Speaker 1:	00:08	Hi everybody. Is this what "Minnesota nice" means? This is so lovely. I am so excited to be here with all of these panelists and to talk about the issue that just came out, which is called Fear "less", thanks to mother-in-law because it was supposed to be called Fear and Failure and then she pointed out that not a single person would buy that issue. So we renamed it Fear "less" in quotation marks, because tonight is not about a magic solution to being afraid or dealing with things that are scary because the whole point of this issue is that we all deal with these things. I have interviewed hundreds of women over the last 15 years and business owners of all types and the one thing we have in common is that we all fall on our faces at every point of our career and the best thing we can do is try to help each other back up, the best we can.
		What we're gonna be talking about tonight is how some of us have experienced those moments, how we've learned from them and maybe a few tips and tricks that'll help us get through those things a little bit better. Tonight, I want to start with just the beginning question of fear. The way I like to break fear down is by talking about how we feel it because I think sometimes when you can identify fear better, it helps you understand how you push through it.
		Anne, let's start with you. When you think about fear or experience fear at work or in life, how do you feel it? Especially on a daily basis. Do you feel it physically at all?
Anne:	01:33	Yeah, it definitely manifests itself physically. I don't know if it's because I'm in the food industry. I usually feel it in my stomach, in my gut first. It might have been the pizzas, the three pizzas I had the night before, but ... not my pizzas of course. They're all delicious. I think for me, I've had to introduce certain practices in order to get myself to manifest fear physically. One of those things that I've been doing is meditation and yoga and believe me, it is very hard for a person like me to sit still for even five minutes, so to sit and just breathe for 10 minutes is a challenge, but I know that without my health, I have nothing. So it's an important practice that I've introduced.
Speaker 1:	02:24	Meg, what about you?
Meg:	02:25	Oh gosh, okay. I have anxiety. How many of you have anxiety? Most of us? Yeah, okay. So I have anxiety that is generally fear based anxiety and whenever something happens that makes me afraid, I get real anxious and my heart starts racing and I can't

do anything else but start to spiral and get drenched wet in anxiety and it's disgusting.

What I do in those moments, I've learned that I can't do anything else but be anxious so, cool. Thanks body. What I like to do is just stop what I'm doing and go away. In order to do that, I go and see a movie by myself or I'll watch Netflix for a while. If I can go away fro an environment that I'm in currently and get out and go to a movie, that's my best secret for myself and what works for me, is going and seeing a movie alone because it both gets me out of the environment that I was in, but it also lets me escape in something totally different for a very limited amount of time so that I'm not just sleeping on my couch forever. I'm actually able to get out and go see a movie and then it's over in an hour and a half, two hours and then I feel so much better and then I can go tackle whatever I was dealing with.

Speaker 1:	03:39	Sophie, what about you?
Sophie:	03:40	Same. My fear tends to manifest as anxiety so, I feel it here and my heart will start racing and stuff. Sometimes I feel immobilized by fear too and I am just numb. When that happens usually, I like to really just sit with myself and interrogate the reasons why I could be afraid and usually, that fear is linked to a threat of some kind like, maybe I won't be good at it, maybe people won't like it, etc. When that happens, after interrogating it, I usually feel a lot better.
Speaker 1:	04:20	When I've interviewed people, one of the things that always comes up is this myth of the solo entrepreneur and someone who's self made and getting it all done by themselves. Newsflash, that is nobody. Nobody is doing anything on their own. There is always someone helping you, even if it's like the person at the post office, who is helping you mail your packages. I think the more we dismantle the idea of the self made, all by themselves business owner, the better off we will all be because we all have support systems of some type that are lifting us up and helping us get through these moments.

The more that we know how to build those support systems, the better off we are. So I would love to know for each of you, what do your support systems look like? Meg, let's start with you. |
| Meg: | 05:03 | Ha-ha oh, okay. I think my whole life is one, gian support system. I hardly do anything anymore and my support system |

does everything for me. I created a company called Ghostly Ferns like 10 years ago and that's all it is. We are a collective of designers and artists and the only reason that Ghostly Ferns exists is so that I didn't have to be alone anymore. I've always been a freelancer and it was so isolating and I felt so lonely and I also didn't know how to do everything.

As a designer, a lot of people assume I know how to illustrate things, I don't. So partnering with an illustrator has been really helpful for me, but it also gives me a crew of really supportive beings that are around me every day and even though we're not physically in the same room anymore, we are on slack every day and I tell them all my problems. We write emails together. If there's a difficult email that I have to write, now I have people that help me write it, so I truly don't do anything by myself anymore, it's great.

