

EP140

Elaine Lou Cartas: Work life balance, imposter syndrome, and challenges being a child of immigrants. These are topics I had in a group coaching session in a boat. You will be hearing some Bridgerton music in the background 'cause that was the music and vibe that I wanted, especially with the ocean breeze coming. And hopefully you will also feel the energy of being in community and that ocean breeze.

I obviously blocked out names and confidential information in this call, but it's a great way for you to experience that you are not alone in the challenges that you are going through in work, business, and life. And it's a great way to experience being in community and how it may look like to be coached by me.

You'll probably get some action items even for yourself. All right. Grab your tea, coffee, boba. And I will say there is some fun alcoholic beverages in this boat, but that is not available to you while listening to this podcast, obviously. Unless you're at home, then you get it, and please do not be doing that while driving.

All right, let's drop the beat.

All right, this is my little video camera, okay? It's just gonna be me, on my face. Okay? So don't worry about it. And then I have a little mic here too.

Oh,

nice. Okay? 'Cause I'm recording. So let's do what you do, however you wanna share that, and then- Fun fact. And then the fourth question is, what would you like to be coached on today?

Hmm. So how I'm training this is that I just want it more of a discussion. You don't need me to lecture to you- Mm ... 'cause you could go on YouTube- ... for that. But I could share tips, and you'll be, I think, actually surprised because there might be similar questions to one another. Yeah. Okay?

Group Speaker: Great.

Elaine Lou Cartas: All right.

Group Speaker: So one thing in terms of coaching, she's been like my therapist for 20-plus years, but, um- Don't

Elaine Lou Cartas: age us.

Group Speaker: I know. We don't need to give how we are. We are old. Just kidding. I thought we

Elaine Lou Cartas: graduated last month. We graduated

last month. We graduated last month.

Group Speaker: Yeah. No, we're no. But

Elaine Lou Cartas: you went to UC Irvine- Yes, I did ...

Group Speaker: and

Elaine Lou Cartas: graduated last month.

Group Speaker: Or, or like in the O's, in the double O section. Work-life balance for me, just 'cause, you know, demand is high in the tech and AI space and just a lot going on.

And I have two small kids, so they're two and four. And this morning my two-year-old asked me if I was coming back. Aw. So- Aw. The days are long. Aw. You know? But-

Mm.

You know, they like me. I think they do. And yeah, that's me.

I'm a therapist, so I have my own private practice out in Pasadena. Do you wanna lead

Elaine Lou Cartas: this instead?

'Cause you're a therapist, we got a lot of workload.

Group Speaker: We're all gonna be crying. I'm just kidding, by the end of this drink.

Elaine Lou Cartas: I know,

Group Speaker: crying and drinking, right? Okay, yeah. Um, yeah, so I started out as a solo practitioner, but now I'm in the process of scaling, or I already scaled, but I, I wanna grow much bigger.

And fun fact, I did stand-up comedy.

Hmm. What? Nice. I didn't know that. I know. There's a comedy- There's an opportunity- Yeah ... for me to do another one soon, but I don't know- Nice ... if I wanna do it.

Elaine Lou Cartas: Yeah. Wait, when's your next show?

Group Speaker: No, I mean- We'll join you. No, the, I think it might be in a few weeks- Now. Right now ... but I don't know

Elaine Lou Cartas: if I'm gonna do it.

Now. Open mic.

Group Speaker: Yeah. Something that I would like to learn is how to, like, operate out of confidence and not feel kind of, like, anxious. Especially, at least for me, 'cause I'm operating by myself, it's kinda scary to make decisions.

Hmm.

And then also how to build, like, healthy culture with your team.

What I would like to learn is, again, how to build good relationships with them, how to, how can I get through to them-

Elaine Lou Cartas: Hmm

Group Speaker: while also being their leader. That makes sense. If that makes sense. So-

Elaine Lou Cartas: I have a Mary Poppins bag, so when you guys tell me things, it, I'm, I have a whiteboard. Oh. That's a whiteboard? A portable

Group Speaker: whiteboard is-

Elaine Lou Cartas: Yeah ...

Group Speaker: pretty awesome.

Elaine Lou Cartas: That

Group Speaker: is awesome.

Elaine Lou Cartas: Oh, wow.

Group Speaker: That's amazing.

That's

Elaine Lou Cartas: awesome. I'm meeting my Asian stereotype.

Okay, so how to network with people. Okay. And-

Group Speaker: Uh, and it's how to grow.

Elaine Lou Cartas: Okay, cool.

Group Speaker: And then fun fact, I do like to travel. Right now I am planning a trip to China and Japan, so-

Ooh ...

hopefully global more. I lo- I've been to Japan already. Cannot wait to go back

I wanna learn how to feel more comfortable speaking English because my first language is Spanish.

Elaine Lou Cartas: Mm.

Group Speaker: So when I try to speak English, I feel scared to say a lot of mistakes, but I'm still learning, so excited to be around people who speak English.

Elaine Lou Cartas: You're

Group Speaker: doing great. You're

Elaine Lou Cartas: doing

great.

Group Speaker: Yeah. But I'm actually curious,

Elaine Lou Cartas: just, like, just seeing the makeup, like, how many are, like, children of immigrants, immigrants in here?

Group Speaker: Oh.

Elaine Lou Cartas: Oh, you're in the right boat.

Group Speaker: Literal boat.

Yeah. Literal boat.

Elaine Lou Cartas: Fresh off the boat. I, I'm making fun of myself, okay? Like...

Group Speaker: I currently just joined the HR team department, but prior to that, I used to be a bookkeeper at, at a store. For 16 years, I worked with employees, but I think I would like to, with this new position, learn how to approach- a member to have that conversation HR related.

I would like to have more confidence when I'm talking in front of an audience, and to be more confident of what I said and my posture. You know? Like, I think, uh, I learned that somehow, somewhere, that, uh, it tells about you when you're, like, very confidence and when you're saying your words. I want the people, I wanna get the, the attention from the people when I'm speaking.

Wait, how do you feel now? Do you feel confident right now?

Um, well- 'Cause

she's,

like,

good. Yeah.

Well, I wanna get the attention of everybody when I'm speaking. Like, I wanna see them, that they're looking at my eyes, you know? And they're like... Like, I'm feeling very powerful, and the words that I'm saying, they're getting to their heads, and they say, "Okay.

Yeah, it is what it is, and, and, uh, we're gonna go for it." That's what I'm trying to get to.

Something that I have been trying to work on that I would like to be coached on is the art of selling yourself. Yeah. Because when you, like, grow up within a company, people knew me, they knew what I was about, they saw my work ethic.

And so, now going back into the workforce and, like, selling yourself and being in a different place where you were the last time you were in the job market- Right ... and trying to have, like, the confidence, like you said, and how do you articulate that- Right ... in a one-hour interview to someone who doesn't really know you.

It's, it's an art. And so,

Elaine Lou Cartas: um- We got two HR people here, I'm just saying. Yes.

Group Speaker: Yes. This is gonna be the

Elaine Lou Cartas: power boat, I

Group Speaker: can

Elaine Lou Cartas: already feel it. I also wanna share, don't think, I'm the speaker. We're all experts here. Yeah. So I wanna make sure... I joke around, and you... We actually met in New Orleans- Yes ... at a conference in June.

Yes. Wow.

Group Speaker: I've been telling everyone- Yeah ... about you who I was networking with. I'm like, "Elaine's amazing." Oh. "She represents women so well at these conferences." And,

Elaine Lou Cartas: and men.

Group Speaker: And men. Men, too. She's amazing ... but, I

Elaine Lou Cartas: mean, since we're all children of immigrants here, think about, like, our aunts and moms, right, in the kitchen, and then all our uncles and dads in the back. And I always used to think, "Oh, they're just doing chismes," or chisme. It's chismes in Tagalog. I know it's chismes in Spanish, right? Yes. Okay. But it's kinda like the same.

Chunk does the same thing. We also got beaten by our dad growing up. And then we got the belt. Sorry. I'm, I'm... Okay, going back to you two.

It's all good. But ... Um, but saying that, I think because of COVID in 2020, we forgot that we could be in community and talk about this, you know? And then sometimes it's way too much gossip or we have to leave the kitchen.

Group Speaker: Yeah. I've been in career now for almost 10 years, and I feel like I've been on this, like, climb up the ladder, so to speak, trying to, you know, always do what's next.

And I wanna come to a point where I can more, like, be satisfied in what I'm doing, and obviously still strive to, like, improve, but also be content in- Where I'm at as well, without always having to like see what's next.

Elaine Lou Cartas: So be okay with where you're at?

Group Speaker: Yeah.

Elaine Lou Cartas: As opposed to... When you mean what's next, do you mean what's next in the company, or what's next in your career, or both?

Group Speaker: Kinda like both,

Elaine Lou Cartas: yeah. Okay. Got it. Thank you. Well, I'm not the only-

Yeah ...

expert, but I'm cur- any parents here? I'm curious. Yeah. Anything? Do you mind if I ask you?

I do mind.

I would love for you to give feedback

Group Speaker: too. I gotta turn my brain on. I'm

Elaine Lou Cartas: happy. Why

Group Speaker: do

Elaine Lou Cartas: you think I said leadership coaching? I was like, "I'm not lecturing.

I don't wanna... I don't prep for this. I just wanna talk." I,

Group Speaker: I mean, I think there's a bit of like a natural sacrifice you do as a career, but it's like forgiveness and also learning to like, your job will come and go, but your children are always there. I did read a study that statistically working moms lead to higher success rates for their children, so they're more successful at the end of the day, so I'm like, I hope that's the case.

But I think it's just reflecting and taking pause more often than not.

Elaine Lou Cartas: Mm-hmm.

Group Speaker: Yeah. That's been taking a long time. Full disclosure. Yeah. I- You know, I had a CFO once tell me that you make a deal with your children. You tell them what you, what's like the best, what they want you to show up at, and that's what you try to commit to.

So I think it's all in the same vein of like-

Well, because I'm a therapist, I just like to ask a lot of questions. I thought

we move on.

Elaine Lou Cartas: I thought that was what was happening. You also don't have to play therapy hat. You can go consulting.

Group Speaker: Yeah, no. She is not

Elaine Lou Cartas: a client- she's not a patient.

Group Speaker: I'm going to

Elaine Lou Cartas: tell her like, " You are f****d

up."

