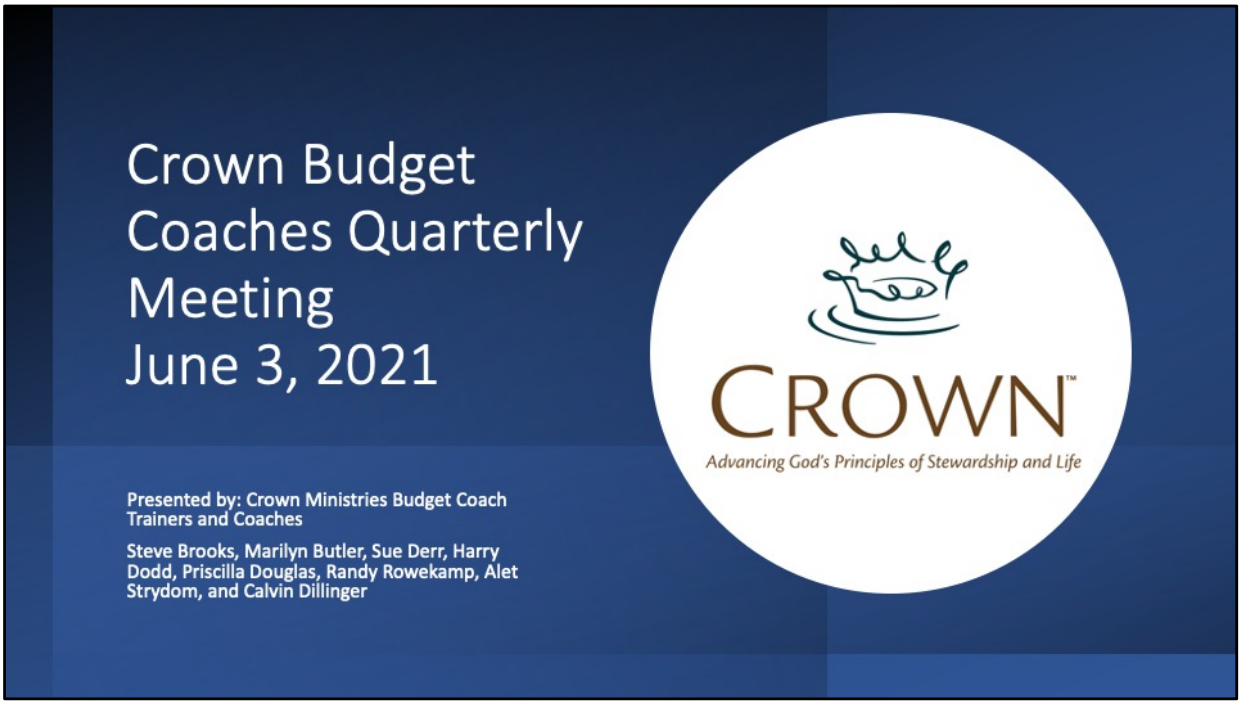


Welcome to our Crown Budget Coaches. It has been a year of new beginnings as Crown Budget Coaches. We welcome you and thank you for investing your time and giftedness into the lives of others. You honor God through your commitment to serve as Crown Budget Coaches.

I want to Introduce the Crown Ministries Budget Coach Trainers. They are: Steve Brooks, Sue Derr, Harry Dodd, Priscilla Douglas, Randy Rowekamp, and, our Crown Staff, consisting of Alet Strydom, Director of Coaching & Assessment and Calvin Dillinger, Senior Director of U.S. Outreach.