That's been so helpful for me as an independent worker, to have a support system of people who are also my best friends, but also always there for me in my career and will back me up and have my best interest at heart and lift me up and cheer lead me and also challenge me. It's so helpful.

Speaker 1:	06:15	Anne, what about you?
Anne:	06:18	I don't know how many people know this or not, but prior to my career as a chef, I was a freelance actor as well. I did that professionally for about eight years. I think one of the reasons why I really loved it, was because I didn't have to manage anyone, it was just myself. I felt like I was in control of my own career, which is a total lie. It's not at all. You're constantly being judged, you're being told you're not tall enough, you're not this enough. In my head, I like to think that "Well, it's just me" so I'm in control.

When I got into this business, in the beginning, I was very much an entrepreneurial "Oh, it's just me and I'm a cook and it's a mom-and-pop establishment and we're working hard and busting our butts to get this off the ground." But I realized soon, that when you're running a restaurant, that it's more than just you. There are so many different hands that have to touch the product from the kitchen, to the front of house, to the guests that come in, especially in hospitality.

When we first started, my husband and I opened Pizzeria Lola eight years ago and now, we're at three restaurants, going on four and we have over 180 staff members. We're not doing it

ourselves. The biggest challenge for me now, has been how do I manage people? Basically, what I'm trying to do is to support them, rather than tell them what to do so that we can empower them to feel engaged and create something that they feel apart of. For me, that was one of the biggest challenges and lessons to learn because I thought "If I'm not in control, if I'm not overseeing every aspect of this business, then it's all gonna go wrong." It was a fear. It was all based in fear. I had to really let go of that. In the beginning, I was really anxious, but now I realize it's the key to our success and the only way to continue to grow.

Speaker 1:	08:20	Sophie, what about you? What does your support system look like?
Sophie:	08:23	My support system consists of a lot of my freelance friends. We share our rates with each other so that we know how much certain publications pay and we sometimes even look over each others pieces and stuff. Outside of work, I'd say my support system consists of my sisters. They're both really brilliant and my sister's also in the audience. I have a sister who is really good at makeup. She didn't do my makeup tonight, 'cause she was busy, so I did it myself, but she does my makeup a lot for events and stuff.
		Recently, I started a magazine project and we're launching the week of November 23rd. It's the first time I've had to manage other people and that has been incredibly challenging. I realize that I thought I had leadership skills and I don't. They're part of my support system too. They back me up in every way as far as helping me understand the design and printing process. I just learned about coded and un-coded pages. I'm just incredibly grateful to have a pretty robust support system of various friends, family, collaborators, etc.
Speaker 1:	09:43	Martha, what about you?
Martha:	09:44	I think the key to a good support system is finding people that have strengths that you don't have. My husband is super organized. He's here somewhere, I can't see anyone, but hi. He does all the laundry and all the housework and he's amazing. My partner at work, he does the emails, so we talk about them, but he's really good at more structured things. I also teach at the U and I have an amazing TA and she keeps all the students ... all their names straight and all the things I'm terrible at, she's really good at.

Speaker 1:	10:29	I think sometimes when we talk about this, we always end up saying "Oh, I'm bad at this or I'm terrible at this", but you're actually really good because you've put together a support team that can fill the gaps that are things that aren't your focus. I think so often when we talk about this stuff, it gets framed in this way that takes our natural skills and puts them down a level. But I like reminding people that you actually have the foresight to build a community around yourself that could help you.
		One thing I always wonder about community and I'm curious about people in the audience too with this, is what percentage of your support system or your community, is actually within the niche that you're apart of? Anne, what about you?
Anne:	11:07	The person that I work the closest with is my husband. He's my business partner and he and I went into this together. The one thing we've been trying to work on is a balance of work and life. We see each other first thing in the morning and we see each other all day and then last at night. He's here somewhere too, so he's watching me. The one thing that I do appreciate is we do have very different skill sets and we're extremely different personalities. He's introverted, he's really great at math, I'm really not great at math. I'm pretty outgoing. It's a good ying yang relationship. He's definitely, probably my number on support system and he also brings me back to Earth. He's actually the one person who, when we were going to open up our first restaurant, that really encouraged me to tackle my fears and say "What is the worst thing that could possibly happen?" It wasn't so bad after all, when you were thinking about it in that way. Other than that, I don't have a lot of friends, but I do have a handful of really great, close friends that I can go to and pick up the phone, friends from college, a few friends that are in the industry that I can call out of the blue and I know I can rely on them.
		The nice thing also about the food industry, especially in Minneapolis, St. Paul, is they're extremely supportive and we really do want the best for each other, so I found a really good network with chefs and other restaurateurs in the industry too. They're all really great human beings.
Meg:	12:58	I went to college to learn how to freelance, which is not a good idea. They don't teach you that in school.

