

the VOICE



Volume 8, Issue 2

We are pleased to share that the CANNP is healthier than ever — that is what we unfolded at this year's AGM.

Our Membership numbers are growing and plans for the future are coming into focus. With a greater Membership, of course, we are able to make more headway within the world of nutrition.

We plan to continue to pursue insurers and to encourage corporations to learn more about the benefits of including nutrition counselling in their policies — not the least of which is less absenteeism and more energetic employees.

We also are developing the CAN initiative which we spearheaded late last year. CAN is a huge undertaking, so we are breaking the tasks down into more manageable bits with the help of other industry heads. We will tackle our goals of recognition one step at a time. See page 2 for more.

We are also looking into some new and interesting member benefits and we will keep you posted as they develop.

There are two items that we would like to stress.

1. We want to hear from you. We want to know what you would like us to pursue. Our goal is to provide you with every support so that you can be as successful as possible. Each of us has an individual prac-

tice and business, so only you can tell us what you particularly need. Don't be shy! Is there something you would like us to look into? Is there a course idea you would like us to pursue? Questions for our Tag the Experts? Article ideas?

2. If you have received notification that your Membership is about to expire, and you intend to renew, it helps us tremendously if you do so on a timely basis. It is really important to be up to date if you are submitting insurance claims because if you are not renewed on time and the insurer checks with us, you will be denied without question. Also, it is a complex task to take you off the system and then reinstate. You should receive 4 notifications of expiry. One at the beginning of the month; one mid month; one at the end of the month; and at the 5-10 day grace period during which time your privileges will be suspended. We really appreciate your consideration in this matter.

Every day, new and exciting opportunities cross our desk and we evaluate each and every one so send your ideas our way!

Wendy Gibson, BA, RHN, NNCP
Executive Director, CANNP

Latest and Greatest

Condolences

Recently the founder of the Canadian School of Natural Nutrition, Danielle Perrault, passed away.

Danielle was considered a visionary in the nutrition industry and it is believed by many that we may not have the profession that we do without her drive and passion.

We extend condolences to her family and all who knew and worked with her.



4

Stuck on a Label

5

Gluten, Wheat —
Wheat, Gluten

New Year
One Word

6

Make It Easy on
Yourself

Book Review

7

Science
Catching Up

Wild, Wacky,
Wonderful

8

How to Rock a
Successful Year

Special Member Rate

CANNP has entered into an incredible agreement with FHMatch. This is a database website that you can join for free, or upgrade for more functionality.

By providing a detailed profile, you build your brand and your business. Others can find you by way of the FHMatch high Google rating. You can opt to manage your bookings and send messages to clients — all in one place.

FHMatch is a great place to find professionals for referring. There is an extensive database of articles also.

As a CANNP Member you will get 30% off of your upgrade. Available through the Members-Only area.

Power Hours

Client Coaching Expert Sandra Power, has arranged to offer CANNP Members an exclusive hour of client management assistance, online.

Sandra has hosted several of these events already and they are fun and informative. Everyone seems to feel very comfortable with sharing ideas and discussing the issues that come across all of our desks at one time or another.

Each session focuses on how to be a more successful practitioner. The last one was all about increasing your visibility and we explored how just the idea of being more visible can be a business block.

We appreciate Sandra's professional approach and hope that more Members will log on. Take note of your most challenging concerns and share them with the group when we meet next. You will be surprised what fabulous ideas come forward.

Watch your eblast for the next Power Hour — and set your alarm so that you don't miss out!!

CAN Can

In light of developments that have impacted nutritionists in Canada, it is time that Holistic/Natural Nutritionists take a stand to protect our identity, our titles and scope of practice.

In November, CANNP spearheaded a gathering of key individuals with the sole purpose of determining how to preserve our industry. It was a "meeting of the minds" with school heads, associations and other key personnel. It was a sight to behold — all these influential people meeting around a single table to discuss what we can do to protect and promote the future of Holistic/Natural Nutrition. No one in our industry has ever taken such a bold step and it was very well received.

The consensus was that we form an 'overseeing' group to go forward with a plan to educate the public and lobby the government.

We will need everyone's support if we are going to enact real change. Stay tuned through our eblast updates for the latest news.