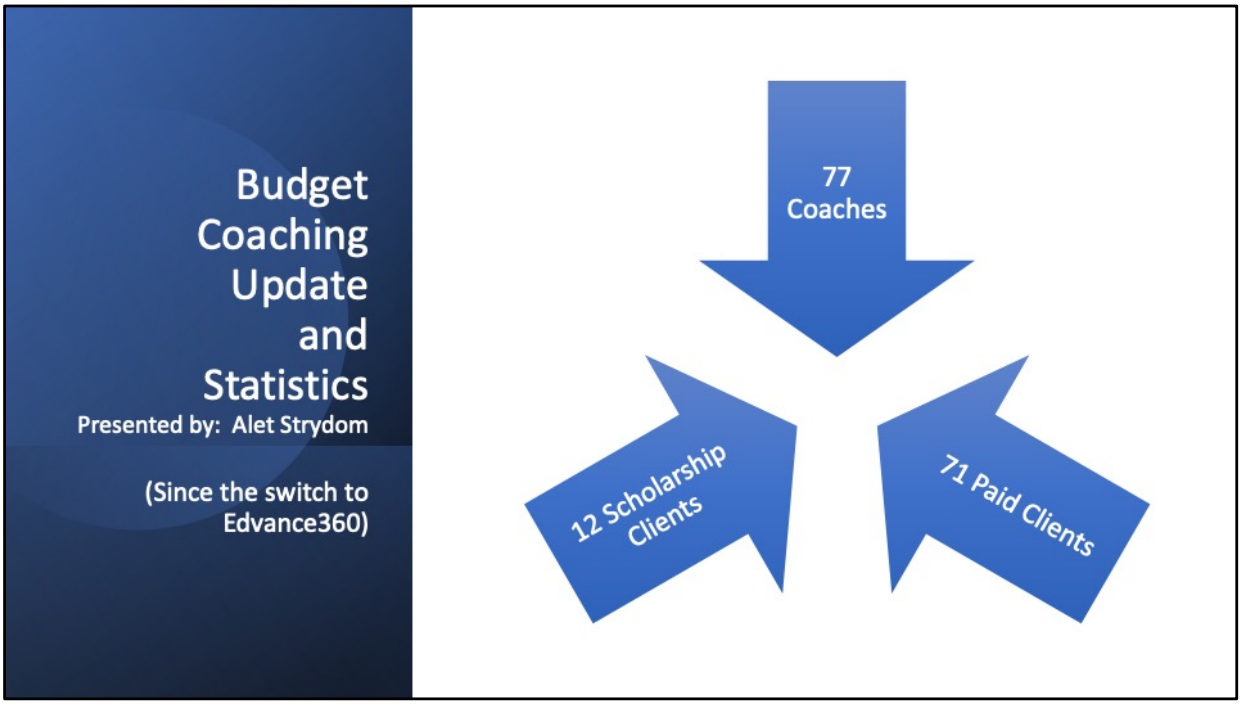
.

OPEN IN PRAYER

Thank you, Randy
Now, Calvin Dillinger, Senior Director of U.S. Operations, will talk about Crown's vision for Coaching

Calvin – notes

Marilyn –thank you, Calvin. Thank you for your support and encouragement.
Now, Alet Strydom,, who is responsible for Crown Coaching and Career Direct, will provide a Crown Budget Coach update.



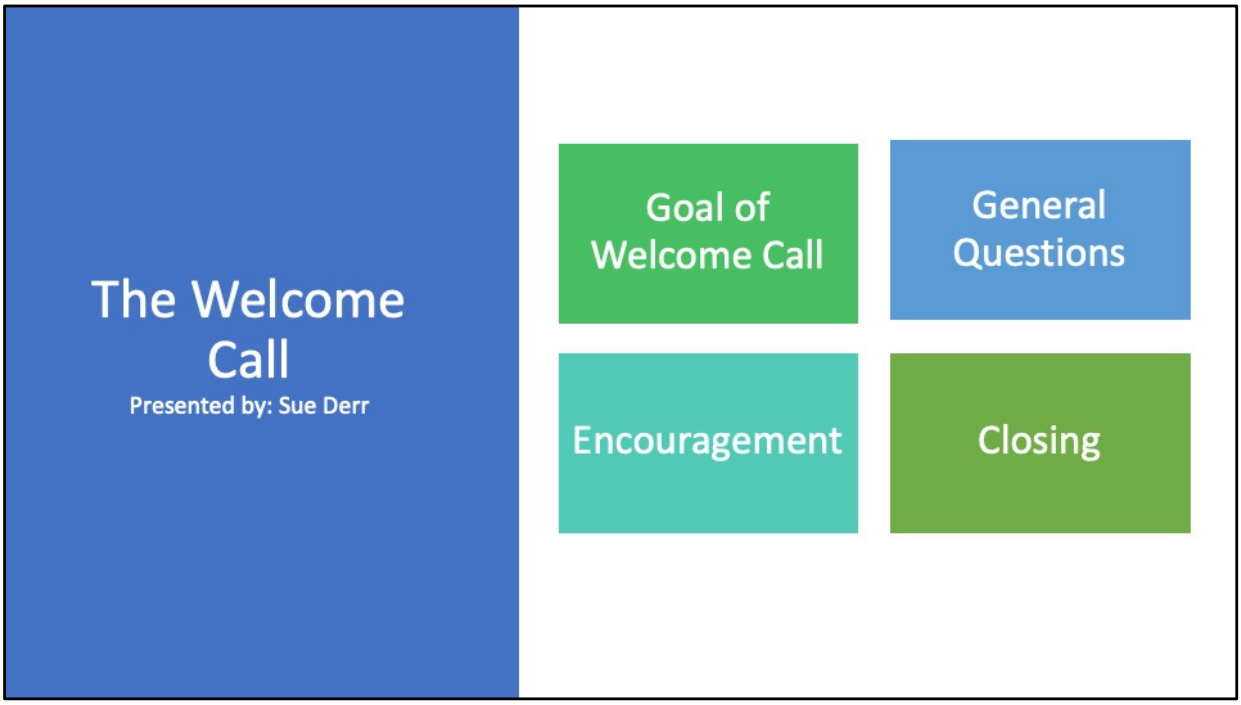
Alet:
# of Coaches
- Grandfathered 34 Active
- New From Sept 20 till March 21 43