PART 1 OF 3 ENDS [00:13:04]

Meg:	13:00	... which is not a good idea. They don't teach you that in school. I ended up leaving college because I realized that. As soon as I got out ... it sounds like I was in prison. College is like prison. As soon as I got out I was trying to freelance, and really wanted to just be friends with as many people that were doing things that I wanted to be doing. I was making all these friends, but then I was meeting a lot of people that were not wanting to be my friend because they thought of my as competition. It was really frustrating and scary for me, because I realized, "Shoot, if I don't be with friends with this people, how am I going to survive in this world?" I don't know what I'm doing, and I thought I could learn from these people.

It made me work on a fear-based level for a couple of years. I was thinking of everyone as my competition, and afraid that I wasn't going to get as good of work as them, afraid that I wasn't as good as them. What ended up happening was I was getting bad work because I was operating on a fear-based level. I was getting work for a lot of companies that I wasn't aligning with on an emotional level or value-based level. I was doing a lot of bad work. I was getting fired a lot from clients because I wasn't able to make work in a style that was suitable for them, which I totally understand now. Then as soon as I shifted my mindset to making friends with people and actually getting friends that were doing things that were similar to me I realized that everyone I was meeting had their idea of an ideal project or an ideal type of work they'd like to be doing that was totally different from mine.

That was really exciting for me, because I realized, "Oh gosh, no one is competition with each other. We all have our own idea of what's perfect for us, and if we listen to each other and find out what those things we can actually help each other get to those things." Once that clicked with me I was able to get clients email me and say, "Hey, I have this project," that would sound awful to me and I really didn't want to do it, but I had a friend who would love to do that. Since meeting people and learning about their idea of an ideal project would be, I was able to hook people up, and then tell people what my ideal project would be so that they could do the same in return. Reframing people from competition to friends was so helpful for me to actually get work that I wanted.

Speaker 2:	15:18	I want to talk a little bit about specific moments that we've all gone through to walk through an example of how something can go wrong, or not go as planned, but still be a really valuable moment, because I think especially in entrepreneurial media

and publications and blogs, we talk about the highlight reel. We don't talk about the times when things go wrong. But in my experience you learn far more from something not going the way it was supposed to go than you do when something is perfect. I'd love to know from each of you a moment when something didn't go as planned, and what you learned from it, or what you took away from in. Anne, let's start with you.

Anne: 15:55 I would say the majority of my acting career was ... I really wanted to believe that I was going to be a successful actor, and on many accounts I was. For about eight years I supported myself. I was able to pay the rent and feed myself. But there was something that just wasn't fulfilling. I think I talked a little bit earlier about being in control, thinking I was in control of my career, which I wasn't at all. Other people was in control of that. I think that led to a lot of discontent, and just wondering, "What is this all about?" I got into this because I was so passionate about this art form. I did have visions of grandeur about being interviewed by Barbara Streisand on the couch one day, and that never happened.

A passion that I once had turned into a job, where it was a hustle, and the heart of it was gone. For a few years in between that I was lost. I was trying to figure out what do I want to do? I didn't want to admit that I wasn't a great actor or it wasn't feeding my soul. Again, I was working. I was making checks. I was taking care of myself, but it wasn't feeding my soul. I think I was really afraid that I couldn't find something that would be able to do that. When I was in college I thought maybe I'd go to law school, because I felt like that was the right thing to do. You talked earlier about competition. I'm an extremely competitive person. I'm also a perfectionist, which I used to think was a really great trait, but it's not at all, because that comes from fear. You're constantly judging yourself. You're your worst critic. It's a really bad place to be when you feel like you always have to be perfect, and you can't fail, because life is about failures every day.

There was that interim period where I didn't know what I wanted to do, and I was really struggling and felt like there was nothing that I could be successful at, it really came to that moment of, "What really does feed your soul?" It was feeding people and cooking. But that scared the living hell out of me too, because I thought, "How do I make a living doing that? I just went from struggling actor to now I'm going to go and be a cook?" I think realizing that I wasn't really great at something, and that it didn't feed me, really triggered me to ask those really

difficult questions and say, "What do I want?" When you're really miserable you can either bask in that misery or do something else. I just decided I'd rather do something else.