Group Speaker: Yeah. You can just say that. No, no, no. I, I think the question here is, like, what is the guilt actually saying? I think it's giving yourself permission- Yeah ... that you've put yourself in a transition that you didn't expect for yourself. Yeah. And this opened up a new hope and dream for you that you didn't think about.

And so how do you give yourself permission that you can still do what you love? And the good enough part, it seems like it's more presence, right? Yeah. So can presence and connection- Yeah ... look different than PTA, right? That's

what my therapist tells me.

Elaine Lou Cartas: So- There you

Group Speaker: go. I'm getting my

Elaine Lou Cartas: money's worth.

Group Speaker: I'm getting the

job. There you go. Yeah. I was like, "I pay her a lot of money." You paid \$65

Elaine Lou Cartas: for this boat.

Group Speaker: You're

welcome, I gave you a discount. Yeah. Yeah. No, yeah, it's, it's a continuous battle

for that. Yeah. And I think children actually, they... It's okay that you don't show up perfect. Yeah. The most important thing is that you repair- Right ... that part. Right. So you can be like, "Hey, this is... I'm, I'm not gonna be able to make it."

Right. But you find other ways to repair that connection. Yeah. They're resilient. Yeah. Like, kids are resilient, so they will be okay.

Yeah. I hope

so. They're surrounded by other- Yeah ... support systems.

Right.

So emotionally, they'll be okay.

Yeah, absolutely. And I think that's it. It's like the quality of time.

It does, you know, my two-year-old said like, "Am I coming back today?" I don't think that's a good thing, but, you know-

No, that's okay. That's

Elaine Lou Cartas: normal.

Group Speaker: Yeah.

I was like, "S**t, okay. I get the message."

Elaine Lou Cartas: But it, but also it didn't come from "Mommy, are you coming back?" No, no. You know what I mean? Yeah. She just wanted to know what to expect.

And I

Group Speaker: have

Elaine Lou Cartas: very- That's what I'm hearing ...

Group Speaker: opinionated children, so like they have no problem telling

Elaine Lou Cartas: me like- Sounds like her mother ...

Group Speaker: yeah, exactly. My four-year-old literally is like, you have to show up at this." So I was like, "Okay, I'll show up." Yeah. So I'll make the commitment and show up.

Yeah.

Elaine Lou Cartas: Another- Thank you. Now it's your turn. Yes. Stay, stay here. I was also here to coach.

She's like- Did you, the therapy says it's right here ... her turn. Did you hear the therapy statement? What did you say? I want you to stay here with your emotions. Is that enough? I'm working on that too.

Group Speaker: There's

Elaine Lou Cartas: comfort right here.

Group Speaker: I'm gonna work on that. Here, take this, take this.

Elaine Lou Cartas: Well, I would also say, not just for her but for everyone else, something that I have learned, if this is helpful, it's like even understanding how to embrace enough-

Group Speaker: Yes.

Yeah ...

Elaine Lou Cartas: rather than more, 'cause we live in a capitalistic society of more- So true ... more, more. Of like what you were saying with what's next. But it's actually, you know what? Exercise sounds like a very hard word. I'm gonna use movement, and because I'm on my period today, movement means walking. I am on my period today, sorry.

That's like TMI, but like this is all I'm gonna do right now

Group Speaker: That's so true. Yeah

Elaine Lou Cartas: So what's your takeaway from this?

Group Speaker: Oh, Jesus.

Elaine Lou Cartas: What's your takeaway in

Group Speaker: action? Um, one, being able to talk about this. Mm-hmm. So that's not natural for me to talk about it. To, like, a room full of strangers. Um, second, I think for me it's just the pausing and being present more than anything.

Like, being y- you know, able to show up to their events and stuff like that. I use a decision framework. Mm-hmm. Um, where I, I assess, design, shape, and then deliver. Mm-hmm. And with that framework, it always forces me to pause. So really understanding the trade-offs, really understanding what is gonna be the, the financial impact, the cultural impact of any decisions we make.

Like, AI sounds great, and it is great, but we do not want to have our customers talk to an AI chat bot.

Something that I learned almost in, like, the aftermath of a decision. So if it's the wrong decision, not being afraid to go in front of your workforce and, like- Own it ... have egg on your face. Yeah. Exactly.

Like, you gain so much respect when you're willing to say that you made a mistake. Like, and, and being, excuse my language, but, like, "I f****d up," you know? And like, "This is where we- Oh, you get a pass here. Nice. It, it, like, we, we dialed a little too- Far down in catering, for example, and we were trying to optimize, 'cause we're like, "We have to cut costs.

We have to be aggressive. We're gonna take a lot of product off the aircraft." And we thought that that was gonna be fine, and we had the formula, and it was gonna all make sense, and it like, we all fell flat on our face, and catering was f****d for, like, a month. Oh, wow. And our flight attendants were going insane, like, "How do you expect us to show up, do our job, without giving us the necessary tools to, like, serve our guests?

And you want us to elevate the brand and elevate the experience, but then you're giving us nothing to do that." And so we had to go on the town halls, we had to go on the road shows to be like, "You know what? We made a mistake. Now we're gonna, we're gonna turn the temperature back up again, and we're gonna find the sweet spot."

But if we tried to, like, be too egotistical- Wow ... in the aftermath of, like, "We didn't do anything wrong. This is fine," we wouldn't have been able to, like, find that sweet spot. To find- Yeah ... like, the, the humanity in that, and to be okay with going in front of thousands of people and saying, like, "We got it wrong, and we don't have an ego in saying that we got it wrong."

That's good. "And we're gonna listen to how we can get it right- Yeah ... by our connection with all of you guys."

Elaine Lou Cartas: Right. What are you getting so far? And then I'll share my piece on it, but what are you taking away?

Group Speaker: As long as I do my due diligence at the beginning of the stage, and I just, I can just follow through.

And if it happens, it happens. If it doesn't, that's okay. Like, just pivot and just keep going is what I'm getting.

Elaine Lou Cartas: So a couple of things. I mean, you know this as a therapist. You know zones of regulation, right? Do you guys know what zones of regulation is? So zones of regulation... Actually, can you explain zones of regulation- So-

'cause you're a therapist?

So- 'Cause I learned it from my therapist.

Group Speaker: Go ahead. Um, it's basically, like, everybody has this, like s- like a window in your nervous system. And if something happens where it's, like, trauma or a change or positive, any type of changes that you feel in your nervous system, if it's within your zone or your window, you can still operate logically.

But if it gets outside of the zone, you start to operate more out of your trauma response with, and that's the escape response, right, the flight or fight, things like that.

Elaine Lou Cartas: Okay. So did you watch Inside Out? Yeah.

Group Speaker: Yes. Remember this?

Elaine Lou Cartas: Okay. So zones of regulation, you know, there's a trauma response, so you get triggered.

And so I studied cognitive sciences at UC Irvine, which is the study of the brain. So the hippocampus, think of it as, the lizard brain, right? The animal brain. The hippocampus is the, "Oh, there's a fire. I should run away." Or this happened with me. My grandma, when I was three, she said, "Don't touch the hot water."

What do you do when you're three?

Touch the hot water. Touch it. You touch.

Yeah. Touch the hot water. Touch the hot water, right? And she, like, yelled at me as any immigrant, "Don't touch the water!" I'm like, I didn't care. I touched it, right? Then there's another part of the brain that's like the librarian reminding you of all the past experiences, right?

It's like someone yells at me, then you make up a story like, "Oh Yeah, I'm stupid. I don't know what I'm doing. But to really get to the logical part of the brain, the prefrontal cortex, you need to breathe. And there's a science behind it because when you're breathing, you're allowing blood to go to the prefrontal cortex so you think logically.

So when you're trauma responses, there's four colors. There's the red color, anger. There's a yellow color, which is anxiety. Blue color, sad. And green color, which is calm and happiness. When you respond back, you need to be in the green color. And to get there, it is the breathing part of it, right? To be calm.

So when it comes to, staying the grounded, I mean, I know you know this, but, like, how can you be in a calm place? Maybe it's in the o- by the ocean or the sea, so you can think about your vision and your goal. I'm

pretty much calm.

Group Speaker: Yeah,

Elaine Lou Cartas: the pit boat.

Yeah.

The quiet boat.

But I mean, I mean, you know- I am thinking

you, I mean, you know this. You probably need to get out of your office and house, like, and just go to a coffee shop or somewhere calming to think about the vision and stuff.

Group Speaker: Yeah, something I have been doing is actually, like, reducing my, like, intake of, like, the news and, like- Yeah ... other therapists, like- Totally

complaining about other things. It feels informative because you know you're trying to mitigate risk. But actually, that heightens my, like, arousal more, and then I start to operate out of their experience rather than, you know, mine. That's right.

Elaine Lou Cartas: I think we, so we worked together two years ago.

Group Speaker: Mm-hmm.

Elaine Lou Cartas: It's already August.

I've already surpassed last year's revenue.

Group Speaker: Mm-hmm.

Elaine Lou Cartas: I've increased profit margins in my business. I work less.

Mm-hmm,

mm. But I'm also doing the uncomfortable part of the pause. Oh, this client said this. What do I need to work on? I'm not feeling good about this. I'm really in it, and then I'm asking myself curious questions.

Okay, I need to make a decision. Ugh, I'm feeling so anxious. I'm like, let me sleep on it. Don't need- Right ... to say anything. Yeah. And also, even journaling the moments of, what are my triggers, and then, like, how am I feeling? Can I make a decision? This is how I'm do- what I'm doing. Mm-hmm. Even, like, having that as evidence.

Because you know this, everybody knows this here. Anyone play sports, by the way? Or watch sports? World Cup, for example. Whoo. Yeah. Wait, I have a controversial question. Who's your team? Argentina.

Mexico.

No. Shame on

you. All the way there. I was praying. I was praying all the way for France, yes. But I'm gonna say sports as an example. Like, when you need to learn a new thing, it takes a while and you need evidence.

Yeah.

And so-

Yeah ...

I'm pretty sure a lot of us relate where we probably have become very successful by being reactive, right?

We've been successful being reactive, putting fires out. But to get to the next level as a leader, it's actually working on our response and not being reactive. Mm-hmm. And it's pausing more. It's hard. So what are you taking away and what's your action

Group Speaker: plan? I always get stumped at this question. Like, my brain is like, uh- And

Elaine Lou Cartas: maybe it's like, "I need to process this more."

That could be an action.