# of Paid Clients
- # that have requested refunds

# of Scholarship Clients
% of Starters
- # of Clients that have started the course – at least Getting Started
- We are too new into the system to have good statistics on completion

We are getting these stats from Client Trackers. Each Coach is to keep their Client Tracker current. If you have not yet gotten access to your tracking sheet yet, please notify your Team Leader. It could be that your team leader does not have a Gmail address for you. If you are unaware of who your Team Leader is, please contact Marilyn Butler at marilyn.butler@dmbre.com, to receive that information.

Marilyn: Now, Sue Derr, will talk about the importance of the coaching relationship of "The Welcome Call".



Goal of Welcome Call:

- To increase engagement right from the start
- To set expectations
- To learn preferences

General Questions:

- Going through with someone, such as a spouse?
- Preference for Male or Female coach?
- Time Zone?
- Aware of
    - Need for computer
    - Meeting with coach virtually
    - 7 sessions over 3 months

Encouragement:
Word of Testimony

- How the Lord has used the following of biblical financial stewardship principles in my life.
- Commendation for starting their journey

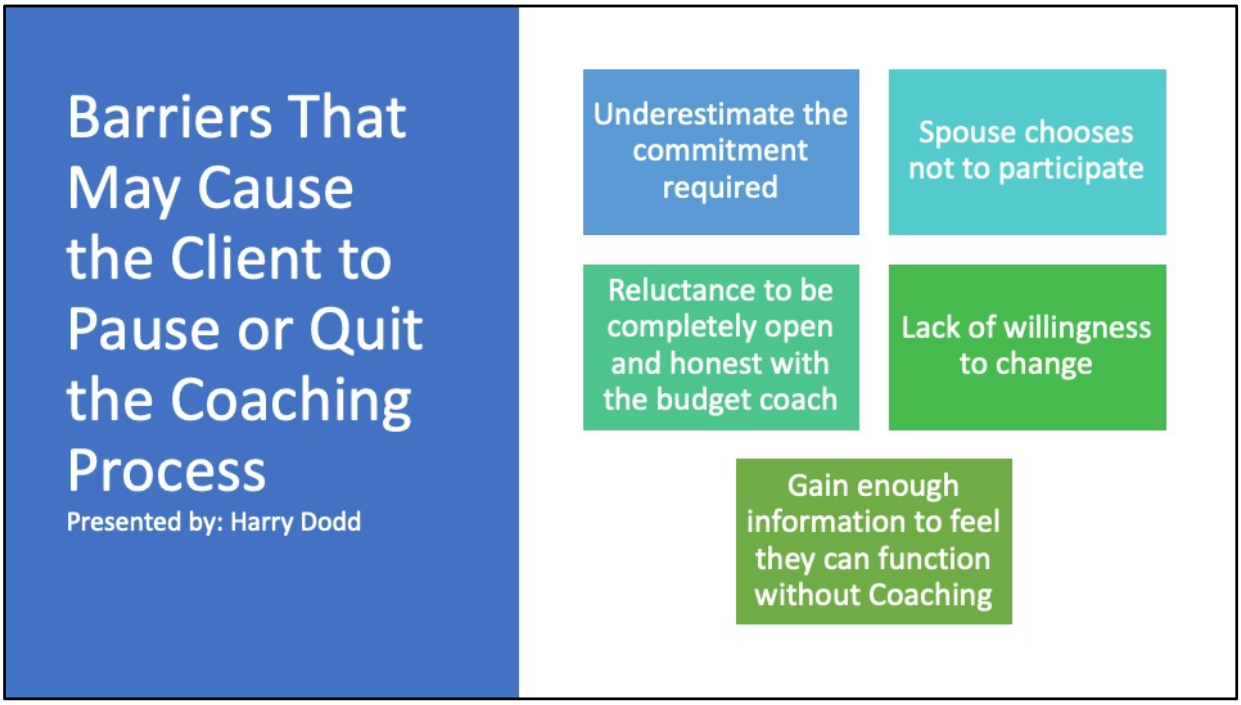
Closing

- Do you have any questions for me?