Meg: 18:41   I would say that my biggest fear in general is my whole life I've been so happy with myself, and I know myself so well. Whenever I'm alone I can be the person that I actually am. It feels really good when I'm by myself. I love being alone. But my biggest fear is that other people don't love me as much as I love myself, which is totally the opposite problem that a lot of people have. I totally realize that. I'm very privileged in that way. My baseline is that everyone hates me until proven otherwise. That's just how I've always been. Whenever I was in college I was like, "I'm just going to work for myself because no one will hire me. I'm terrible. Everyone hates me."

I ended up getting a job interview at Google when I was still in school, like a full-time position. I pretended like I was a working freelancer, and they didn't know the difference. They had no idea I was still in school. I got this job interview there, and then I happened to get another job interview ... I wasn't living here at time ... with an agency in Minneapolis. I went through the interview process. A few interviews at both of these places. I got rejected from both of them. It made sense. I was a college student, but they didn't know that. In hindsight it makes sense. But that just validated that I'll never get a job. I'm not worthy of getting a job. No one likes me. Everyone hates me. I'm terrible. I'm not a good designer.

From then on, very fear-based, but I decided I'll only work for myself, because if somebody else is determining my success I'll only go as high as they want me to go. But if I'm working for myself I can go as high as I want to go. For me, that works really well for me. That was technically the worst thing that's ever happened in my career, was at the beginning of my career, because it totally validated my worst fears about myself not being good enough. To have that happen at the beginning was the push that I need to become a freelancer, which really truly does work better for me, because I can go as high and as far in any direction as I want to go.

Sophie: 20:45   I started freelancing in the summer of 2014, right when the Facebook group Binders Full of Freelance Women Writers blew up. Maybe freelance isn't in the title. But everyone was trying to get their freelance writing careers off the ground, it was a really great time to get started, because basically I just tapped into a network of other women who were going to lift each other up.

That same summer I was published in The Rolling Stone and Nylon and I was really just shocked. I'm like, "I can actually do something I've wanted to do since I was a kid." Fast forward a few years, I realized that I want to do does not pay well, and I will likely die broke if I continue doing it.

I'm currently in a transitional phase where I'm moving away from freelance writing and into more project-based writing, and just trying to get away from the fear of not being able to sustain myself because I have student loans. I am a very independent dependent, is what I like to call myself, because I come from a traditional family, and I live with my family, so I really don't worry about a lot of things, but at the same time I am independent and I make my own money. I'd like to make more, and I'd like to pay off my $40,000 in student debt.

Speaker 2:	22:12	Martha, what about you?
Martha:	22:14	I think generally the more work you make the more likely it is that you'll have something that's good. The more you make, the more you fail also. I think generally I learn a lot by making a lot of ugly stuff. But you keep working on it and eventually it gets better. I talk to my students about that a lot. There's this period of time when they're working, when things are really awkward and horrible and ugly. If you abandon it at that point, you start over, and then you get to that point again. You never get past that point. I just make a lot of stuff that's bad, and eventually it gets better.
Speaker 2:	23:08	How many of you have ever struggled with imposter syndrome before?
Anne:	23:13	Every day that's a good description of me, I think. That is my biggest fear, that I'm not doing good work, that what I'm doing I don't measure up to my expectations. I think that keeps me working and keeps me trying harder, that fear that I'm an imposter. I don't think I ever push past it. That's what I use to go forward.
Speaker 2:	23:53	Stephy, what about you?
Sophie:	23:54	I definitely have imposter syndrome. I feel like a fraud a lot of the times, just two kids in a suit pretending to be an adult. Even when I'm telling people what it is I do I just feel like they think I'm lying. If I say, "I wrote for this place or I'm doing this thing," I'm like, "They're not going to believe that I do any of that." I just feel like a fraud all the time. It's really bad. I have a friend

who I've known since I was a kid who's an actor in LA. He's really confident. He's been confident since we were kids. He's always telling me I'm great. He's like, "You're amazing. You're so talented. Oh my god, you are doing this and that." Because I'm friends with him I feel like I've started to see myself in the way that he sees me. Just having supportive friends have definitely helped me combat my imposter syndrome.