Galen's Watch

New editions of Galen's Watch are added to the website 4 times a year. The latest one is up on our site.

As a summary of current research from over 80 peer-reviewed journals, this publication is a great time saver for any practitioner interested in staying informed.

Member Checker

We have a new feature associated with our interactive website. Now insurers in particular can validate the Membership of NNCPs with a simple click of the mouse.

Since **access provides the insurer with your expiry date**, it is very important that Members renew on a timely basis. Otherwise, should your client submit a claim, it may be overlooked if you do not remain current in the CANNP system.

We are streamlining the entire process, making it as simple as possible for potential insurance companies.

Time to Give Back

At CANNP we do our best to pair more seasoned professionals with new grads to help everyone share success. A great deal can be accomplished in a short amount of time so this does not have to be a huge time commitment. Together you can set whatever parameters work best for you. CANNP provides an entire mentoring program (in the Members-Only area) which you can use as a suggested format or come up with one of your own.

A minimum of 3 Mentoring hours are required at renewal as part of our mentoring culture.

Please contact us if you can offer a little of your expertise to someone who is in the shoes you wore not so long ago.

Please Note

CANNP is pleased to bring you many discounts and opportunities but encourage you to use your best judgement and discrimination when choosing to participate. We do not endorse programs; we simply make them available to you as a benefit of membership. We appreciate the generosity of all our supporters.

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Insurance Challenge Update

Over the holidays, progress with the insurance challenge was truncated. We are back at it. With Manulife, Greenshield, Blue Cross Alberta and iA Financial willing to consider the NNCP for coverage, we are approaching others who may follow suit.

We know that in some instances coverage has been spotty, however, we urge you to keep trying. If a Member is denied coverage, and the **client's corporation has specified Nutritional Counselling for coverage**, let us know. We can sometimes remedy the situation by reaching out ourselves. In many instances, it is the corporation that has not included our services in their umbrella policy and that is an issue to take up with your client so that his/her desires become known to the HR department.

We are hoping to formally add more companies, but we do get questions from many insurers as to the status of Members despite these companies not formally acknowledging our designation. We all need to keep the pressure on in order to make significant progress.

We Need Everyone On Board

Here is what you can do:

1. If you are due to renew, doing so on a timely basis will help us keep the insurance companies' lists of qualifying Members current.
2. Instruct your clients to submit claims every single time — even if they are confident that they do not have coverage.
3. Suggest that your client speak with their employers directly about adding “nutritional counselling” to the company policy. We offer a letter on the website that clients can use for this purpose.
4. When you or your client do have contact with an insurer, please be sure to indicate CANNP and/or our logo so that it is clear that you are a part of the Association. Many of these companies are massive and connecting all the dots can be challenging.
5. Approach the decision makers of any corporation you are in contact with and determine what insurance company offers their coverage. If you can secure a contact name please email it to us.

We welcome your input and creative suggestions regarding this ongoing process. Let us know about your successes also so that we can continue to build upon those.

Other Stuff to Consider

Tag the Expert series is a great way for you to connect with people in the know. New ones to be added shortly.

Newsworthy provides 12 separate newsletter emails, each year, which you send from your address with your signature.

Never heard of *TrueView*? You will want to check this tool out — it is the answer we have been looking for.

Homeopathic Upgrade

You may want to look into this free online course selection given by Hyland Homeopathics. H2U is a comprehensive education program, with an extensive curriculum which allows you to work at your own pace.

It is positioned to be for retailers but if the information is sound, it will work for you too. Take a look for yourself. <http://www.hylands.com/hylands-homeopathic-university>

Shows

CANNP has offered three show specials already this year — for our Western and Quebec Members.

Two for 1 coupons were available to those attending the following Health Shows in Victoria January 21-22, and in Calgary at the on February 25-26.

February 10 and 11 the CHFA Quebec show was held and we were able to provide our Members with free access to the tradeshow.

The eblasts you get 3-4 times a month from us will have details of upcoming shows.

Health Benefits

We are looking for new extended health and dental but in the meantime have connected with a very forward-thinking organization that understands the needs of those of us in the holistic world. Our contact, Benji Naiman, is very well versed in the desires of our professionals. He is more than happy to speak with you about the details of what you might want your policy to look like. We encourage you to call Benji with any questions or concerns, 416-545-5349 or email benjin@cpfg.com.

