, and the business has factored that in?

Yeah.

This one's a little bit of a rabbit hole, but let me just give you two points around it. If you're gonna be in a business, we're all doing some version of a business, even if it's just one person, you know, entrepreneurship, solopreneurship.

Some people are going to renege.

And I have a different philosophy than maybe you, so, like, you have to find your own philosophy. But I don't want anyone grumbling to pay my bill.

I this is like my when I have private clients.

I literally, if they're not happy with the value they got from our work together, I don't make them pay the bill because I that's just the it it's more like a aesthetic. I just don't want anyone in the world out there going, that Annie didn't in it. I just it's just maybe a different value set. So I have people renege, but then I just what I learn is, was there a hesitation or a quaver quiver when they were first talking about it, and was I doing my due diligence to really look for, are they a solid yes?

I don't want someone who's not a solid yes, and not just a solid yes, triumphant yes. I really don't want a wobbler because they're not gonna do the work. They're not gonna be additional value add to the program. They're not committed.

They're not gonna be a success story. So I'm not interested in just grabbing people's money. I just I want to help people get to their dreams. And if they're not serious or they don't really believe we can do it, it's better they take their money.

So that's one thing. And then the second thing is, and this is a rabbit hole, but we'll do this another class, trusting another is actually a code for trusting yourself.

So if I say I don't trust Joseph, what I'm saying is I don't trust myself to be able to cope with Joseph breaking their word or not doing what they said.

If I can cope with whatever Joseph does, they keep their word, they break their word, and then I decide whether I wanna do business with Joseph, be friends with Joseph, do whatever with Joseph, I get to go and do what I need to do to for my future to work.

But trusting another is never about another. When you say I don't trust her or him, you're saying I don't trust my own ability to cope with them doing whatever they do.

And that's what I wanna build because I don't need to trust anyone. I learn who I can trust like, you can trust me to hold you in your feelings, hundred percent, and you probably can sense that. You cannot trust me to cook for your family and have it taste good. You cannot trust me to organize your closet.

There's many things I don't have competence. I have intention, good intention, but I don't have the competence. And so we have to look at, are we thinking someone is trustable, but not checking their competence? So when I trust someone and they break trust, I look at it as I didn't do my due diligence to check for competence.

And then I take that as a learning, and then I'm like, okay. Note to self. I can trust them to be there for me when I'm having a panic attack, but I can't trust them to come over when I'm sick to bring food.

It's trust is domain specific, and it has to do with capacity and competence. Okay. Lee.

You can unmute.

Yeah. Hi.

Hi. Hi. I have a question following up about the projection, and, actually, I've I've got little pieces of it in in your response to Sarah Jane too.

I I've been in a couple relationships, like friendships and romantic relationships, where I wasn't thinking anything bad, whatever.

I I wasn't suspecting anything bad.

Yeah. All good. Everything's fine. Yeah. And and then or intending anything bad. And then the person blames me for something, and I'm like, I'm I I don't I don't have that even on my radar.

I'm like, oh, I don't think I'm doing that. And then I realized, oh, they're doing that kind of you know, in that kind of projection way.

Yeah.

And I'm wondering I'm just kind of wondering about what to do with it because I've noticed it, like, a number of times.

And sometimes I think, I'm not blaming them for anything about what talking things.

It might be in your picking. Like, as you're selecting friends, there's an this is totally unconscious. We often replicate friendships that mimic familiar patterns from our childhood unconsciously. And so it's like, you might be picking people that have a propensity to project or blame outwards. That's one thing. It's not about blaming you. It's just like, oh, all the apples that I bring home from the grocery store have rotten spots.

Oh, may maybe I'm not turning them around in my hand the way another person would and doing the Not all. Not all.

Not all. Say all my friends It's like we're always refining. I mean, who who's picked fruit?

Just grab some strawberries, and then you learn, oh, you have to grab the strawberries at the back because those are fresher, and you have to look at the bottom because they put the manky ones at the bottom. We've all learned it now.

So we get better at picking strawberries, right, and friends and clients. I won't take certain clients. I get the heebie jeebies sometimes. I just sniff some weird offness, and I'm like, even though they wanna pay me the money, I just I see drama, and it's not worth it for me.

So it's around the picking. But, also, just to contextualize that pattern you're saying, once I bought this is, like, twenty years ago. I had a boyfriend who was into car trading for a minute, and he asked me to run down to the shop under our apartment building to pick up some car trading magazine, like, for five, six dollars or whatever. I think it was twelve dollars.