Group Speaker: Yeah. Yeah, no. I think I'm gonna just, I'm gonna operate continually from a regulated place. I'm gonna create, like, a routine in the morning. So, like, I'm gonna give myself, like, a window where I can only make decisions at this time.

Elaine Lou Cartas: Oh, yeah.

Group Speaker: Where it's like, "Okay, I know that I just did something to regulate my system.

I'm gonna operate out of here," and then I just have to commit to it, and then, you know, ride, ride out the waves. Right.

Elaine Lou Cartas: Well, I know sometimes when we want to create a new habit, it's like, "I have to commit it to it," and then when you don't for a day, then it's "I f****d up," "I'm a failure."

Group Speaker: Yeah.

Elaine Lou Cartas: I also want to remind you, I want you to test it.

Group Speaker: Yes.

Elaine Lou Cartas: So if it's not working and you need to adjust or edit, and it doesn't have to be extreme. Yeah. You could, you could just even tell yourself, "I'm gonna try just, like, once a week."

Group Speaker: Yeah. This doesn't

Elaine Lou Cartas: have to be-

Group Speaker: Well, no, I've been doing it-

Elaine Lou Cartas: Okay ...

Group Speaker: more regularly, but it's just, like, trusting, trusting the process.

The process. Yeah.

Elaine Lou Cartas: Mm-hmm.

Group Speaker: Yeah.

Elaine Lou Cartas: I think you need to show yourself evidence for it. Mm-hmm. Track it.

Group Speaker: Yeah.

Which takes time.

Yeah.

And that's hard.

Elaine Lou Cartas: I mean, even, anyone, like, in a romantic relationship, marriage, boyfriend- Yeah ... girlfriend. It's interesting 'cause I've even worked on my relationship for, like, pausing, where I'm like, someone's like, "What the f**k?"

He did this," and I make stories up in my head, right? But then when I notice, like, I pause and I, lock myself to be calm and regulate. 'Cause Filipinos, we are so reactive and emotional.

Yeah,

yeah. They say what's in their mind. I'm like, "That's not healthy."

I mean, I don't wanna assume, but I, I like- We're conquered by Spain ... we were, like, colonized by Spain. Yeah. Yay, Spain won the World Cup. But I say that because when I was calm, I was like, "Oh, he's not, he's not unregulated at me," and it's because I was calm. Yeah. Oh, s**t. What magic sorcery has happened? And if you wanna know, the science behind it, it's called mirror neurons.

You know when you're at a coffee shop and you see this complete stranger and it's like, "Oh, he's having a f****ng day. I'm gonna keep my distance." Yeah. You just know the energy. Yeah. So yeah. Okay.

Group Speaker: You know, I think women tend to ruminate and really internalize successes or failures really deeply, but if it makes you feel better, you're not alone.

Elaine Lou Cartas: Camaraderie

Group Speaker: counts for something. Yeah, exactly. It does. It's not always there. That, that confidence isn't always there. Yeah. You just, you just gotta fake it sometimes.

Elaine Lou Cartas: That's right. I, I definitely have the fake it part.

Group Speaker: Yeah.

Elaine Lou Cartas: Well, what have you done? What have you done to feel confident that's worked for you?

Group Speaker: That's worked for me?

I like to celebrate. Oh. So I'll go and celebrate- Is that why

Elaine Lou Cartas: you're in a boat?

Group Speaker: Yes.

Elaine Lou Cartas: rosé. Tita Flo is here, so she wants it. Oh,

Group Speaker: nice. All

Elaine Lou Cartas: right, confidence, 'cause, you exude confidence. I'm curious what, what you've done to work on it.

Group Speaker: I don't know if I exude confidence like that. At least half the time I don't feel it. I wanna walk in, I wanna make sure that everyone knows that I can go to this guy for, if, for anything.

Elaine Lou Cartas: Mm.

Group Speaker: But then my issue is when they do come in, they do come to me, like, w- I'm not always 100% sure how I can help them.

They express themselves, they tell me everything. Sometimes I f- I, I feel guilty that I don't feel that empathy towards them and I, I really, I don't know how to help them. And it makes me feel... That, that brings down the confidence 'cause I don't know how, how I can reach them, how I can help them, and how, and how does that make me a leader if I can't help them.

Elaine Lou Cartas: Mm-hmm.

Group Speaker: And but this is about you, not about me. Yeah. But the confidence thing, sometimes you, you know, I think it's just kinda showing up and just kinda faking it sometimes. 'Cause you can't really... Like, personally, like I, like I said, like, half the time I'm not confident. I'm just going in, going with the flow, trying to figure out what I can do.

And like you, you had asked how do I feel confident- Mm-hmm ... celebrating little things You know, little things. Okay, so we, we made sales today. You know, let- let's go ahead and let- let's have a pizza party. You know, we can buy some pizza, we can all, we can all celebrate. Um, someone's birthday. Something, something as simple as just getting them a little cake.

And then just bringing people in. Uh, on a personal note, you know, maybe buy yourself some new shoes. Buy yourself, you know, some- something that you- ... reward yourself. Exactly. Something that, you know, you were like, "Okay, I want this, but I'm not gonna buy it right now. Oh, but I-

No, like Pablo's dog. You know, every time you do well, you just buy yourself a-

Yeah.

Yes. Retail therapy- I love being an adult ... is a thing. Yeah. Yes. Yes. You know, I've been wanting, been wanting this, this watch. You know, I, I did had a really great week at, at work at this time. Let me go ahead and treat myself. And that helps me, and not everyone's like that, but, you know, that's- You just gotta find what, what's gonna help you Push through that

day.

Mm.

Or push through that week.

When you feel something, then you can identify what is this emotion trying to communicate with you. Right. Right? What is this emotion trying to communicate with

Elaine Lou Cartas: you? I'm gonna write that down for me.

Group Speaker: I am learning how to be better at identifying my emotions. Mm. I've gone through periods where I'll sit with, like, the emotion wheel in front of me and I'm just, like, trying to track which one is mine.

Oh, really? Yeah.

Elaine Lou Cartas: Wow. I mean, they know this well, but, so I am... I always say I'm a proud oldest, oldest daughter of a Filipino immigrant farmer. So my dad was a farmer in the grapes in Central California. And I remember I was talking to my therapist vulnerably, "I always feel, really tired and I need to do a lot."

And she's "So how long have you been feeling that?" Very therapy question. And then I was like, "Since I was born," because I was born into six adults. I was born in my grandparents' house with my parents, aunt and uncle, very immigrant, and I felt their pressure of the American dream. Wow. Like, "You have to make it."

Really? 'Cause we sacrificed so much. Right. You have this privilege. And, and so my therapist is "So do you see how you're tired?" I'm like, "Yeah." That's long. "This is where I see it is."

Group Speaker: Fair.

Elaine Lou Cartas: But I think that, I, the theme I'm hearing is the pause part-

Group Speaker: Mm ...

Elaine Lou Cartas: of, letting it sink in to feel it, because I remember always deflecting comments before, especially, like, as a woman, it's "Oh, this dress?"

It was on sale at Nordstrom Rack." Like, instead of saying, "Thank you." Yeah. I, like, I always had to, discount it to something less, but it's the uncomfortable feeling part. Yeah. But, my dad, by choice, dropped out of high school because he needed to tend to my grandparents', farm for survival.

Food. if you're gonna choose food or education- Mm. Mm ... it's gonna be food. And so he would say things, kind of, like, snippety late at night and be like, "You know, if only I had an education," or, "You guys are so much smarter than me." And, so there was, like, always a sense of guilt I had that I had this privilege of choice.

My mom used to tell the story, "Elaine, I used to see planes, and I heard that people that are in planes have socks."

Group Speaker: Oh. Oh.

Elaine Lou Cartas: Like, she didn't know what socks was. Like, that's, like, such a hard concept for Philippines because, like, it's so humid and hot.

Group Speaker: Yeah.

Elaine Lou Cartas: And so there's this great Maya Angelou quote. I'm gonna butcher it 'cause I don't know word to word, but, like, "I stand as one, but I represent 10,000."

Yeah. Mm-hmm. So, I just think about, all the generations and ancestors before me. F**k, I'm not gonna be guilty because it's not just me, it's all of them. Growth and network. Do you wanna share more?

Group Speaker: Yes. How do I, like I said earlier, get that empathy to be able to connect with people? 'Cause sometimes I feel like, yes, I am listening to you.

Yes, I can understand what you're going through, but then I don't know how to help you. And then networking as well, just, just again, the same way. Connecting with someone. Right now, this is a great space, and it's great. Thank you. Thank you ladies.

Elaine Lou Cartas: And also let's, let's just say the quiet thing out loud.

I think 'cause we also feel safe and comfortable with one another. Mm-hmm. Do you know what I mean? So I just want to say that. So go ahead.

Group Speaker: No, go ahead. If I c- don't feel like I connect with someone, how am I gonna network?

Elaine Lou Cartas: Mm.

Group Speaker: How am I gonna put myself out there? Mm. You, you understand me?

Elaine Lou Cartas: Yeah. What is your goal with that?

Group Speaker: Growth.

Elaine Lou Cartas: Okay.

Group Speaker: You know, personal, career

Elaine Lou Cartas: Just with growth in general. Okay. Anyone wanna share?

Group Speaker: I mean, I always consider myself a pretty, like, introverted person, but at the same time I've always, like all through school, all through the multiple companies I've worked at, have tried to put myself in a position of being forced to interact.

Um-

Elaine Lou Cartas: So you're doing this by choice. You're forcing yourself.

Group Speaker: I'm forcing myself. I was like, forcing fun. Yeah.

But

Elaine Lou Cartas: why?

Group Speaker: Yeah.

Elaine Lou Cartas: Yeah, why and how?

Group Speaker: Yeah, like in school, I was always in all the clubs and, like, trying to organize things that way. And then even when you put yourself in a place of, like, responsibility, then you kind of like make yourself accountable to building those connections and interactions.

And so that's actually something like like a large majority of women that are in, like the leadership team are in sales, and so I feel like they have all these connections, they know all these people, they know who to reach out to for speakers, they know who to reach out to to get sponsors to have food, and I'm just more of like a support type person in my regular life.

And so putting myself in more of a leadership position allows me to, like, build those connections, be able to, like, take on the responsibility and put myself in situations I otherwise wouldn't. I say force, so it makes it sound like I don't wanna be here, but- ... I make myself accountable by signing up for things that I don't then want to-

Elaine Lou Cartas: Oh, you're doing

Group Speaker: that

now

pull back from. Yeah. I mean, same concept, all related to, like, I do ClassPass. Oh, yeah. Are any of you familiar with ClassPass? Mm-hmm.