Opt In

We respect your time and know that you are bombarded with emails — so we only send you one eblast per week, unless we have really extra special news! Please opt in if you haven't already done so!

Stuck on the Label

New Food Labels in the Works

We are always harping with clients about the importance of label reading and now Health Canada is taking note.

As you may be aware, the food industry has had 5 years to make recommended label changes. The result may be on the shelves this year.

The nutrition facts table will now indicate a more consistent and realistic serving size to help make comparisons easier. That information, and the calorie count, will be more legible by an increased font size. The daily percentages will be revised and based on updated science.

The best news for nutritionists, and the public, is that all the sugars will be grouped together within brackets after the name "sugars," with a summarized % daily value for all of them together.

Potassium, important for blood pressure, will be added to the list of nutrients but vitamins A and C will be removed with the notion that most people get plenty of those nutrients. There will be a footnote about % of daily value stating that 5% or less represents 'a little,' while over 15% is 'a lot.'

The text in general will be mandated to be black on a white or neutral background with a minimum type height. These highlight just some of the changes meant to aid with readability.

Skin and Hair Care Labels

Health Canada has recommended that some beauty products, particularly leave-in products, can contain irritating ingredients includ-

ing methylisothiazolinone and methylchloroisothiazolinone. These two chemicals, when together in a leave-in product can cause rashes, itching, burning and blisters in some people. They can be in products like lotion, deodorant, sunscreen and makeup — all items that are left on the skin. Symptoms seems to worsen with repeated use. Products that contain both were supposed to be removed from Canadian shelves by December 31, 2016.

Made in China Exposed

Many food and pet products no longer say from where they are imported or manufactured. If it is important to you to buy from North America or perhaps Europe, the bar code can lend some insight, but not necessarily all the information you are seeking.

Companies need to apply for what is called a GSI prefix — the first 3 numbers of a bar code. It seems that these three digits only indicate where the company is located, not necessarily where the products was manufactured. For example, an American company could theoretically manufacture in China.

So though one might assume that a company in China would manufacture in China, it is not necessarily that simple. Regardless, it may be helpful to look for the first 3 digits of 754 – 755 for Canada and 00-09 for US. China is 690 – 695.

For more country listings go to <http://www.barcoding.com/blog/bar-code-prefixes-and-product-country-of-origin/>

Changes to E & O Insurance

We mentioned in the last *Voice* that one of the things that we at CANNP have learned over the last eight years is that things are changing all the time. They are fluid and mostly exciting and progressive, but sometimes confusing. Here is one such example.

There have been some rumblings regarding E&O coverage so we have been investigating. The company that we have hitched our wagon to, Lackner McLennan, is reexamining some of the coverage they extend. Many of you have reached out to us about this and we, in turn, have been exploring this with them and others in the industry. Here is what we have been told regarding Lackner McLennan:

1. The maximum limit of \$10,000 in the Nutritional Consulting liability policy is for annual sales related to product. There is no limit on consulting fees.
2. As of this publication, Live Blood Cell is no longer being covered, however, Lackner McLennan is actively appealing this decision.
3. As of this publication, Cancer Coaching is not being covered, however, Lackner McLennan is seeking a way to remedy the situation.
4. Regarding number 2 above, upon renewal someone with Live Blood coverage will be notified of the change in status and be given the opportunity to either renew without the coverage or engage a 30 day extension at no charge, in order to locate alternative coverage.
5. Unlike any other liability insurers that we have encountered, Lackner McLennan provides an 'occurrence' based coverage. That means claims are covered when they occur during the policy term, regardless of when they are reported. For example if you stop paying for an occurrence based policy when you stop practicing, you will still have coverage for when you WERE practising, no matter when the actual claim is reported. Other policies may appear less costly but are "claims made" based meaning you will only be protected as long as you have active coverage. Once the policy is cancelled, or allowed to expire, you no longer have coverage for any newly reported claims even if they occurred when the policy was active.

We have been assured that they are working on a way to provide our Members with the most extensive coverage at a competitive price. Please note that to be a CANNP Member in good standing, though you must carry insurance, we do not insist that it be from the carrier with whom we are affiliated.

Stay tuned for any updates.