Meg: 25:00   I don't ever feel like I'm a fraud necessarily, because I think I do something that no one else is doing, so there's no one necessarily to compare myself to. I certainly in every aspect and facet of my life am comparing myself to everyone constantly. You know that person that just has an amazing portfolio website and you're like, "How do they do everything they do but then have enough time for that?" Then you think, "I'm garbage, because my portfolio site is just a SquareSpace site, and I was able to hack the CSS and make a custom cursor." That was great. Highlight of my life.

It helped me greatly the moment I realized that we all have the exact same amount of time in our day. We all choose to spend that time in different ways. We all put our energy in different places. That person may have been able to put 40 hours that week into their portfolio website, whereas I was able to put 40 hours a week into eating nachos, which not-

PART 2 OF 3 ENDS [00:26:04]

Meg: 26:00   ... Hours a week, and to eating nachos, which, not 40 hours. Probably six. Six to ten. But if they saw me they might think, "Wow, I'm a fraud, because look at her. She's got an okay portfolio site and she's able to eat nachos." That person may not have had enough time to eat nachos that week. Is everyone following me?

It helped me greatly when I realized that we are all able to spend our efforts in certain ways and in a hierarchy of what we find most important to us. It's easy to compare ourselves to other people, but we're all just spending our time in different ways and able to put our energy in different places.

The moment that I realized that we all have certain things that we're just really great at, and other things that we're not great at, most things, and when we're able to identify what that one or two or things are that we're really good at and we become very empowered and confident in what those things are, once you actually embrace those things and are able to excitedly

announce that you're good at those things, you start to really identify and get excited about hat makes other people great and what those things are for other people. The sort of imposter syndrome kind of slowly has fallen away from me once I started shifting my thinking in that direction.

Speaker 3:   27:16   Anne, have you ever felt imposter syndrome?

Anne: 27:18   Oh, constantly. I mean, every time someone calls me chef, I kind of cringe. I think part of that came from entering the profession in a real non-traditional way. I've always felt like I was coming into this as sort of a cheat, like a cheater. That I'm not really a chef, I should have worked underneath French restaurants and burn myself a thousand times and been paid nothing and really endured, right? Sort of that martyr syndrome. I was home cook that liked to cook. My mother was a great cook, my grandmother was a great cook. I had fun doing it. I was happiest when I was cooking. I always felt like this is fraudulent.

I've heard all these stories from chefs that said, "Oh, you know, you gotta do this and this, and you gotta earn this," and unfortunately a lot of them still feel that way. Because of that, I think they're struggling. For me, coming into this, for a long time I thought I didn't go that traditional route. I really enjoy doing this. I didn't know what I was doing. I was completely green, and because of that what I thought was not an asset, really was an asset, because when you don't know what you're doing you just say, "I don't really give a shit. I'm just going to go off and do what feels right, what feels right in my gut."

I took this path as being a chef restaurateur with what felt right to me, the kind of food I wanted to cook, the food I felt other people wanted to eat, create an environment in which I thought people wanted to come and break bread with others, and that worked out for me. But til this day, if I'm in a panel of other esteemed chefs, or even going to the James Beard Awards, I had to pinch myself a thousand times, thinking, "Why the hell am I here?" That's stupid to feel that way, but it is how I feel.

I think just surrounding yourself by other people, like we've all said, support networks that ... And it's not really about validation, but just are in it with you and believe the same things that are part of your tribe and support the culture that you're doing, regardless of what other people are doing, regardless of what people said, this is the path in which you do it to open up a restaurant. You just surround yourself with

Speaker 3:	29:49	I'm so glad you said that, because I think one of the reasons that I do any of the work that we do, and the reason the Good Company exists, is because it's important for people to see that there's no one path to success. There's no one right way to do anything. There are a multitude of ways to do things that matter and that are important and that are valid. The more stories that we're able to share, like all of yours, that show people that you can get to any place you want to go. It may not be the path that everybody expected, but that it's still valid and still real, it's a really powerful thing to show people.
Anne:	30:19	And far more interesting, too.
Speaker 3:	30:20	Yes, absolutely.
Anne:	30:21	I mean, if everybody said, "The only pizza you should be making is a cheese pizza," it'd be a pretty boring world. Even though I do love a good cheese pizza, you know? But, you know, you do really have to ... And I do think people are afraid to go down that road that's less traveled. For sure, because, you know, do you take the road that you guaranteed, you know, 99% you're going to get some kind of cash prize, or 1% you may, but it could be a pot of gold? Most people are going to take that guaranteed road, right? It is scarier, but I think if you do kind of think off, I think it's more creativity, more possibility, and it just makes for a more interesting community.
Speaker 3:	31:10	Yeah. Before we hand it over to the audience for our Q&A, I want to talk about the positive, wonderful reward of getting through something that's difficult, which is learning something about yourself that you can feel good about, whether that's your resilience, or your ability to be a creative problem solver. I would love to know from each of you, what is a quality in yourself that you are the most proud of that you have learned from going through tough times? Martha, do you want to start?
Martha:	31:35	I think the quality that I have that I'm most proud of ... I don't know if it's from going through hard times, but it's ... I think I see things differently than a lot of people or a lot of designers, friends. In a discussion or a critique, people will be talking about something, and I feel like I'm very good at saying, " Well, except maybe it's the other way," and it will start a conversation that goes in a different direction. It is very helpful in my teaching profession, and also in design critiques where there's some