Elaine Lou Cartas: It's a membership, so you could check out different gyms, so you don't have to commit to one. Mm-hmm. Oh. So if it's like, there's a lot of bro-y ***holes I don't wanna be around, then you can check out another one.

You know? 'Cause you don't wanna commit a one year with like ***holes at the gym. That's true. So best way, you're in an open relationship with different studios. Yes.

Group Speaker: Yeah.

But the reason I like it is it holds me accountable to go, because you sign up for a class, you can't cancel within 12 hours or else you get charged.

So it's like- ... if I sign up for this class, I'm financially accountable to going or else I'm gonna have to pay for it and not get my workout. So I don't know, accountability is kind of how I force myself to do those type of things. I don't know

Exposure. It would be exposure

Elaine Lou Cartas: If it's clear, I'm an extrovert.

Yeah. Okay. But as I've gotten older, I've been very introverted. I feel like a lot of you are similar to me. I'm not gonna just network to network. I need to feel comfortable with someone. Yes. You know? So like, I would also trust my intuition if it's like, even though this person has a really cool title, and they probably want...

know a lot of people, I'm like, "I don't need to, because you're just bad energy." So that's one. And then, two, I just come from, a place of curiosity. if they have good energy, then I will approach them if I feel comfortable. When it comes to work, that's why I was pulling out the whiteboard.

I love that, by the way.

Yeah.

And sorry, it like- It's cool ... kind of whited out. Okay. Are you, like, a numbers person, data person? I am not. No. You don't need to. So with people I work with, or even clients, you could put names. So this is, a communication dashboard. I'll email it to you guys after. But it's, names, their goals.

Mm-hmm. Like, how... what their goals are, what's their communication style, who do they work well with and why. But come from a place of curiosity, not just, like, judgment. "Oh, they're so cliquey." Like, why, and then how can I improve my relationship with them? So you could use- I like that ... you could, you could use this at work or...

Do you guys watch baseball, by the way?

Yeah, sometimes. Sometimes.

So, no one's Dodger fans, just me?

Yeah. No.

I'm just looking. Not with their winning. Yeah, I'm just looking at someone. Could someone- My husband ... an Angels fan?

Group Speaker: My husband.

Elaine Lou Cartas: I'm an Angels fan. I'm sorry. Yeah,

Group Speaker: I

Elaine Lou Cartas: know. Okay. I'll be an, I'll be an ally.

Group Speaker: We, we force her to watch the, the- So

Elaine Lou Cartas: I'm, I'm using baseball as an example, because if you remember, they have a hat when they're in the outfield.

There's a batter, and they look at their, their little card, and like, "Oh, this one's gonna move more to the left or right", and they

Group Speaker: move. Their

cheat sheet card. Yeah. I didn't even know that. Yes. The pitcher has right here. Yeah. Like a cheat sheet. I'm so proud of you. No, yeah, you don't know. It's like a cheat sheet

Elaine Lou Cartas: So I mean s- I'm just using... I, I love using sports as an example because you could do that with colleagues that you work with. It's very structured.

Do you know what I mean? I'm pretty sure, like, you could, you could think of colleagues where it's like, "Oh, they don't talk about their personal life, so I'm not even gonna ask." And then someone else where it's like, "Oh, I should check in. Hey, how was your daughter's soccer practice?" I mean, you probably know intuitively, but this helps.

But then to be real, like, when it comes to growth of an organization, maybe you do need to talk to that narcissist ***hole that you need to work with. And if that's the case, then how to work with narcissists, I used to work in political campaigns, FYI. I'm glad I don't anymore. It's like, "Hey, there's this initiative and I was just thinking about you.

This would make you look so good because if we did..." you need to speak their language.

Group Speaker: Yeah, that's true.

Elaine Lou Cartas: Yeah. Does that help- It does ... with the business stuff?

Group Speaker: I, yeah, it does. Okay. Kinda bite the bullet sometimes. If, even if you don't feel comfortable talking to so-and-so, just reach out.

Elaine's been like this since college, so she has, she's naturally curious about people.

I am

Elaine Lou Cartas: quieter. I'm better.

Group Speaker: No, you- I am better ... you, you like people. Yeah, no, seriously. And it's so funny 'cause sh- I think she would coach, like, a lot in the group that we put together, and it's like she's

naturally been curious of others, and I've always admired her for that. Aw. Yeah. Aw. Sorry. You see, I need to-

Yeah, that, that curiosity, I don't have that sometimes.

Yeah,

it's tough.

And that's, with someone when you're, when you're comfortable with someone, yes, you're curious. Yeah. You wanna ask. When you're not, in my role, you still kinda have to ask- Yeah ... just to get to know them, but curiosity is not there.

Elaine Lou Cartas: So, okay. So you could use curiosity when you don't know how to work with a colleague, and you could be like, "I'm curious-" What do you need from me right now?

Do you just need me to hold space for you? Do you need feedback or a solution? And then if you don't have the answer, you could just be vulnerable and say, "I don't have the answer. Let me try to find the answer for you, and I'll get back to you." So you could also do that. Go ahead.

I

Group Speaker: have a question though.

So how long do you play the role, like their language, like you're saying? Because we have those complex customer in our stores. Like, we're gonna have event management team that they're very rude to you, and you're trying to calm down the situation, or you're trying to be calm and, and, you know, like think about what you're gonna answer is gonna be.

How long do we need to play their game if they're always like that?

Okay, so g- can you give me more context? 'Cause that's better. Like- Okay.

So- Are

they just yelling at you? Let's say, yes. Are they

sending you down an email? Let's say that I got a phone call and then this person start yelling at me for, um, some, for a story that they hear.

And to begin with, they got you off guard, but then y- you, you're gonna tell them, "Okay, so you don't have the whole story for you to be yelling at me," you know, s- for a certain story that they heard. So but this person is constantly doing that to you, and there's a point like you're so nice and understanding because it's probably a district leader or a VP of the company, and you're trying to understand that they're under stress.

But at the same time, how fair is that, that they can get away with stuff, or, and they can talk to a member or part of the HR team or a, a store leader that way? And we're trying to calm down the situation, but there's a time, like you said, enough is enough So how did you handle that as, you know, being a person, being calm, and not to be the secondary person of making the story or the situation worse?

'Cause you wanna be that person who wanna be the calm bit, 'cause there's always two persons, right? Like the inside out. There's always anger- Yeah ... and there's always calm.

Yeah.

Elaine Lou Cartas: And you wanna be the calm- Yeah ... but there's, there's a ty- typical point that you says, "Okay, so enough is enough." How do you approach to that person and says, "Hey, you know, it's not cool what you did," or, "It's not cool what you're doing"?

Yeah.

Group Speaker: I deal with that often. It's more often than not, like, privileged positions, right? Mm-hmm. There's been approaches I've taken where I have had a confrontation in a healthy way with leaders, and they're very senior in the company, where I, I express sort of their behavior and how it's impacting me. And so sometimes those, that works, that direct approach, and I tend to take the direct approach where we talk through, like, I recognize their feelings, but I have to inform them what they're be- what their behavior's leading me to feel.

And sometimes there's avenues for that, and they're receptive, and they, like, appreciate it, and we, we are able to move on. So calling out the behavior has worked in, in my environment. There's times where they're so senior you really can't address the behavior. So what I've do- well, first of all, if it's really inappropriate, that's an HR issue.

Side, side, side note. But if they're toxic, the way I've managed it is we've worked in the back channels. So we start kind of dripping onto the right resources, like the right leadership of like, "Hey, this behavior's not a, it's not well received. I, I'm experiencing certain things." And then that starts building a trend.

I believe strength in numbers, so you start identifying, like, is there a group of people, like, being impacted by this behavior? And then you start having those, like, more delicate back channel conversations that may be just corporate, you know, passive aggressiveness. But sometimes you have to work behind the scenes to get someone out, and we have been able to do that.

But I experience that all the time. Like, even at my level, I had someone just last year tell me, like, literally I'm talking, he goes, "Stop. Stop talking." And I know him enough where I pulled him aside after that call. I was like, "That was incredibly rude, and that did not make me feel this, it made me feel a certain way, especially in front of other senior leaders."

So you call out the behavior, you work on the back channels It's usually an old white man, but that's

Elaine Lou Cartas: me.

I know. It's always a old man. So there's a podcast episode. I'm, I'm writing down resources to email. One is Jefferson Fisher, so he, he has a good podcast, but I'll tell you what I do. I know it's probably hard to believe, but I used to be bullied, but it's also American politics that I used to work at.

So you know, like, when people yell? So good psychological thing to say when people are, like, yelling or they over-talking at you, the reason why you wanna say their first name over and over again is because psychologically, we hear our first name, we think our mom or dad is calling us. Mm-hmm. You... 'Cause you know when you're like, "Uh, I'm about to," and they keep overriding you, and they keep overriding you, you need to just say, their first name, and they will stop because you're constantly saying their name.

And then a second thing, "I'm curious," you know, using curiosity, "Your tone is raised. How is this very productive to try to solve this?" Or reminding them, "I just wanna let you know, this is our goal right now, and so you actually trying to blame me for something I'm not even a part of is not helpful, and I wanna honor your time and mine.

So it seems like you don't have enough information. Why don't you take time to go get information, and we can talk about this." Or it's just, like, if they just keep yelling 'cause they just, love it, because you have to also remember psychologically, they're yelling at you, they want a f****ng hit. They want to know that they got to you.

You do not give it to them, and you have to be calm. It's like, "Okay," and then sometimes you do have to walk out. Like, "Okay, clearly this is not going anywhere. Let's connect in five minutes, or let's connect tomorrow." And you can walk out. "No, come back here. We need to talk about it." It's like, "I will talk to you when you talk to me in a respectful manner, and this is not appropriate right now."

As opposed to, "Ugh," and then, you seem like a kid, then you just got to them.

When we feel anger We are sad. Those are the times that we made the worst decisions-

Yeah ...

in our life.

Yeah.

So I learned that in the hard way, like, uh, not to make decisions when I'm upset, when I'm sensitive- Mm-hmm ... or I just try to make it pass a few days and then approach that situation-

Yeah

to the person. Because there's certain people that they lead, they are lead by their emotions, and I don't like that.

And it's also culturally too, right? Yeah. You could be aware of it, and unfortunately I wish a lot of people went to therapy. They're not going to do therapy. So you know this, they don't know this, but you could also, like, lead from example too.