- How can I pray for you?

(I don't always ask every question, but typically do most of them.)

Marilyn: this evening we will present 3-Timely Topics for your consideration. These topics came from our coaches and trainers as we employee “Continuous Improvement” of the coaching process and strive to respond to you, the coaches, and the challenges you face in coaching. Please remember to use the Zoom Chat function to ask questions and make comments. We will respond.

How Can the Coach Motivate a Client to Complete the Budget Coach Course?
One of the most challenging things to do is motivate a person to change their lifestyle or way of work. Next, we look at why clients pause or do not complete the process and the importance of the Introductory Meeting. First, Harry Dodd will talk about barriers that may exist in coaching.



Underestimate the commitment required.

Want an instant solution to treat painful symptoms verses a lifetime transformation.

Secure a commitment to 3 months of periodic meetings with completed biblical study and practical application.

Their spouse is unwilling to participate.

You are in this together and each will have an impact on each other.

Word picture: an open window in the winter.

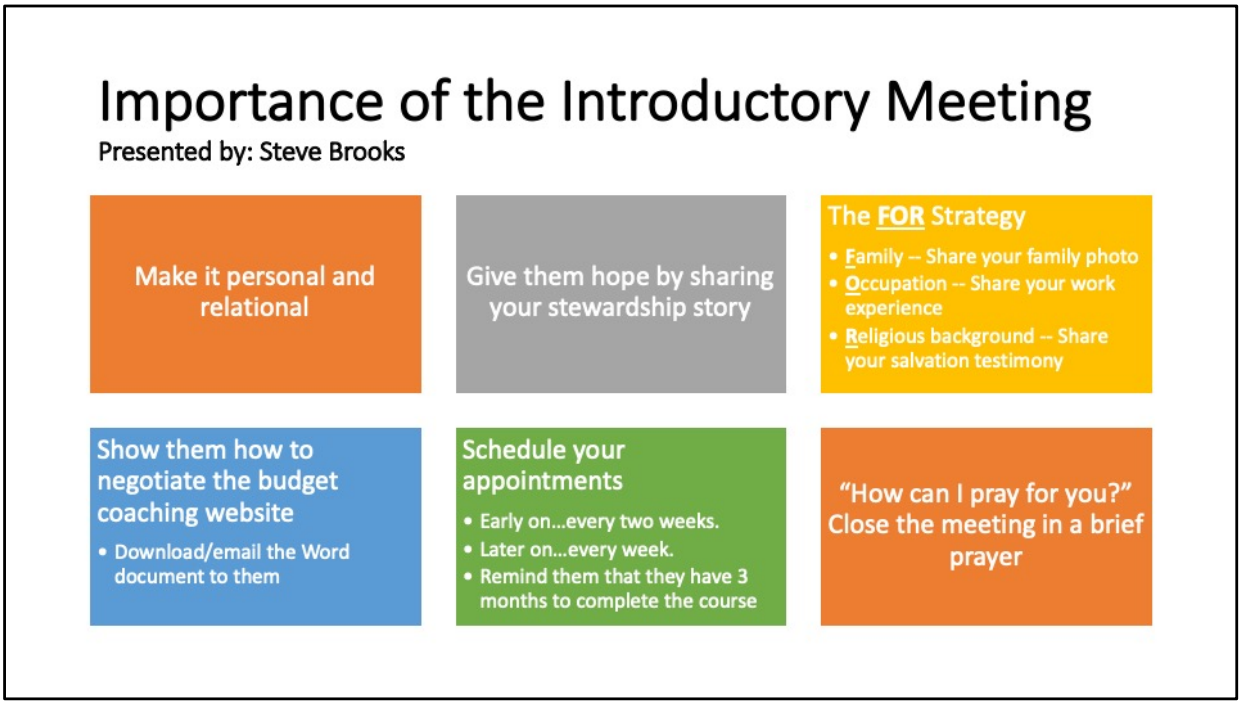
They are unwilling to be completely open and honest with the budget coach.