		contention. And family, for sure. I'm a mediator in the family. So, yeah.
Speaker 3:	32:29	[Safi 00:32:29], what about you?
Safi:	32:31	I used to think that I was too emotional and sensitive to be a strategic thinker or to just calculate things more, and that actually isn't the case. I've learned that ... And I didn't necessarily learn it through hard times, either, but I've just learned that the more you experience life, the more you develop certain skills and stuff. I'm more of a strategic thinker now, and I wasn't in the past. I used to just go off of emotion.
Meg:	33:05	This is specifically something I've learned through going through hard times. I love last minute changes of plans. If something all the sudden does not go the way I thought it was going to go, it is so exciting to me. Just a couple weeks ago I was going into Canada to teach a workshop. Pro tip; don't tell Canada you're going to go there to teach a workshop. They detained me for a couple hours. I roll through customs at Niagara Falls. I was in a car, it was great. First time driving through a customs place, so I didn't know what was going to happen. I thought they might search my bag, and I had a bag full of workshop stuff. So, they detained me, because you can't work in another country, really, without a permit or a visa.
		So, I get there and I was like, "I'm here to teach a workshop. America." So they detained me, and they were like, "We can't let you through if you don't have a permit or a visa," and they asked me to show ... Like, they said, "What kind of paperwork do you have to prove that you're an expert?" And I was like, "I don't have any paper at all." So they detained me while they looked at my website.
		Anyway, but my heart was racing because I was so excited that I wouldn't get into Canada and I'd have to get sent back to the US side of Niagara Falls and then what would I do? All the people that I would have to cancel, and how would I spend my next four days. It was really exciting, and when they let me into Canada I was disappointed because I was so excited to have a last minute change of plans. That's all I have.
Speaker 3:	34:39	My story's not that interesting. They let me in Canada when I was there last. That's a good question, because traditionally I'm a pretty negative person and I'm probably most negative when it comes to myself. Really hard on myself, and I used to blame my mother. Like, don't we all? Like, it's my mom's fault, she

didn't love me enough, she was super critical, she went through a war, big deal, you know? I did a lot of blaming, like it's this person's fault, or my history and that's why I'm so negative. What I've realized, maybe just recently in the last couple years, is that I'm actually a pretty positive person, that I just had to dig really deep, but it's really something that I have to work really, really, really hard at.

I'm just going to tell all of you, because it's part of the work that I'm doing right now, is that I'm telling people I'm trying to become a more positive person. I think I wear it physically on my face, and I used to just say I had constant RBF, but people would ... I remember it struck me one time actually because I was at Pizzeria Lola and a guest at the counter asked a server, "So, what's it like working for a boss that's angry all the time?" He made that judgment based ... I was on the line pushing dough like this, and he made that judgment just by looking at my face. I realized how important it is, your non-verbals and your verbals, and how you carry it in your body and how you interact, whether it's a smile or a frown, can change perspective not only for yourself, but for people.

I used to always admire walking around the lakes, like, "Oh, that person's happy, and that person said hello to me, and that's a lie." But they were genuinely happy, and I think I was honestly just jealous that how are they such a happy person? I asked my husband that one day, and he said, "Because they just are. Because they decide to be happy. You can decide to be happy. You can decide to be positive." I say this as it's a strength of mine because it's actually a weakness, but I know I have that in me and I'm working really hard at doing that and at smiling, because if you smile you will smile inside. So it is something I'm working on, because it goes beyond just yourself. It reaches many, many other people.

PART 3 OF 3 ENDS [00:37:35]