I know this was yours. I mean, hey, it worked. But it- It's all helpful though. So I'm

Group Speaker: done with mine.

Elaine Lou Cartas: I'm done with mine. I forgot to say mine. No, but

Group Speaker: no, it's all,

it's all helpful.

I was also gonna say something, but I will wait- Oh, yeah. No, no ... for my turn, for my turn. No, no, no, but this is a conversation. My turn.

Elaine Lou Cartas: My turn. Okay. Did you... Go ahead. What, what was your takeaway and action from this?

Group Speaker: Curiosity. I love curiosity. Curiosity. Ask questions.

Elaine Lou Cartas: Yeah.

Group Speaker: Find out what's happening.

That, that'll open up a lot.

Elaine Lou Cartas: Sorry, giving sports as an example, but, like, very similar to sports. So you know when the Dodgers are in the Angel Stadium- S**t ... and they're like, "You f****ng took Shohei from us." But the- You know? Like, the Dodgers have to be, like, really foc- it's, like, similar- I like

we used them.

But, like, athletes, they don't just practice the plays. Athletes also practice when they're getting harassed by fans and being yelled at- Right ... and booed. So if athletes are doing that, you also need to do that at work. Don't give it to them. Do not give it to them. Absolutely. Also, I do martial arts and Muay Thai, so my, I have, like, a fight mode face that happens.

I go like...

Group Speaker: I've seen those videos and I'm like, "What the h**l?"

Elaine Lou Cartas: Oh, I also teach, like, self-defense, but actually when I teach self-defense workshops- Yeah ... But I always tell people both in self-defense and also in the real life, there's more power in deescalating a situation over escalating a situation.

In Newport, this happened in Fashion Island, someone, someone was, like, trying to steal someone's watch, and he didn't give it to him, and then he got shot. Really? Do you remember this? Yeah. Yeah.

He got shot, but, reality is, like, he should have just given the watch. So, yes, if someone tries to steal your purse, is your life really more important- Depends on the purse

than your purse? Okay, then you're gonna die. You're not the right person to ask. She's gonna die. I feel,

Group Speaker: I feel like a barrier inside of me because I grew up with a single mom with three more kids. She only focused and give us, like, a food and house, and she never promoted, like, the, the education.

Mm.

So now when I gonna, I wanna grow up in the company, I feel this something behind me g- stop me.

Mm.

I feel, I feel comfortable what I get now with the money that I get, but I wanna grow up. But I, I don't feel that power I can do it because- So my mom teach me, "Oh, you're okay. You had a job, you had a

Elaine Lou Cartas: food." Very immigrant. Yeah. Yeah, yeah.

Group Speaker: So that's something I feel has helped me.

Elaine Lou Cartas: Mm. Thank you. Thank you for sharing vulnerably.

Oh

my God. So long. But we have a lot of people who are bilingual here. Yeah. So I'm curious, anyone wanna share? Yes. I do. Go ahead.

I do know what she gets, , I mean, not only she was my service deli baker lead, but I consider her my friend. And I know how it is to have a mom who's like a little robot that, okay, so this is what you have and this is what we have, and you have to be grateful for what you have.

And they don't, they don't ask us to do a little bit more. But I know that, that she's a great leader because I know that she said her English. No, that is not the problem. She's great as a person, and she's great as a leader, and I know that she can accomplish more and more and more. It's, I always tell her, "It's, you can do whatever you want in your life.

Like, it doesn't have to stop you just because you think that you don't speak perfect English," which she does, because we all understand her, right? Just like you guys are understanding me. Mm. But I think she's right. Some of our parents, they just grew us up like that. "Okay, so this is what you have. If we only have hot dogs for lunch, you should be grateful for that, and you should be like..."

I don't know how to say it. It's like, um- Ask for

more.

Yeah. Yeah. You shouldn't be asking for more. Make a

voice up. Yeah, yeah.

Yes.

My da- my parents were the same, 'cause I remember I was, like, working so hard and they kept putting more work on me. And I was like, "I should ask for a raise." And then I asked my parents, "How do you ask for a raise?"

"Oh, no, don't, don't. Just work harder. They're gonna give it to you." I was like, "That's not how this country works."

Yeah.

And that's when, I decided to hire my own coach. But continue, you were talking. I didn't mean to interrupt. Yeah. So, um, I'm trying to encourage her a lot because I love her with all my heart.

Aw. You know, the same thing. I, I'm pretty sure when she gets married and she have kids, I grew up on my career because of my kids. I didn't want them to feel like they only have a cashier mom, you know? Mm. I wanted her to, I wanted them to say, "My mom is a manager. My mom is, you know, something else," and I wanted to make more like my parents.

'Cause my mom was a housekeeping for 40-something years. She cleaned houses on Palos Verdes, you know, with the rich people. Oh, yeah. And, uh, I mean, she make a lot of money, yes, but I mean, she worked really, really hard, and I didn't want that for- Mm ... for my kids and for myself and my family. So I know that she's capable to do whatever she wants in life.

Mm.

She just have to have the confidence in her. And it's my job as a friend. I'm gonna cry. Oh. She came with me, so I'll cry my story. And then the Bridgerton

music is, like, coming up- Yes ... and then

there's, it's

like a f****ng movie here. Take a whole box. So I think- Stay in this emotion. Yeah.

Group Speaker: I think, um, with immigrant parents, they expect us to settle- Yeah ... just like they did, and sometimes they don't understand why we kinda wanna go out of our ways. Yeah. You know, sometimes moms are easier to work around with than when dads.

For us it was kind of a drive, but, um, sometimes dads are like, "Why do you have to go an hour and a half?" They don't understand that this is part of work, you know? Mm-hmm. And moms sometimes are, you know, more understanding, and sometimes they have your back more, and... But sometimes dealing with a Mexican dad, it's really hard- Oh, yeah

because they, they expect you to settle just like they did with one job- Mm-hmm ... and not try to move up.

Elaine Lou Cartas: There's a quote, not my quote, I have no idea whose quote it is. But there's a quote, "Our grandparents survived so our parents can provide. Our parents provided so we can survive." So, like, each generation is just moving through it, you know?

The

cycle. Yeah, they're going through a cycle. And so it makes sense, you know, I think about my dad, obviously so much guilt. My dad would share stories of, like, "We didn't have food one time," you know? And then I grew up Catholic, and I gave up rice one time. It was like he cried at me, angry. "You gave up rice?

We didn't have rice some nights, and you're giving up rice?" I was like, "Okay, I'll eat my f****ng rice." You know, 'cause I was 16 wanting to be skinny, you know? And then he was just reminding me of, like, how poor he was. But what has helped me, like wanting to grow and seeking it, is the friendships you have.

You know? When you see someone like you that is comfortable, and also going to events like this and finding other people that you feel comfortable and safe with, and asking questions, "Hey, like, how did you do it? This is what I'm..." being vulnerable enough to share that stuff. 'Cause when you're asking for advice and you're doing, your own interviews, it's kinda like learning how to make the best tamales.

Do that for yourself.

Group Speaker: Yeah, it's really helpful. But- I'm really grateful to know her because she help me a lot. Aw. Trust me a lot. She hired me. Was asking, but she give me my promotion. So when I started the company, I started like a regular clerk. Yeah. You're pushing carts, cleaning the store, and she give me the promotion to the bakery, and then I keep up in the company.

And when she come back to the store, I was really happy.

Me too.

Because when you know someone, you feel comfortable-

Elaine Lou Cartas: Yeah ...

Group Speaker: to ask questions In, in this company, in this, like a, in the store is really helpful. Know someone who can help you.

Elaine Lou Cartas: Yeah. Yeah. And even ask that person, "Do you know one or two people I could talk to?"

Like you- Mm-hmm ... you to continue growing it, 'cause then when you start seeing people it's like... Nowadays, watching TV, I'm like, wow, it's actually diverse. This is nice- Yeah ... to see. I wish I got to see this

Group Speaker: That's why I, I'm grateful to be here because, you know, it's like a joke that people say, uh, I'm like a dog.

I, I understand, but I don't speak. Oh my God. I understand perfectly, but I don't feel

comfortable just speaking- Yeah ... because I know I'm saying the things wrong, but, uh- But

you practice ...

I try sometimes. But, uh, the 99% is Spanish, so.

Elaine Lou Cartas: I'm gonna tell you the opposite. So I'm, like, really upset that I don't know my mother tongue, like Tagalog. And so when I was in Philippines, I started picking it up, and then I would start speaking to my boyfriend and my family, and they're like, "Stop trying to speak Tagalog.

My head, I have a headache." "It hurts so much." I'm actually jealous you know how to speak Spanish. Yeah. Mm-hmm. Because it's- Yeah ... it's part of your culture, you know? I'm, I'm not just trying to make you feel good. Yeah. I wish I knew. Mm-hmm. Can you share it with a therapist, Mike?

Group Speaker: I think something that, like, Elaine was mentioning with that quote is just, like, us highlighting actually, like, our generational trauma that we carry.

Right Right? So I'm not your therapist, but if I

was

your therapist- This is what I would say. This is what I would say. She's, she's putting legal language right now. She's writing it all down. I know, I know, I know. I, I mean, I hear kinda like that confidence maybe... The confidence piece, but also, like, not having space growing up to have somebody kinda encourage you and support you and push you.

And so in the moment when something difficult happens, I'm hearing maybe, like, are you hearing, like, your family's narrative, or are you hearing your own narrative or even your friend's narrative? And so- Mm ... a challenge in that moment would be like, okay, like, I wanna try something. If I was borrowing, like, voice, what would she tell me?

And then just borrow her voice until you feel, like, your own confidence to start, you know, moving forward with making those decisions.

Elaine Lou Cartas: Yeah.

Group Speaker: Yeah.

Elaine Lou Cartas: You-

I mean, you have- Not what my mom and dad would tell me. Yes. What would tell

Group Speaker: me? Yes.

Elaine Lou Cartas: That's so true. Yes. Do you have an app? We don't need... Do you have Duolingo?

We need-

Group Speaker: Yeah. I mean, you have so many supportive friends. It's like if they were all supporting you, what would they encourage you to do? Yeah. Mm. What would they be telling you to do? And follow that. Right. And then see what happens. Ooh.

And then to that, I would add, if you wanna practice, practice with someone who you're comfortable.

Yeah. Yeah. So, like, when you're hanging out with us, go ahead and talk to us 'cause we can help you.