It has become increasingly trendy to go “gluten-free.” A Rutgers University study indicated that the number of people following a gluten-free diet increased despite the diagnosis of celiac disease remaining constant. Generally speaking, when people think of a wheat-related issue, they automatically think gluten — but not so fast!

Indulging in the gluten-free craze does not make sense to Dr. Daniel A. Leffler, Director of Clinical Research at the Celiac Center at Beth Israel Deaconess Medical Center in Boston. He sees no reason for it unless there is a real, diagnosed issue.

According to Dr. Michael Gregor, there is some evidence that avoiding gluten unnecessarily may impede the growth of healthy gut flora. The portion of the wheat that causes issues is also a prebiotic that feeds the good gut bacteria.

The family of proteins that are related specifically to wheat and other grains (ATIs, amylase/trypsin inhibitors) have also caught the attention of German researchers. These proteins appear to cause inflammation and worsen chronic health disorders. According to researchers at the Johannes Gutenberg University, ATIs make up no more than 4% of wheat proteins. However, in addition to exacerbating MS, asthma, RA, and IBD, they are most probably a contributor to non-celiac gluten sensitivity. People suffering from this ailment, only now making the mainstream scene, test negative for celiac but experience GI pain, fatigue, and other symptoms after ingesting wheat products.

Research has further found that the inflammation associated with

non-celiac gluten sensitivity, differs from the inflammation that afflicts those with celiac disease. Still for many, a gluten-free diet works simply because gluten and ATIs are often in the same foods.

Sensitive or What

Allergy

An immune response is triggered. Celiac is an auto-immune disease which involves the inability to breakdown gluten.

Sensitivity

Symptoms vary widely. In the case of wheat these often include mood change, anxiety and other neurological ramifications.

Intolerance

Occurs when the enzyme required for the digestion of a particular food is missing. Lactose intolerance is a common example.

Unlike true celiac disease, reducing most ATIs ingestion but not all, will often suffice to abate symptoms, while a true gluten intolerance requires a much more stringent diet. And going this route is no easy task — it means much more than avoiding pasta, beer and bread. Gluten lurks in some pretty unexpected places including some medications and even toothpaste.

Beauty products which contain triticum aestivum, triticum vulgare bran, hydrolyzed vegetable protein or starch, all may be contaminated with wheat. Wheat products are sometimes used in supplements as fillers or additives. — dextrin, maltodextrin, and artificial flavourings and

colouring are items to watch. Sushi is all the rage but artificial crab is sometimes mixed with food starch and flavourings and beware of wasabi and soy sauce — all can potentially contain wheat. Bouillon cubes often include maltodextrin. Avoiding most of these items is a fine way to combat a wheat sensitivity, but not good enough when it comes to celiac disease.

A food sensitivity or intolerance of any kind makes reading labels of utmost importance. Marketing campaigns centered on gluten-free may not necessarily mean that the product is wheat free. A product could have been originally derived from wheat, may actually be free of gluten but still pose a problem for a non-celiac sensitivity.

So while one may choose to avoid wheat 90% of the time, and therefore minimize health repercussions, avoiding gluten is a whole other challenge. The proteins in the two are related, but should not be considered interchangeable.

<http://nutritionfacts.org/2016/02/23/how-a-gluten-free-diet-can-be-harmful/>

<http://www.health.com/digestive-health/gluten-sensitivity-wheat-proteins-atis/>

<https://nutraphoria.com/blog/surprising-sources-of-wheat/>

<http://www.health.harvard.edu/blog/going-gluten-free-just-because-heres-what-you-need-to-know-201302205916>

One Word for the New Year

*Gretchen Rubin, author of the **Happiness Project** and **Better than Before**, thinks in the most remarkable way, producing options that are absolutely achievable in everyday life. Gretchen has given CANNP permission to share some of her extra cool approaches with our Members.*

Gretchen Rubin has a way of presenting a simple idea that makes it not only practical, but fun and achievable.

With the new year, she introduced this interesting concept. Instead of tackling a resolution — which sometimes seems too daunting and looming — choose a single word or two-three word phrase that embodies what you want for the year. It should be a positive sentiment that you want to focus on for the year. She says the word is “something good that you want your life to hold more of.”