And so I run downstairs. I don't even know anything about this magazine. I just grab it. I pay for it.

And I take it back upstairs. He looks for up what he wanted to look at. And then he said, I don't need this anymore. You can go give this back to the guy because we'd only opened it to, like, one page.

So I go back down to the store, and I tell the shopkeeper. I go, I don't need it anymore. I'm gonna give it back to you. And he's like, no.

No. No. No. We don't we don't give refunds. And I go, no. No. I know.

I'm just gonna give it back to you because I hardly touched it, you can sell it. And he was, like, all defensive and weird until he got what I was saying. I was like, bro, it's brand new. Take it.

And then he's like, oh, okay. Okay. And then I was so confused by that. And later I realized, oh, he would never do this.

He would never think, oh, this guy could sell it for another twelve dollars. I barely used it. I'm just gonna hand it back. He doesn't know how far I lived.

Maybe he he didn't know I just lived upstairs. Maybe he thought I, you know, traveled all the way back. Whatever. He was like, never in his mind would it have occurred to him that after using a magazine and not needing it, I should just give it back to the owner so that they can sell it again.

That's why he was so confronted because it hadn't it's not a pattern he would do. And I don't blame him. I mean, I don't like to waste anything. I'm Indian. We don't like to waste anything. And so Yeah.

Just have that idea that often what people think you're capable of is something they've mapped as normal human behavior, and it doesn't make them bad and wrong. It's just like, oh, that person thinks it's okay to tell a white lie about whether the dress looks good or not. This person doesn't. They'll just say you look fat in the dress. One's not good or bad. It's just like where your aesthetic is. And so you you have to just you iterate, and you learn to pick clients, friends, partners better and better as you get the feedback.

And, also, I might add, Lee, you might be suboptimally not thinking that there's something to be suspicious of. Like, I don't want you to run around suspicious, but maybe there's a naivete or a myopia you're looking past that then later bites you in the butt because you didn't notice the three yellow flags.

Yeah? So this is nothing about blaming lead. This is all about giving you back your power that you can move to reality with more finesse and less surprise. I've noticed that whenever I'm surprised by a friend or a partner or a client, if I look back, there are tiny little breadcrumbs indicating \*\*\*\* was not quite what I thought it would be, and and I ignored them.

I can totally like, in one case, like, yes. For sure. In another case, I'm like, I'm not sure.

And then another case, I'm like, didn't seem like at all. No.

Like Yeah.

And maybe they're just crazy. Like, you know, we there's some people you're just walking beside, and they just start walking like an octopus, and they just say, you're the devil. You're the devil. Like because they have a mental everybody's on the mental health spectrum, and people have their own little quirks.

I remember once, I don't know, one lady I've heard about, you know, you just mention a word, and she goes into a panic because of some wound or some trauma. And you know this. You work with people who have mental health conditions. So everyone's on the spectrum, and we're we're gonna do our best to sniff out not if someone's crazy because everybody's crazy.

It's just what is their crazy, and can I hang with it?

Right? Yeah.

Cool. Yeah.

The concern I have about, like, the picker issue Yeah.

Is that we get into a, okay. I need to, like, kind of, like, discard this person or that person, and does it feel really crazy?

Discard. You don't discard. You don't discard your old phone number when you get a new one. It's just there in the background, and you take up the new one, and it gently replaces the old.

You don't have to have a big talk. We're breaking up. You gently fade away, and you stop going to that grocery store because you found a nice grocery store. That's how I would do it.

And I don't have it as Discord. I have it as in certain times of my life, certain books, people, places, situations are more aligned with my goals, so I hang out there more. And at certain times, I've transcended those, and I'm hanging out with different people, places, books. And I don't have any to the past.

Or, like, it doesn't feel to you?

Like, that's a little bit of my Oh, I'm very clear that relationships are have a foundation of transactionality in it, But I don't live with tracking it every moment, but some part of us is.

Some part of us is tracking. She always comes over to my house for dinner, and then she's never invited me over. Like, some part of us is always tracking it. So I'm not saying relationships are just transactional.

I'm saying there's a layer that is and should be. Because, otherwise, how would you know if someone's always coming to your house and asking for money and boring your milk, but you they never do anything for you? And how do we track what is a useful ROI or return on connection so that we have healthy relationships. A healthy relationship is giving and taking.