Elaine Lou Cartas: She's already rolling her eyes at

Group Speaker: you.

I saw

that eye

Elaine Lou Cartas: roll. Oh, oh my

Group Speaker: God.

Elaine Lou Cartas: We can help you. I put something

Group Speaker: here. That's like a work essay again. He always talk to me in English. I always answer in Spanish. He's like, "Why you

answer in Spanish?" Because I feel comfortable. That is the point. "You need to start practice." I know. I know. That's

our next Disney trip.

I will-

It's just gonna be all English- ... all English.

I'm gonna be celebrating her birthday. It's all

English.

Yeah. So all English birthday.

All English, okay?

Just keep that practice with someone who you know isn't gonna judge you, isn't, is gonna- Yeah, who you feel safe with

is gonna help you.

And also have another question related to work. Like, I should say, I don't know how to put the difference between the friendship and like a boss. I always make a lot of jokes with my coworkers, and when I try to be like a boss, it's really difficult. I feel bad, like I'm punish them, you know?

It's, that it's, that the company want, they need to do like that. Mm. But I feel guilty to say the things like that.

Elaine Lou Cartas: So change, so you could start the language, "Hey," like, "I want the best for you and I need to let you know this, you didn't do this right, and you need to do this." But

Group Speaker: I feel bad when I say things like that.

Elaine Lou Cartas: I know. And I know it's a cultural thing, too, to not be direct. We're very good at being passive- Mm-hmm ... aggressive and not saying anything. My family's such an expert at that. Oh.

I think something that could help too is just separating, like, your role. Yeah. Like, "Hey,

Group Speaker: right, like right now I'm not showing up as your, like, friendly coworker, but I'm showing up as your boss and this is what's happening.

In order for you to stay here, right, this is what you need to do. I'm looking out for you." And then kinda switching off the hats. I don't know.

Yeah. I mean, I, I think that's spot on. I mean, there's some boundaries you have to maintain. I, I see leadership as a responsibility, not a role, and it's my responsibility to be kind in the way I coach you, but it, I have to coach you.

And you know, I, I work with folks that are usually older than me nine times out of 10, so it's hard to coach people that are older than you, but I see it as my job. Like, that's just the mantle that I carry is to make you the best version of yourself. Whether you're happy with what I'm sharing with you, but my job is to be kind in my transparency and that's usually how I see it.

I see it as a responsibility, not a role.

So I think we could all agree being part of the management team at a store converts you to, like, a different person. Mm-hmm. Uh, you kinda have to put yourself in a role- Mm-hmm ... uh, to achieve company goals, numbers, 'cause that's- What we're told. That's, like- Mm-hmm ... in our mind.

So as a bookkeeper, um, you have to be firm. There's different roles that, you know, tasks that you have to accomplish, and, you know, you kind of put yourself in a character mode to get things done. If not, employees kind of, you know-

Mm-hmm ...

do whatever they want.

Mm-hmm.

But that's not the case. You know, one person's to be the bookkeeper, and one person's to be the person.

But because we're so focused in our role and our task, sometimes we forget the people person.

Mm.

And sometimes it's hard to feel empathy with employees because we wanna get our point across. You know, "You need to do this. You did, you did things wrong. We need to, you know, fix your bad habits." And sometimes when it comes to being the people person, it's hard because sometimes they see you like you're not approachable.

You know, sometimes they don't wanna approach, like, management- Mm ... 'cause they think they're always gonna be in trouble, and that's not the case. When you reach out to them to, you know, congratulate them on, on an achievement or things, they sometimes, they, they look at you like, "Are you serious?" So now in this position, you kinda have to turn the page and now be the people person, because now you're gonna be helping them.

You're gonna be doing the opposite I used to do at store level. So I think that's more of, like, the confidence of how do you approach people a different way from your other role. It's like learning to leave that behind and move forward. And going back, you know, I, I spent 11 years as a bookkeeper, and I helped out a lot of people throughout the company, just not on my store.

They would reach out for help, and they would always ask, "How come you don't move up?" And it's probably a lot of, a lot of the times because of the confidence that you probably don't have in

yourself, but other people do. So when this position opened up, my friend over here- ... she kinda pushed me. "Do it. Do it."

So, you know, I, I took that step. I move out of my comfort zone, and here I am. I'm still in training- Mm ... but now I'm gonna be more of the people side of the person.

Elaine Lou Cartas: Mm-hmm.

Group Speaker: Whoo.

Elaine Lou Cartas: Yay. It's a good program.

Group Speaker: And working, working at a grocery store, it's like a very fast-moving, like-

Elaine Lou Cartas: Mm-hmm ...

Group Speaker: job that sometimes we don't have time to, like, stop because we go through a lot, employees, customers.

Mm-hmm. It's just like- Yeah ... sometimes you don't h- sometimes we don't even take a lunch because it's- Mm ... there's always something going on. So it's learning also how to, like, you know, manage your time. Um, maybe stop, listen to that employee because now as an, as an HR, that's, you're gonna have to be patient.

That's your job. Patient. Mm. Patient. Patient.

Elaine Lou Cartas: I need to work on that.

Group Speaker: Yeah. That's hard.

Elaine Lou Cartas: So what advice do you need from us? It feels like you already got it.

Group Speaker: No. There's a lot to learn.

Elaine Lou Cartas: There's

Group Speaker: a lot

to learn. There's a lot, a lot to learn. Um, you know, just I, I think being patient and, you know, stop, listen to the employee because that's, that's part of our role, to help them out, you know?

Elaine Lou Cartas: And going back to, what we were talking about, like, the curiosity piece, just asking those questions. "I'm curious, I wanna understand." Right. "What do you need from me?"

Group Speaker: So now as a HR specialist, as I'm walking these stores, I actually do know a lot of the members, and for them it's, it's probably easier to open up- Yeah

because they've known me. Mm. And, the, the language too. Now probably they can now communicate in Spanish. Mm-hmm. Because, um, back then our HR used to be mostly, like, English, so it was kinda hard for them. Mm. So now they feel like they could probably open up more to us.

Mm. How large is your HR department?

Elaine Lou Cartas: It's not that big. We have, I believe,

Group Speaker: well- About six. Six ...

Elaine Lou Cartas: about six districts. Yeah. And but one specialist for two districts.

Group Speaker: Okay.

Elaine Lou Cartas: So she has, like, uh, 30 stores and I have, like, 15 stores.

Group Speaker: So she's an HR leader, I'm a specialist. Yeah. So if we were to be working, sh- we would be working together.

Elaine Lou Cartas: And we're separating.

Group Speaker: And we're separating. Aw. She's in

Elaine Lou Cartas: the Valley.

Group Speaker: But, okay, so I actually- ... um, I'm local to my area- Mm ... but I also have up north.

Elaine Lou Cartas: Oh,

Group Speaker: wow. Yeah. So to me, that's gonna be a challenge because I'm not gonna be going out- Mm ... to stores every day. It's mostly gonna be through Teams or phone calls. Right. So, you know, I'm eventually gonna go up north, but the connection's gonna be hard, so it's mostly gonna be through phones compared to my area where you already know them and work with them at one point.

Yeah. So that's- It's a different skill ... it, it's a different,

Elaine Lou Cartas: yeah.

Group Speaker: Yeah.

Elaine Lou Cartas: It's totally different. Also, a good question I like doing when I'm getting to know people, even, right now in the summer, it's like, any trips you did or have planned?"

Group Speaker: The curiosity.

Elaine Lou Cartas: Yeah. Yes. And, and it doesn't have to be work-related.

Yes. I think when you think it's work-related, it's you know, I know the holidays are still kind of... Actually, the holidays are gonna be coming up very soon. But it's like, you know, "What are you planning to do during the holidays?"

Group Speaker: When we go to stores, we don't approach the member.

Elaine Lou Cartas: Mm.

Group Speaker: So what's the problem now?

You kinda go the people person, "How's your day going? Anything new?" If you know them, sometimes, you know, they talk about their family, you know, or they know you, they ask you, "How's everything going?" So I think that's, like, the question asking. Um- Yeah ... that's part of our role too.

Elaine Lou Cartas: Yeah.

Group Speaker: So what I take is just being patient and learn the process and ask questions.

Elaine Lou Cartas: There

Group Speaker: is the- So we don't make a mistake ...

Elaine Lou Cartas: there is a theme of pause and curiosity. Yeah. That's what I'm hearing Okay. So how do I approach, because we deal with somebody who's older than us sometimes, and they don't wanna take us serious just because you're younger and, and you're hungry for, and all your passion for your career.

And some of the seniors are like, "Oh, well, you don't know anything about it," and, "I know more than you." Mm-hmm. "And this is how it has to be." And they're trying to step on your toes or, or make you feel belittle. Um, how do I approach those members bec- or, or those seniors or, because I wanna be respectful of, because I admire them in, in a way that the position that they are, but I also wanna make them understand that I'm not their enemy, that I'm there to help them to succeed because I love the successful of my team, you know?

And I'm very competitive. Right. Super competitive, and I'm... I love people, and I love to encourage all my people to do whatever they want to do because it's possible if they want to.

Group Speaker: Mm.

So, um, with my friends, I know that, um, I encourage them to do a lot with their lives, but I also like to do that with people that I don't know.

And sometimes it gets me in trouble because I get too attached to people. So how do I approach to those seniors? Like, they see me in a not respecting way. They're not respecting my role, but yet, you know, just, like, in a respectful way and, and, you know, try to be the calm and not the anger and, um, not to do the bad decisions and, and, and me being in the same way that they are.

I would just wanna be different- Yeah ... you know, make a difference.

If you remember back in the Lakers, Shaq and Kobe hated each other. Mm-hmm. Do you remember that?

Yes.

Yes. But who was at the funeral crying and doing a speech?

Shaq. Shaq.

I was there at that funeral.

Elaine Lou Cartas: They were focused on, the Laker back to back to back champions.

Mm-hmm. So focus on the problem and the company and the best outcome for it, not the you versus me. And just remind them, "Hey," I do this with my hands, "Hey, I just want the best for, I want the best for the team. I hear what you're saying about this. I know we've been doing it a long time, but, like, this is what happens is these problems and issues end up happening."

So now,

and yeah, and I don't wanna lead by emotions. Like, when I'm upset, I would just, like, just let it calm down. I'm gonna go to sleep- Yeah ... and it's gonna go. I'm gonna think it twice- Yeah ... or three times.