The concept is that a simple approach will be easier to remember and therefore, easier to implement. You will be able to grasp it and take action. It is a way to have a sharper focus of single-minded energy. Gretchen states that, “a one-word approach forces you to distill exactly what you want to achieve — concisely and precisely.”

In the past she has chosen words like ‘upgrade’ or ‘lighten-up.’ This year she chose ‘re-purpose.’ Her sister and podcast partner, chose ‘home.’ Others have chosen words like ‘adventure’, ‘energize’ or ‘rest.’

It seems that this approach is one that the advertising world and the makers of jingles know well. What will your word for the coming year be?

Make it Easy on Yourself

Contributed by Paul Fink, MBA, Business and Financial Advisor/Director CANNP

Number Your Business Receipts

When you are collecting receipts for the purpose of tax deductions related to your business, the sheer number of them can seem overwhelming — everything from the \$2 parking vouchers to the \$600 business equipment bill.

To help you keep better records, since many of them look similar and will be from the same outlet, I suggest that you hand-number each one and keep them in numeric order. When you are preparing your

tax information, record these items by number using an Excel worksheet. This serves 2 purposes: you will never inadvertently record the same receipt twice and should you ever need to locate a receipt for clarification, you will be able to do so by number.

Market When Busiest

A concept that may not be overtly intuitive is the notion that when your business is booming is the best time to market. It is the best time to build on your success. If you don't, and you

decide to wait

until your business life is not so hectic — it is too late. It takes time to reap the benefits of good marketing so the effort you put in while you are busy will pay off by helping to avert a slow period. Find the time to put in a consistent, quality marketing effort.

Password for the Passwords

In order to best protect yourself, experts advise that you determine a new password for each of your online ventures and that you change them regularly. It is definitely easier to pick one or two and stick with them but these days that is not the wisest move. The result of course, is many passwords to keep track of and remember.

There are several options on how best to handle this scenario. There are online services and programs that can keep track of them for you. But if you don't want to do that, here is another suggestion.

Compiling all your passwords into an Excel worksheet is worth the effort. Like the online options, they end up all in one spot. You can also easily access them and change them as the need arises. The greatest news is there is a way in Excel to password protect the document. In other words, by remembering just one password, you can access them all. Under 'file', use 'passwords' to set an access and/or modify password. Try it on a test sheet first to get familiar with how it works. **Make sure that this password is complex to others but easy for you to recall because there is no opportunity to recover the Excel password and therefore your sheet of pass codes.**

*CANNP and/or Paul Fink take no responsibility for your use of any of these tips and suggest that you test them before moving forward to use them in your business. Use your best judgement.

Book Review

Title: *The Paleo Diabetes Diet Solution*
Author: Jill Hillhouse, CNP, NNCP
with Lisa Cantkier, CHN Copyright 2016

Blood sugar imbalance is of increasing concern to the North American population. Most practitioners are apt to see this issue and the effects of it as a mainstay of their practice.

More and more research is showing that prediabetes and metabolic syndrome, resulting from unstable blood sugar is a huge contributing factor in disease processes. Whether you are helping your clients balance their system in relation to disease or simply regain a better weight, you will want to recommend this book.

It is a great educational tool to offer your clients so that they can understand the founding principles of how unstable blood sugar happens and the significance to their health. Furthermore, it offers a plan to guide your client through managing their diet with meal plans and recipes.

Often the Paleo diet is misconstrued as a high meat diet, which would make nutritionists suspect. The true principles as outlined here use protein as a tool to anchor each meal so that the hormones are balanced, but the meals are rounded out with healthy vegetables. Following this guide would retrain the palate to appreciate a great variety of healthy fresh produce. As well, switching to a paleo lifestyle can halt, if not reverse, the negative health effects of blood sugar disorders and type 2 diabetes. The second half of the book is a well-designed guide to implementing this diet with suggestions and trouble shooting guides as well as an extensive recipe section including such delicious options as "Butter Chicken with Cilantro Cauliflower Rice." A very manageable and practical plan. It is well written with many helpful sidebars offering tips and nutrient information. Highly recommended!