When they feel they know enough to function.

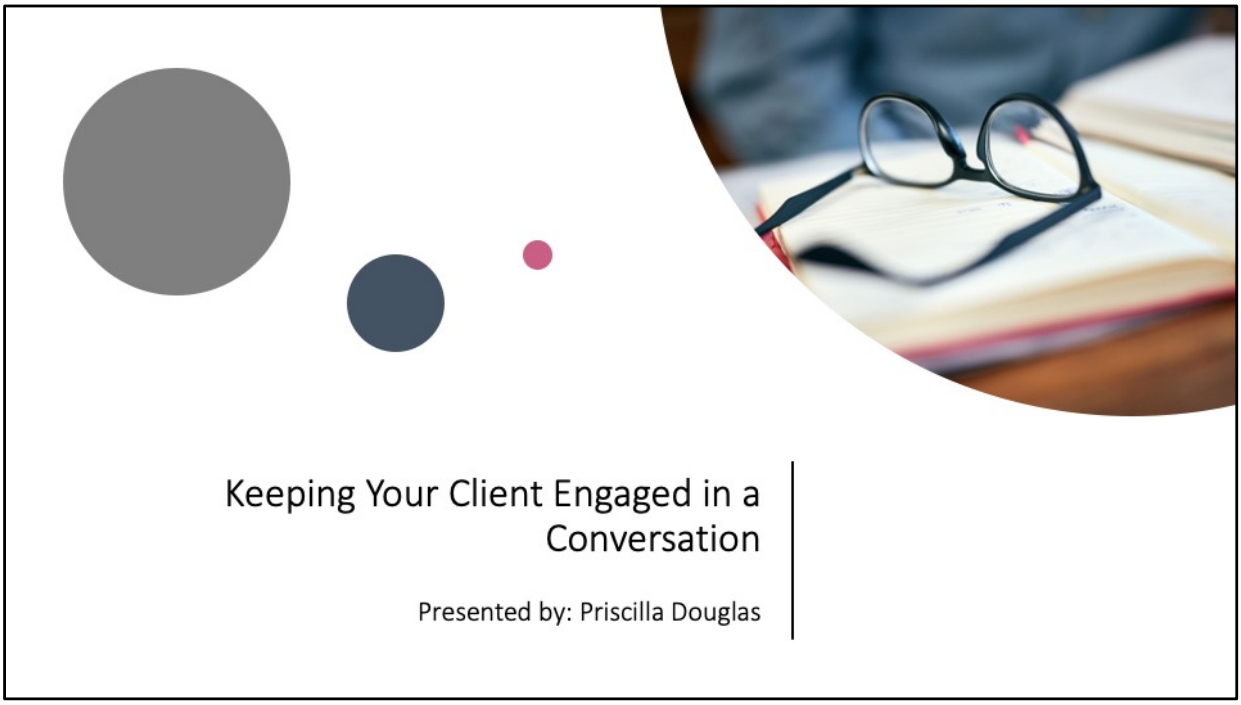
This will only temporarily ease symphonic pain.

Leave the door open when they are ready to change.

Marilyn: Harry, thank you for communicating these barriers in coaching. As Coaches, I think we can all identify. Now, Steve Brooks will discuss The Importance of the Introductory Call.



Please remember to ask questions and offer comments using Zoom Chat. We will respond.



Marilyn: The second question is, Engaging your Client in a conversation presented by Priscilla Douglas, one of our Crown Trainers.

1. Sharing how you've been in a similar debt situation and found it overwhelming and stressful can help someone know that you fully understand. It offers sparks of hope as well as practical steps for obtaining a healthy approach to finances. It builds trust!
Be Transparent. Your story will bring comfort & hope…..share it.