Yeah.

Because ultimate, uh, what I want is the best for all of us.

Yeah.

Yeah. Yeah. And to be, um, successful, 'cause I'm very competi- I mean, competitive, like I said before.

So thank you

Group Speaker: so much. And I think as working at a store level, um, and now as a different position, you, I mean, with the years in the company, you have, you sometimes come across those employees that are kind of hard to deal with. And sometimes, you know, you kind of avoid to avoid, like, issues, but now as- Yeah

part of management, HR, you, you can't avoid those issues. Yeah. You have to y- reach out, but that's when we have to, like, like you said, like, leave the, the issue behind and work on the company goal to achieve that. It's,

Elaine Lou Cartas: it's a cultural thing, and it's just unlearning and relearning, ? I know how we grew up, it's different.

So I have to remember, I'll respect my elders and my parents, but, that's in my family dynamic. Here, they're hiring me to provide value. And if you're into books, there's a really good book called Coach: The Problem, Not The Person. So you focus on the problem and the goal, and not the person.

I've worked with a lot of narcissistic people

I think I'm going through one right now- Yeah ... but it's okay. And I'll be

honest- I'm better ... but life, this is what happens in life. They keep showing up until you learn the lesson.

Yeah. Thank you for that. You're welcome.

Hi. Your turn. Hey, everybody.

Group Speaker: I guess that's like-

Elaine Lou Cartas: Sell yourself.

That was your goal.

Group Speaker: Yeah. Like, how can you i- like, almost, like, emulate everything that you've done maybe, like, previous outside of this person to get them to, like, appreciate you and see your value, and you have such a small window to do that and to, like, leave that impression. And, like, what's been crazy for me too is I get it because I used to only hire from within.

I used to only promote internally, and I had a really big thing about, like, we have such great people in the company I wanna promote, I wanna give opportunity. And so now to break in to, like, as an outsider, I'm like, I get why it's so hard to break into another competitor or company, if that makes sense.

So tell me why, then. Why you? I think that, that we all have our unique, like, gifts. We all have our superpowers, and I just, I, I know that one of my superpowers is, like, the way that I can connect with people, you know? And so, um, I guess my problem is that I wanna be seen more than just the people leader.

Like, okay great, I'm a people leader. That's something I'm really strong at, but, like, am I the strategist? Am I- Mm ... the, you know, budget queen? Like, can I do all these other tasks that they expect from this, like, higher level beyond just being loved by the people who you serve? And how do you get the strategy and the budget ownership and all the decisions that you've made, how can you condense all that into, like, a 30-minute, you know, interview, an hour interview?

We're doing coaching. You could come in. You could- Yeah. Do you wanna join?

Elaine Lou Cartas: I was so amazed with the mic and stuff. Yeah. I'm really amazed. Like, it was amazing. There was

tears. How'd you get that? We were

like in the boat the whole time. I'm very observant, so-

I was like- There was some tears ... oh, wow. Okay. You could join

our boat. Like, we, we've continued the boat. Come on in. That's right. We're all about it. Oh, no, we're still in the middle of it. Oh, okay. We're coaching. Okay. Yeah, we're doing sessions still. Yeah, I wanna hear it. Okay. So your question was, um, like how to my- how do I sell myself? Mm-hmm. So yes to connection.

Okay. I know for us women, children of immigrants, it's hard to talk and brag about my- yourself.

Group Speaker: Yes.

Elaine Lou Cartas: I want you to pretend you're your own project, so call yourself something else. And then I know it's really uncomfortable to do this, so what type of music do you like listening to right now?

Group Speaker: I like a lot of different type of music, but I like, like really upbeat, energetic, like-

Elaine Lou Cartas: Okay.

Listen- ...

Group Speaker: house, EDM.

Elaine Lou Cartas: Listen to house EDM. And then I want you to, I want you to write in, third person. This is great in everything you just said. What you did with strategy and budget, I want you to list everything. It needs to be word vomit 'cause I think you're thinking of how perfect it is, but you, you just need to see all of it first before you condensed it, okay?

So see all of it first, and then depending on the jobs that you apply to, if they focus on budget or strategy, then you can get it from the toolbox. Mm. So word vomit. Try to add metrics and words and

how you work with teams, and then organize it so like that messy closet that you have, this is strategy, this is numbers, this is how I work with people.

And then when you look at the job description, it's like a puzzle piece. How do you match it? Sure.

Group Speaker: I like that. It's a good way to, like, organize everything.

Elaine Lou Cartas: Yeah. But also practice. So it's not just out here- Mm-hmm ... but, like, I know you're seeing me speak, and it's hard to believe, but, I had to practice.

So if it's a Zoom interview that you're doing, put Zoom on and practice it. Oh. Don't just practice talking, practice it with Zoom. Also, when you're doing Zoom, look at the, look at the camera. I know how easy it is that we want, our Word doc right here to take notes. They will know you're f****ng reading it.

Yeah. If anything, if there's important points you have, let's say this is the Zoom camera, put Post-it notes here of the main points. That's what I do.

Group Speaker: Or behind it. Yeah.

Elaine Lou Cartas: Yeah, but you need to practice looking at it. And I know this is gonna feel uncomfortable. This is extra credit. Record yourself so you can watch the replay.

Group Speaker: Oh, that's a great idea.

Elaine Lou Cartas: But I, I'm gonna use sports as an example. Yeah. Okay? As you know, if you watch any sport, like World Cup- Mm-hmm ... they watch the replays of what they're hitting. Wow. And they watch the replay of what other people are doing, because they wanna win that championship.

Group Speaker: Yeah.

Elaine Lou Cartas: The analysts.

Yeah.

Group Speaker: The team.

That's

Elaine Lou Cartas: really good

Group Speaker: advice. So what are you

Elaine Lou Cartas: taking away from this?

Group Speaker: I love the recording. Like, actually being able to see yourself and think of yourself as your own project, like you said. 'Cause then you're, like, being objective on yourself, which is hard because, like you said, you don't wanna seem, like, braggadocios or something.

Yeah. You

know? When you're looking at the, at the recording, don't just look at the negative, 'cause that's gonna- Yeah. Yeah ... that's gonna blow your head. That's the easy thing to do. Yeah. Yeah. That's the easy thing to do. You don't wanna do that, 'cause that's

gonna mess with your head. Yeah. Yeah. She's like, "What is happening?" As a- I love it. As a- Okay. As, as our role in our company, we do a lot of Teams call. Yeah. So do you say focus on the camera or focus on your audience?

Elaine Lou Cartas: Oh, I mean, like, so if you're presenting something, I'm gonna look at the camera and present it.

Okay?

Group Speaker: But then you could see everyone else, you could see their face expressions- Yeah ... maybe not paying attention.

Elaine Lou Cartas: But I would also say the facial expressions help, too, because you know if they're paying attention or not.

Group Speaker: Okay.

Elaine Lou Cartas: And then how I call people in, "Oh, I'm just curious, do you have any questions?"

Group Speaker: Oh, okay.

Elaine Lou Cartas: And I sometimes, like, "Oh, you made an expression. What's coming up for you?" Oh, f**k. Like-

Group Speaker: Okay.

Elaine Lou Cartas: Like, I use it as data points. Do you get what I'm, what I mean?

Group Speaker: Yeah.

Elaine Lou Cartas: Okay.

Group Speaker: I mean, because that's something that we do probably, i- if not every day, at least once or twice a week. Um- Yeah ... either store level or- Yeah ... you presenting.

Yeah.

Yeah,

so. I think the, like- The practicality of it all, you know? And like actually making yourself uncomfortable with the rehearsing, with looking for the good qualities.

Because like naturally we're so hard on ourselves, and so to like almost, yeah, think outside of yourself and challenge yourself to be more objective with how you, like grade your own performance basically.

Elaine Lou Cartas: The reason why... I'm, I'm just gonna get TMI here, okay? The reason why I'm talking about like playing music to make you feel comfortable because you feel uncomfortable, you know, when you get intimate with that special someone, I need you to feel intimate about yourself.

Group Speaker: Mm.

Elaine Lou Cartas: And so to do that is to make yourself feel comfortable to do it, rather than like, "Oh, f**k, I don't wanna do it." So whatever that means to feel comfortable, play music, go like to a coffee shop looking at the ocean. Like go to a place where you're comfortable at so you can do the uncomfortable thing.

Phil Jackson, when he was doing his coaching for the Lakers, he did a lot of meditation. It wasn't even just like do 100 shots.

Group Speaker: Just like today, we all shared a story that we probably would have not have never opened up about it.

Elaine Lou Cartas: But at the same time, I also wanna say it's because we felt safe and comfortable with it.

Yes.

Group Speaker: Right.

Elaine Lou Cartas: Right? And so like too, what I was even sharing with you, when you're asking about like growth and networking, like not everybody deserves to see the real you So, like, I do follow that intuition. I was like, "Mm, I'm not gonna listen to this narciss- ass- ***hole." Okay. You know what's interesting? I think because of AI and electronics we're so distracted.

We think we need to do everything, but it's just really dialed down to, the simple things. And so it's interesting, my friends and family always ask me, "So, like, what do your clients pay you for?" I'm like, "To pause." What the f**k? And I was like, "Yeah, to pause." Why? I'm like, because they're in their hamster wheel of, like, constant doing, but they're not...

You know how, like, you watch Hollywood movies and there's a booming voice from God to tell you what to change? But the reality is, is, it's little whispers that you're not listening to, and you're using the drug of constant doing, and you're using the drug of your phone to distract yourself to not listen to yourself.

I

Group Speaker: think a lot of times is that, um, we overthink things. Maybe a bad, negative comment that we probably got in the past is still with us, and that keeps us from moving, moving forward on a lot of things. But we could do the things, it's just, like, us, like, that negative thought that we have.

Elaine Lou Cartas: But I would also add, even though that's, a bad negative thought from the past, it's like, what evidence can you do since then?

Do you know what I mean? And also, was that person a f*****g ***hole? Yes. Do you know what I mean? Like, do I respect their response? do I respect their individual and what they shared with me? No. So there's that, too. Do you wanna be coached?

Right. I, I definitely

need a coach. No, no, I mean, like, do you have a question?

I could coach you on it right now.

No, I, I mean, I, I checked you in already. I already knew you were gonna be great. I was like, "Oh, I wanna be part of her boat," but I was already assigned to another boat, so

No, I got, I've got the last spot. Did you get the last spot? Almost,

yeah. Yeah, I

was the driver, so.