Science Catching Up

7

Fluoride is in the mainstream news again, this time because of a potential association with diabetes. Fluoride use has been highlighted in relation to a number of long-term ailments and is still quite controversial. The problem it seems, lies in that we ingest fluoride from sources other than our toothpaste — bottled drinks, processed foods, pharmaceutical products and, in particular, drinking water. A study conducted at Case Western Reserve University School of Medicine in Ohio discovered that the kinds of fluoride linked most closely with diabetes happen to be the type added to water. The study found that countries that did not supplement the water supply with fluoride, and instead relied on naturally occurring fluoride levels, were found to have lower rates of diabetes.

<http://tinyurl.com/jb37tlh>

We know that Vitamin D is good for us, but a new study shows that supplemental Vitamin D helps to improve insulin insensitivity. The research was conducted on 40 mice. They were fed a standard diet or a high-fat, high-sugar diet for 4 months. During the last 2 months, a subset of mice were supplemented with Vitamin D. Several equaling factors were taken into account and a glucose tolerance test was performed at the end of the study. When compared to the standard diet, the high sugar-fat mice without Vitamin D showed weight gain, hyperglycemia, fat accumulation, higher triglycerides and impaired insulin responsiveness. In those mice who received the supplementation, weight was reduced, oral glucose tolerance was improved, as was insulin responsiveness.

Presented on September 16th in Munich at the European Association for the Study of Diabetes.

Finally proof! Cranberries do help with bladder infections in a new way. In past studies it was thought that cranberries contain a compound that prevents bacteria from sticking to the urinary tract wall. This is achieved by either creating a slippery coating or by altering the bacteria such that they become unable to stick. A study posted in the Scientific Reports, found that cranberries actually disrupt the ability of the bacteria to communicate, preventing them from becoming virulent. This finding is thought to be significant enough to become part of an arsenal used to control super bugs and reduce dependence on antibiotics.

<http://tinyurl.com/h8m5shq>

Do you still have a client who won't see the light about consuming soft drinks? A new study suggests that drinking the sugary beverages daily actually doubles the risk of developing gallbladder cancer, as compared to those who abstain. This news applies to both those sweetened with sugar or artificiality sweetened. It was noted that those who did drink more soft drinks were also overweight and ate a less healthfully in general.

Journal of the National Cancer Institute, October 2016.

Pour on the cinnamon! No longer reserved for oatmeal, this spice is thought to boost human intelligence. These findings were considered significant even though they were conducted on mice. After using cinnamon in a treatment for one month, mice who were considered poor-learning, taking 150 seconds to find the correct hole in a maze, improved their time to 60 seconds. The chemical compound sodium benzoate is thought to cause this effect.

Cinnamon's various other compounds stimulate the area of the brain responsible for memory and as we are already aware, it has antioxidant and antiinflammatory properties.

Journal of Neuroimmune Pharmacology <http://tinyurl.com/z8uw1hl>.

www. Wild, Wacky, Wonderful

<https://www.verywell.com/about-us>

A database of articles from doctors, personal trainers and other health professionals, Verywell is a source for reliable, understandable information on hundreds of health and wellness topics — professional advice would be sought for many of these topics. As for nutritional related information, articles are divided into macronutrient categories. There is excellent information to share with clients.

Do you have a client who is counting calories? This database addresses that approach also, as well as benefits related to the consumption of a particular food, common questions and recipes. The motto of the site is "Know more. Feel better."

www.cookthing.com

Cookthing is an interesting concept for a food related site. There is opportunity to get new recipes based on a single or multiple ingredient that you want to use.

You can also develop a recipe using their guided tool. You can choose a name, add an ingredient list and method then submit to become part of the database.

The mixture of ingredients available is a little limited but it is a fun site to explore for new ideas.

www.everydayroots.com

The goal of this site is to spread knowledge about natural and home remedies to the general public, without making the claim that all of them work for everybody. Right now many people are finding themselves splitting off from things that have been considered mainstream, including medicine, and seeking new or improved ways to live. Everyday Roots is a place to discover and plant new ideas to inspire people to make changes, big or small — ideas that will benefit the wellbeing of everyone. A natural remedy could be defined as simply exercising daily, or eating healthier.

How to be Rock Solid for a Successful Year

Contributed by Rebecca Liston, Business Coach

I confess that how I tend to fly by the seat of my pants, and working with some key strategies allows me the freedom to do just that. Just what DO I use to make sure that my business foundation is rock-solid? Surely I don't really just fly by the seat of my pants.