If it's all giving, it's gonna die. If it's all taking, it's gonna die. So giving and taking and learning the cadence requires some piece of our accounting software to be tracking. I don't think it's our primary.

It's not like, well, I spent this much on the dinner tonight, so you need to spend that much on the dinner when I go out. I think we're not playing that game, and some people are too literally too transactional. You owe me seventeen cents because what I ate was seventeen cents cheaper than yours. But we're all on the spectrum, and you know which friends are just takers, and you know which friends are givers, and we make assessments based on that.

So I think we need to honor that there is a layer of transactionality in all parts of reality. Our blood cells are tracking how much glucose is going in and out. There's transaction in reality, and it's okay. It's just measuring data.

It doesn't have any moral attachment to it.

We have friends and people who are, like, only transactional, and they don't have any nuance about the give and take over time.

And, yeah, you choose your your friendship space on that aesthetic.

Yeah. It's making me think about, like, the different areas or modalities in which that happens and some it's totally and and, like, which areas am I attending to more and which areas am I attending to in this? Yeah. So that's great. Yeah. Thank you.

Yeah. Okay.

Welcome, Alex. We're talking about trust, how to build trust, how to build rapport. Anything you wanna add? I'm gonna we're gonna do a little exercise about building trust and rapport.

I put this in the chat, but my favorite way of thinking about this relationship issue that Lee just mentioned is what an amazing coach taught me a while back.

At some point, you might realize it's time to graduate from the relationship. So thank you, Annie.

Yeah. Graduation, it's every every relationship is a school, and you graduate with your degree of knowledge, and it's a celebration. It's never a failure.

I'm all my friends still love me, even ones I don't talk to anymore. It's more like, what's the cadence?

So how frequently you see someone in your family or in your friendship group should depend on one thing only, not how much they wanna see you. Because the more successful you get, the more powerful, the more amazing, the more everyone's gonna wanna see you because you become like Michael Jackson. Everybody wants to hang with Michael Jackson. Michael Jackson doesn't have infinite time.

So the amount of frequency of interaction with grandma, mom, your boyfriend, your anyone, your clients should be the frequency should match what allows you to keep a good PR for them in your mind, not how often they wanna see you out of guilt and obligation. If you if seeing this person twice a week makes them irritable to you and you kinda get resentful, then only see them once a week. And if once a week you love them, only see them once a week. Because if I knew that you would love me seeing me three times a year, but you would be irritated and frustrated with me if you saw me seven times a year.

Don't see me seven times. I would rather you like me. But nobody knows that. They don't know.

So they go, why don't you call me? Why don't you visit? Because they want the frequency to match what how much they wanna suckle off the teat.

But your job is to manage your time and your life and your attention and train everyone to only see you as often as has you like them, and that might be once a year for some people.

Okay? And this is this is part of selfing.

You know, a lot of us people pleasers see people as often as they wanna see us, and then we secretly resent them and avoid their texts and their phone calls.

I would hate someone avoiding my texts and phone calls because I'm harassing them too much and making them not like me.

Please never let me do that. Okay. So we're gonna do a little fun connection building

Wait. What we're gonna do is we're gonna go into a room with two or three people. We'll figure try with three people. And I want you to start having a conversation led by curiosity where you're looking for something common, same.

We're in the same tribe physically, and it can't be like we have two eyes. That's too boring. You have to be interesting. So something common physically.

Like, you all do racquetball. Something that's a shared common emotional trait. K?

You lean towards victimhood when in pushed in a corner. And one intellectual similarity.

K? You all like philosophy, or you've all read Hegel or anything.

So you're just looking for one thing in the physical category, emotional category, intellectual category that is common to all of you individuals in the group.

And I want you to be the most interesting. So at the end, I'm gonna ask what was the commonalities, and whoever was the most interesting wins.

So you wanna avoid, oh, I have five fingers, or you can have yeah. I said you we all have an aversion to mushrooms. That's more interesting.

Or we all have an OCD around germs. It's mine. Okay. So when you do this, the only thing I want you to keep in mind is you can start asking questions and be all, like, cerebral, but try as soon as you enter the group, just taking a breath together as a group and cohering as a field so that you just sink into an us field and attune. Guys, there's three things that we all have in common in these three domains, and let's find the most interesting ones. And I think if you tune into the field and then ask your questions from that rather than from your mind, you're gonna get there faster.

Okay?

Alright. Kim's gonna put you into a group. This is fun. This is going to be fun. You're gonna learn about each other.