2. Open-ended questions can start with "why?," "how?," and "what if?" and can encourage a full
answer, rather than a simple "yes" or "no."
Closed-ended questions can be answered with "yes" or "no."
Reminder: while a "why" questions are in fact open-ended, they can sometimes trigger a defensive answer from the client.
For example: "Why did you do that?" sounds harsh, whereas "What did you use as the basic of your decision?" does not sound severe, rather is more inviting to be answered

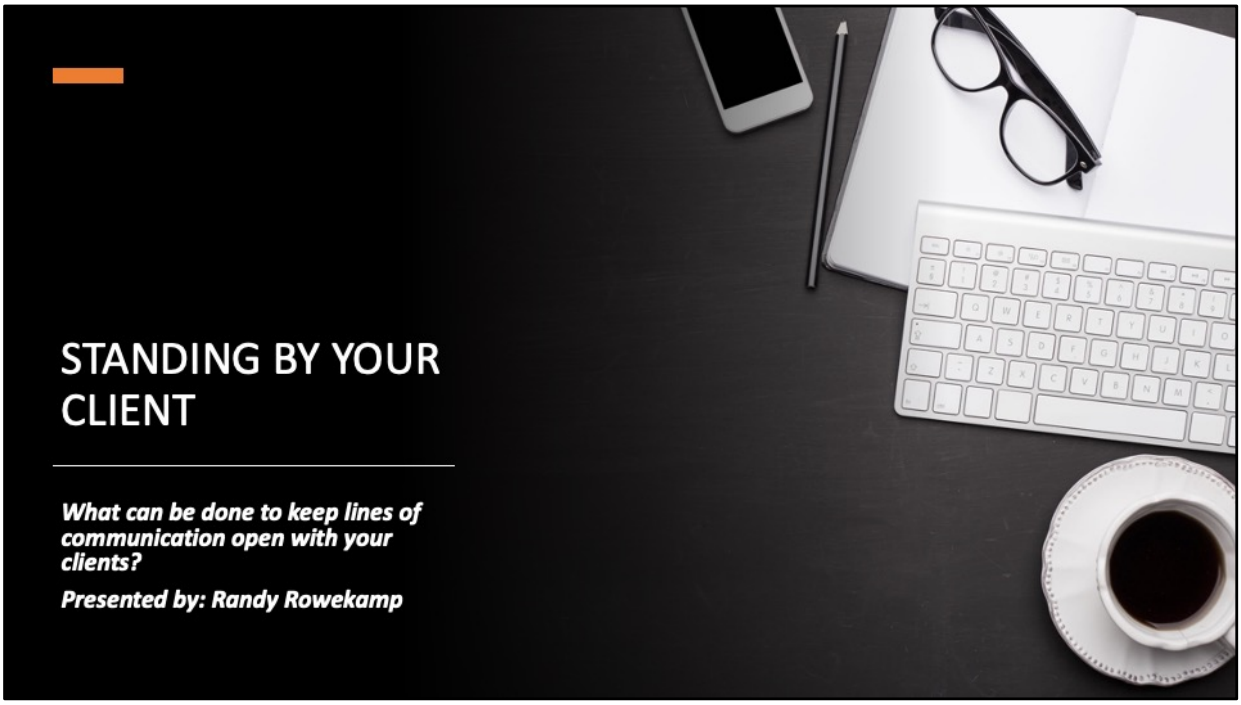
3. By practicing being a good listener, you can get a deeper understanding of your client's needs. Then you will have the right information to present a financial strategy that
serves their best interests. It increases client loyalty and trust! This is key in promoting a
healthy client/coach relationship.

4. Take the occasional temperature check –
It's not just about finances, but being mindful of how the client is feeling about the program

along the way.

5. Invite God into the conversation – Pray for wisdom and clarity of mind & heart
   Pray for ears to hear with understanding
   We may come to a new understanding of the other person or even ourselves.