Or do I?

What I have long ago discovered about myself was that both Freedom and Security are core drivers for me. I am at my very best when both of these elements are satisfied in my life.

So how does this translate into my business? I have taken years to find the precise ways and means, and tools and tricks that I need to satisfy my need for security in the business that then allow me the freedom to fly. And here they are:

1. Colleagues I know & trust implicitly.

I need people in my corner to cheer for me, and to hold my hand when things take a turn. For years now, I have had the blessing of the support of a few key women with whom I have developed and honed a relationship that allows for mutual sharing and rock-solid advice. We meet regularly — we schedule our time for the whole year in advance — and we treat this as a commitment to ourselves, and to one another. Mutually supportive relationships like these are key to my success.

2. A stellar team. Many years ago I hired my first virtual assistant. It was an incredible leap of faith — I had no idea how I would afford to pay her — but I did it and it paid off in spades. Since then, I have had the deep pleasure of working with several key team members both in-office and virtually. I would not be where I am today if it weren't for their infinite support and dedication. I love to travel, and in order to do so freely, I need to know that everything is being well taken care of at "home" in the office. These are the people that help to make sure things keep happening in the business, even in my absence, and they are each gifts in my life.

3. A coach. Yes, I know, it seems somewhat "predictable" that I, as a coach, would say that having a coach is one of the key things that allows me to succeed but it's true so there it is. My coach is my go-to person. When I am not sure if I am making the right choice, if there's something that's arisen that isn't feeling quite right, if I am worried / afraid / concerned about anything, she's my gal. I've lost count of the years that I have worked with her but I attribute much of my success in business and in life to her unwavering, unbiased support.

4. Systems and processes. Boring, yes, I know, but oh-so-important. We've a system for pretty much everything from on-boarding clients to taking payments to marketing. Yes, we need to tweak them (and we do review them all twice yearly), but for the most part, they run without much tampering and provide another important piece of the framework that allows this business to thrive.

5. Intuition. Business intuition is, as you know, the cornerstone of my work and it is also the cornerstone of my success. I don't simply ask the Magic 8 Ball what I should be doing (or not doing) in order to succeed — I don't fly by the seat of my pants THAT much! Instead I use the tool of Business Intuition to check in and see: Where are my efforts best placed? Is this idea that I have actually going to fly, and if so, when should I launch it? Is now the time to hire a new team member? What do I need to be doing to reach my income goals in the most efficient and effective way possible next year? Years ago I learned that the single best source of wisdom about how I should be moving my business towards my goals is my business itself.

6. Dedication to my brand. In our 2016 recap meeting, Stephanie (my Chief of All Things) said to me: "I know how much client happiness and satisfaction is an important part of your brand. I think we did well last year with this, and I think we can do even better next year." Most of us think of our

brand as being our logo and our colours, but there's so much more to it than that. I've had the pleasure of coaching a brand strategist and through this experience I have learned even more about the importance of being dedicated to your brand, your brand promises, and the brand experience that you provide. I keep my brand promises in my awareness such that I can act from that place as much as possible in every interaction and experience we create.

7. Crystal-clear vision. I know what I am here to "do" on this planet, and more importantly, I know who I am here to "be." And I am anchored, always, by this knowing. If I could have nothing else on this list of things to keep me feeling secure such that I could fly, then this one thing would be the one I would choose. Once I remember a coach saying that, without their mailing list, they had nothing. I would suggest we could strip that back even further to say that without this vision of Who You Are and What You Are Here To Do, then you would be in even more trouble than if you suddenly lost your mailing list! Now, this vision didn't come in one single flash. Good Lord, no. It is and was a work in progress, but it is a WORK in progress, meaning I work at it! This is not something that I ever lose sight of or stop honing and perfecting. It is critical to my success, and my enjoyment, in life.

There you have it, folks, seven things I could not do without. It was an incredibly valuable exercise to craft this list for you, and I encourage you to make your own. What are THE key things that sustain you and keep you solidly grounded such that you can fly? I could certainly add more to this list — I didn't even mention Love! — but I hope that these items prompt some thoughts for you about what your list may hold. Wishing you all a successful and delightful year!

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