Stay if you can.

If you have to go, no problem. But drop off now if you have to go so we know how many people are gonna be in.

And we'll go to thirty minutes. K? Thirty minutes, you guys should be able to find commonalities, and you'll come report back.

Alright.

You feel like there's commonalities? Who thinks they won? We just got a few minutes here.

Who thinks Nothing. You're a extra. Nothing. Really?

Like, zero.

You guys failed.

No. I'm kidding. Actually, pretty much everything, to be honest with you. So Yeah. We we even live close by too.

Well, give me the quirkiest thing that you found in common that was surprising.

Well, we both love soccer. We played soccer. We live maybe twenty, thirty minutes away from each other.

Right.

Yeah.

Oh, we we went through the same deep meditation courses, you know, two, three years ago ourselves. We we never met there. There's a powerful, powerful courses on meditation. And, he was the exact time when I was in it.

Wow.

And bunch more.

Yeah. It was that was wild.

Okay. Excellent. You wouldn't have known that. Okay. What about Mara and Kimberly, give me one or two that you were surprised about.

Do you wanna go Mara, you want me to talk? Mara, you can go ahead.

We're both empathetic.

We both love learning, and we're really close to the same heights.

You're both empathic. You both love learning. Excellent. Okay. Well, I wanna just close-up with even though that was just a playful exercise, you'd be surprised that when you're trying to build a new connection, client, colleague, anybody, that scanning for what's similar rather than looking smart or looking good. K? We have a tendency to wanna, like, be admired and think people will like us.

And I have not noticed that people like me more when they admire me. It's almost like they have to like me first, and then they might let themselves admire.

So go for rapport and notice that you guys didn't practice this in particular. But when whatever someone says, you're like, yeah. And?

Never no, but. You're always a welcome to the feeling. If someone tells me they're angry or they're sad, I go, great. Good for you. Your anger is welcome here. Your sadness is safe with me.

Who says that to you?

Who in your life says to you, your anger is welcome here. Your sadness is safe with me. Say it to your clients. Say it to your children.

Say it. But you won't be able to say it. You'll notice you'll have a problem saying it if you have any issues with your own. So we wanna start noticing where we not basically, this is building rapport with our inner child and our inner self and all our feelings.

And so we're gonna go through this more in the VCA, but thanks for playing today.

Thanks for finding out what's common, and we'll see you next week. Start just noticing when you talk to people this week. Where do you feel trust, and where do you yeah.

Go for it.

Chica? Quick quick quick question. Yeah. So do we go to the same wall that the site that we went to during the class before to are there recordings or anything like that?

You Kim Kim will send that all out to you today. I'll make sure that she sends them out. Okay.

And then you will see the schedule and stuff like that too?

Yeah. Kim, are you there?

Okay.

I will write an email to Kim to make sure you're all set up. You got schedule and the replays and have access to the portal. Okay, love?

Excellent. Thank you.

Alright. Haristo, did you have something?

I was gonna ask you. So you said we're gonna do it more in VCA. Is this VCA or no?

This is VCA, but it's only the Annie part. Got it. Okay. There's two parts. Right?

There's the Annie part, and there's the Evan part. He's gonna be on oh, he was on yesterday. So it's Tuesday's Evan, Wednesday's me. We're very different.

Yep. You'll get different skills, but I guarantee you. Mine are more important. Okay. No.

I was here yesterday, so I'm trying to get to know how it is.

I was gonna ask, actually, for one suggestion if it's possible Yes, please.

Because those calls so far are very impactful. I love them both. The first one for me was yesterday. Today was the second one. And I love writing down, typing stuff, but, if we can transcribe this, there's automatic transcription of this one.

There should be in the portal.

There should have you logged in to the recording? There should be a transcription and a summary and the recording.

No. Because usually on Zoom, it says transcribing. Maybe using using different transcription. I'm not sure.

I will check with Kim. I will check with Kim, but I'm pretty sure that you get a summary, you get a transcription, and you hit recording.

Perfect.

But yeah. Because I know it's hard to take notes, but it should all be there. I will send an email to Kim to make sure that everybody gets schedule, recordings, portal, and access to the the notes.

And how long does it take for the call to be inside of the portal, usually?

I don't know. I have to ask her. I don't know how long it takes to render because I'm never the one that puts it in, but I'll find out. Okay? And I'll have her send out an email. Alright, love.

Sense. Thank you.

See you next