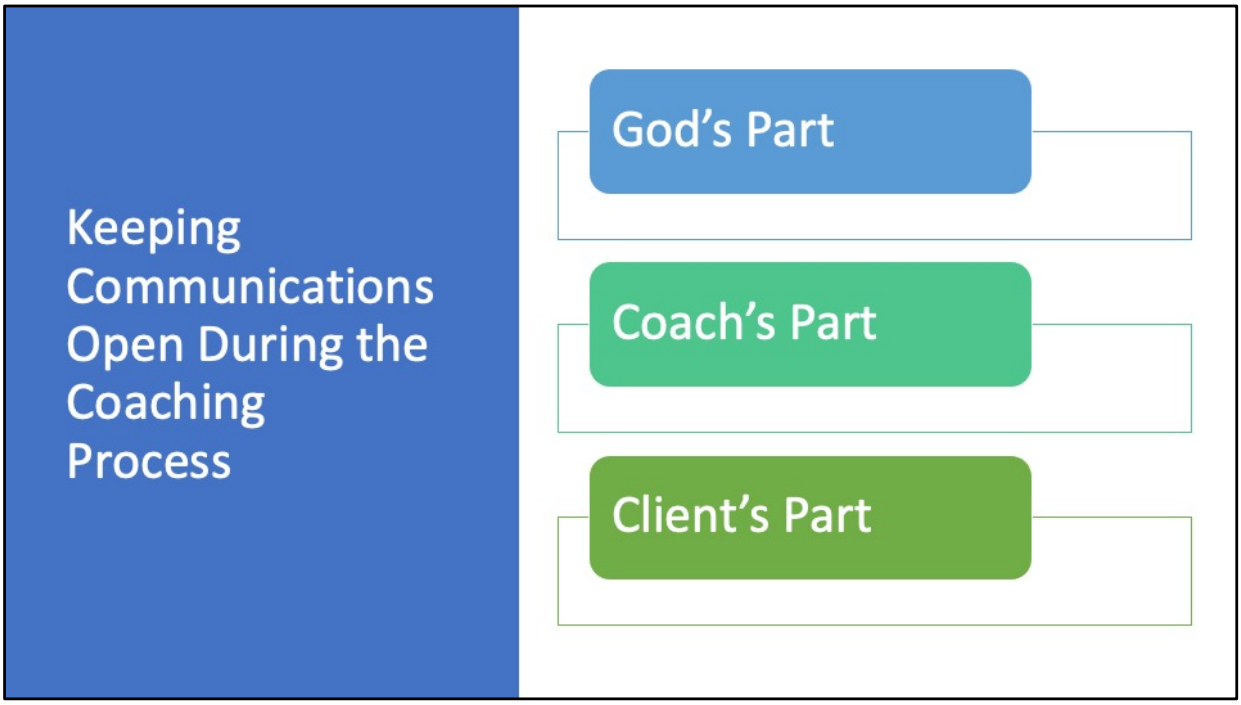
Marilyn: Thank you Priscilla for those words of hope and encouragement. Please enter your Questions and Comments in Zoom Chat.



Marilyn: Now we would like to talk about the all-important topic of communication. We've discussed some possible reasons clients have difficulty staying motivated. What can we do right from the early stages of coaching that will encourage continued engagement in the communication process?

Next, we look at Standing by Your Client, presented by Randy Rowekamp.

Well, we have some ideas for you…



God's Part;

- He is in control
- Only He can change a heart
    - Breaks through confusion; imparts knowledge and truth; administers healing; set people free from wrong beliefs
- Let Him teach and refine us
    - Freely extend grace
    - Develop deeper compassion
    - Practice the Fruits of the Spirit

Coach's Part

- Focused prayer for your client
    - About your client's current emotions and past experiences
- Communicate and pray with your Team Leader
- Keep a teachable spirit

Client's Part

- Let them know it's okay to say "no" to completing the course if they change their minds
- Let them know it's okay to "pause" during the course if they have something come up that would interrupt their focus
- Let them know you would like to steward your time well