Yeah.

Okay.

No worries. But I, I love your, your passion and your spunk. Oh, thank you. And my question to you is, where does that all stem from?

I shared this quote with you guys, so I'm gonna... So there's, so I'm the oldest daughter of a Filipino immigrant farmer.

All right.

Um, so my dad immigrated to work in the grape vines.

He's responsible for the red wine that you guys used to drink. Where does it come from? So I'm just sharing it long-winded, and then I'll share a quote. You know, so I go to therapy, as a child of immigrants do, and I was re- I remember talking to my therapist like, "God, I'm so tired.

I have this need to constantly do." And she's like, "So- "Where do you think you first felt that in your childhood? How old were you?" And I was like, "When I was, uh, in my mom's uterus." "Like, when I was born." And she was like, "What do you mean by that?" And then I was like, "Well, I'm the first born in this country, so I grew up with my parents, my grandma, my, my grandpa, and my uncle, and my aunt.

I felt the pressure of all six adults with American dream to me." And so there's a Maya Angelou quote, "I stand as one, but behind 10,000." So I think of all of the ancestors and generations before me that's helped me be where I'm at

amazing. That's where it comes from. I

love

that. Yeah. And I think everyone has their superpower.

That's what makes us unique and the people that we are today, and our past experiences make us who we are. And I was just telling these ladies, they're part of my HR team, by the way. Whoo. Yeah, she's one of us. She's one of us. That's why

Group Speaker: we invited her to come

Elaine Lou Cartas: sit. Yay. She's mine. You invited me? But wait, wait, that's why you told her to be in the other boat.

So I'd leave. We were able to kidnap. So I'm the leader- Shh. I'm the leader they were talking about. Yay. Yes. I got the recording. I got her. So, so, uh, originally I wanna come

to your boat. Oh.

She's also one of the HR team. She's a

lady and then I had to switch. Sorry. Oh, it's okay. Let me- I had to somehow connect with you. Oh, no, we're coaching. We're still coaching right now. Oh, okay. So there's a lot of traffic to... Wait, you guys are San Fernando Valley, too? No.

No.

Lots of traffic. I'm

dri- Yes ...

I'm the driver. I'm the mama bird who's driving them all. Oh, okay. So let me tell you, Elaine, I was like, um, when, uh, she asked us to join the next, uh, event- Yeah ... I was like, I was going through the, all the speakers, and the one to actually call my name, it was you. I don't know if it was intuition.

Like, that's how you say it?

Yes.

But I'm like, um, I just saw your picture, and I saw something in you. Oh. So since they follow my lead,

We said it's her choice because she always makes good choices. Ana, which boat do you wanna go? We put no pressure on you. Yes. And I'm like, "This is the boat that I wanna go in." I didn't know you. I di- uh, uh, where have I been? That, or where have you been that I haven't met you? And I was like- I don't know.

We're

neighbors ... yes. From now on, I got your inspiration. I live in San... I live in Chatsworth. I'm in the Valley, too.

Oh. Oh. Hey. Yay. We're very close to you. Oh, yeah. My name is Ana.

Okay.

Nice

to

have

you. Okay. Well, there's no boat and ocean in the Valley. So let's- We have Lake Balboa.

Group Speaker: Yeah. I, I told you we're getting sushi

after this.

So I was very grateful to be in this boat. Oh. And thank you for inviting me. Of course. I mean, like, this is our first, my first time. I'm new in my role. But I mean, like, where have I been all this time? I mean, like, in my career- I know ... I never experienced something like that. I had never had a therapist.

She was awesome. She's

awesome. And she was p****d at me because I kept saying, "Okay, let me get the therapist in here to talk." Her being in charge of it, you might get clients here.

was like, wow. Now I look up to her, you know? She's my inspiration and, you know, it's like, I wanna, when I grow up, even though I'm 51, I wanna be like them.

But I mean, like, thank you so much for that. And I know that there were tears in our boat- Yeah ... but tears of happiness. I

was

like, how'd you see

them be- ... the tears?

I

saw it through their faces. So- 'Cause these girls tell it all on

their face. Yeah. I'm like, what's wrong? What's wrong with them? They're like, "We were crying." So- That means we don't got Botox in our boat. I

know. So now that I know that two of the colleagues were your friends, and, um, thank you for listening to us, opening up. You know, I, I never really thought we were gonna have a session.

Elaine Lou Cartas: Oh, I meant it. You didn't think, you didn't believe the brief?

Group Speaker: No. The description? You know, we- Well,

going into it. Going into it.

Elaine Lou Cartas: Oh, the

Group Speaker: description. Yes.

Elaine Lou Cartas: I was like, you're straight up getting coaching. 'Cause I'm lazy, I didn't want a lecture. I'm just being fair to

Group Speaker: honest. So I think-

Elaine Lou Cartas: I was like, what can I

Group Speaker: do to put in for work?

I think probably for a lot of us, it was probably our first session, so I wanna say those \$65 were worth the session. Yeah.

Elaine Lou Cartas: I always end it, 'cause it's very California, what are you grateful for? So it's funny you both already started. What are you grateful for? I'm gonna do gratitudes around.

Group Speaker: I'm really grateful we're here.

Mm. I try to be more confident starting with me, what I feeling, how I feeling.

Elaine Lou Cartas: Mm.

Group Speaker: Because I think this is one- One feeling has stopped me talking, feel always scared. I feel, um, sometimes feel excited, but I don't know how to express. So to be part of this, I don't know, I feel really grateful. This, I don't know, I don't have another word to say.

'Cause I'm really excited. You learned a lot. I almost cry over there because I don't know how to express all of those- Oh, no, you were, I saw it. I saw it.

Elaine Lou Cartas: I also- She

Group Speaker: wanted

Elaine Lou Cartas: to turn ... I also saw the eye roll.

Group Speaker: Oh,

Elaine Lou Cartas: yes. You, you were next to me. I was like, "Ooh, the eye roll." I was shocked. I like, I can't p**s her off because

Group Speaker: Yeah, because if I did, I don't wanna hear it, so I know you're

Elaine Lou Cartas: right, so. They sent you to look out for us for

Group Speaker: like help, and she

Elaine Lou Cartas: went like...

Group Speaker: Yeah.

But

Elaine Lou Cartas: she's awesome.

Group Speaker: Mm. But

thank

you. You're welcome. Thank you for everything.

I am grateful that I was on a boat of people willing to be so vulnerable- Mm-hmm ... and like share so much and be so authentic. I think, um, it's so, it's so understated how powerful that is when we can

all come together as like basically strangers and share such a beautiful and uplifting and powerful experience.

So thank you, and just grateful for that.

I'm grateful for the safe space that we all had, we all created in that one boat. Um, getting all the different perspectives from so many different backgrounds, you know, it just brings in, lets you get out of your own head and just kinda see the world through someone else's eyes.

Mm-hmm. So really thank you for all that. Really appreciate it. Thank you. Okay. Thank you. To you, 'cause

Elaine Lou Cartas: I

would've never even known about this. Amazing job, everyone. Thank you. My ride is going to leave me, so I

gotta go. You're welcome. But I'm so proud of you all for leaning in and doing something out of your comfort zone, because it's super scary. But the more you do it, the more badass you get. So continue, do more of that.

Group Speaker: I think we need a day off tomorrow to decompress. Decompress it. Decompress it. You are all welcome.

Decompress it. Bye. Bye-bye. See you guys.

Elaine Lou Cartas: We could probably- Oh, yeah. Here's- We should

probably clean up ...

do

you have a card? No. It's okay. But I'll take your card and I'll text you. You can text me. Thank you. Okay, bye. Bye, guys. Bye. Bye. What are you grateful for?

Group Speaker: I am grateful for all the support here. Like, I feel like we're all more similar than we are different, no matter what our role or where we're from or what language we speak.

We're all, we all have the same sort of like things that we're dealing with. And so thank you for helping us get through that Thank you. I'm

Elaine Lou Cartas: not done. Wait, my gratitude. Oh. Hold on, hold on. Don't leave. Do you wanna be coached too? I could coach you too. Think of a coaching question.

Group Speaker: Confidence.

Elaine Lou Cartas: Just, a, a lot of things.

So when I got asked to do this, they're like, "Oh, what topic do you want to speak at?" I was like, "We don't... Like, why do you wanna, why do you wanna hear someone lecture and talk? I'm just gonna coach." And they're like, "Are you sure?" I was like, "People have a lot of problems to talk about, so let me just start coaching."

And also, I think we forget the power of connection. But if you notice, it wasn't just me giving advice, it was all of us giving advice, right? You were even talking about, it's oh, I'm not the only person. It's everyone else, and when we're vulnerable and we feel safe and comfortable.

I just love what I do. So thank, thank you for letting me hold space, and for being comfortable enough with one another as well. 'Cause I also know that was a choice. You didn't have to. So that's why if you notice each time when you were talking about, like networking, like, no, if you have red flags on someone, listen to that.

You don't have to do that.

Group Speaker: You do such a good job at setting the tone to, like, welcome that. Like, I feel like- The space ... yes,

Elaine Lou Cartas: exactly. And

Group Speaker: I think that's why we're all still here. Yeah. That's why we're still here.

Elaine Lou Cartas: All right. Fun fact, if you didn't take away from the recording, we stayed 30 minutes over after the boat, and we just sat on the couches, did some more coaching, connected. And I hope what you got out of this with everyone who shared in the boat is you are not alone. And I hope, I know you weren't at the boat with us, but I hope you find at least one person that you feel comfortable with talking to, a friend, a colleague, a family member, a therapist, or coach to just talk to.

And if you loved this replay of me coaching, three things for you to do if you feel called to do them. One, share this with a friend or two. Send them a message on why they should listen to it, mainly 'cause they're not alone in what they're going through. Two, leave a rating and review on whatever podcast platform you are listening to.

It's because my team and I created this podcast as an accessible resource to others, and when you leave a rating and review, it lets the podcast algorithm do their thing. And number three, if you're like, "Wow, these people that were in the boat got incredible coaching. I wanna be coached by Elaine," then schedule a call with me, and we can see if it's a good fit to work together.

You can schedule a call with me at elainelu.com/call. And during the call, you'll receive three action items towards your goals. If it's a good fit to work together, great. I'll share with you how it looks like to move forward and work together. And if it's not a great fit, great. I'll refer you to other people and resources.

So either way, it's a win-win situation for you. All right, I'll catch you at the next episode.