Reach out to your client regularly and frequently in the beginning

- 4-5 reaches within the first 10 days to 2 weeks

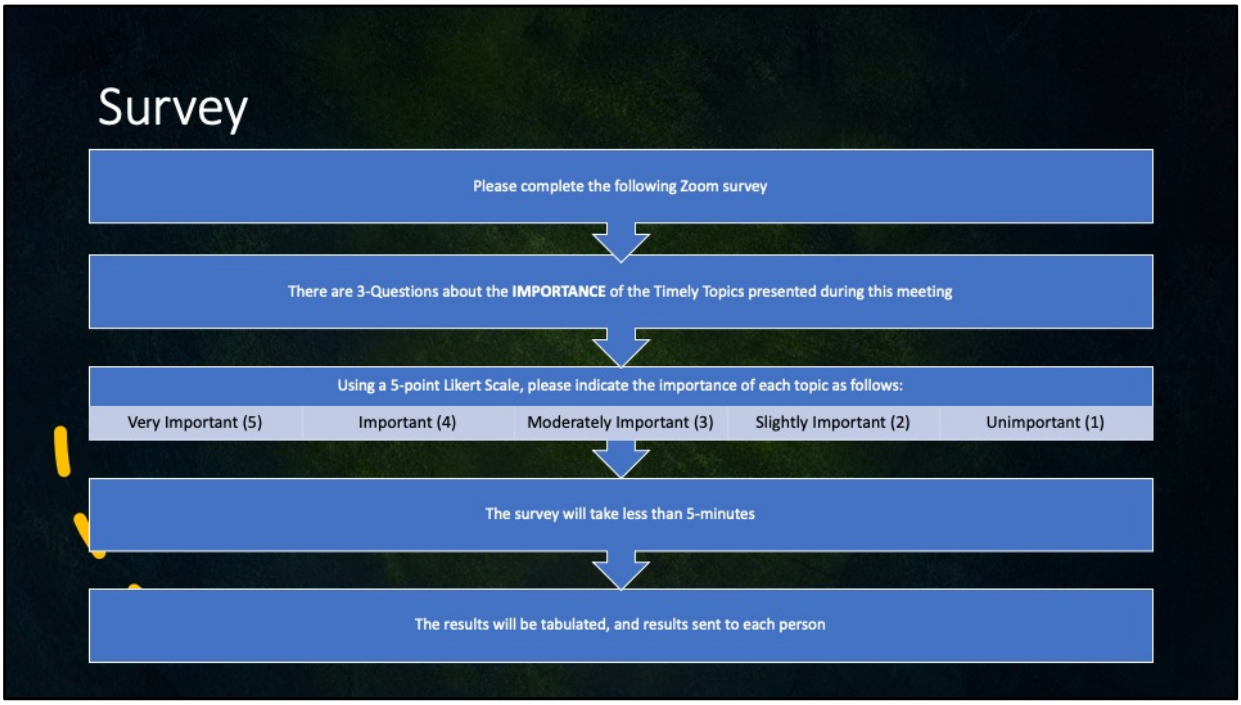
Ideas to keep communication lines open with your client

- Share one of Crown's Stewardship Podcasts to encourage them
  - Episodes 25, 24, 22, 21, 20, 13, 12, and 8 are good basic ones
- Encourage your client to watch the "optional" videos in the Course
- Send encouraging texts/emails:
  - They can do this
  - Imagine being debt free
  - You are there to support them
  - Set short term and long-term goals
  - Saving is the key to remaining debt free
  - Working together will strengthen their relationship
  - Contact your Team Leader if you think your client is disengaging from the process
- Let your client that it is okay to say no if they have changed their minds, and you would appreciate a response
- Let your client know there is a 3-month completion time, but they can be "paused" for awhile if they decide to delay for any reason, but they need to let you know.

Marilyn: Randy, thank you for reminding us that with have a part in this

process, but we are not responsible every part. We work with God and our clients. What a privilege. It is a good reminder that you are not alone in this ministry. Each one is in a Coaching Team Leader. They are: Sue Derr, Priscilla Douglas, Randy Rowekamp, and Marilyn Butler. Call upon your Team Leader with questions or concerns. They want to serve you!
Remember, to enter your questions and comments in to Zoom Chat.

We have a Zoom Survey for you to complete electronically. We want you to rate the importance of the topics presented tonight.



The Survey Design: read the prompts

Randy: Present the SURVEY QUESTIONS

Q1: Motivating Your Client

Q2: Keeping your client engaged.

Q3: Standing by your client.

Measuring the Importance of each of the three questions presented, select the single best response.

Thank you for submitting your responses and questions through Zoom Chat
Sue Derr is our Chat Moderator
She has taken your questions and comments, either answered them or Grouped them into similar topics, to be discussed, now. Additionally, please suggest topics to discuss at our next quarterly meeting using Zoom Chat. Thank you,

Randy will close in prayer, thank the Coaches for attending, and invite them to next Quarterly Meeting, scheduled for September 9, 2021.