

# Jennifer Podcast Guest Appearance

**Francis:** [00:00:00] It's the task management and time blocking podcast, episode 40. You are an efficient person, but you also happen to be polite and you care about other people as such. When they want some of your time, you're happy to give it. However, there are personalities. There are certain people. you find to be difficult.

**Francis:** Why? They take away too much of your time. In conversation with them, you find yourself glancing at your watch, trying to be productive by ending the conversation, but you find that you can't. You're stuck. Now, you don't want to be rude, but what can you do? To address this particular personality, this particular kind of person, who for the sake of this podcast, we're calling a time hoarder.

**Francis:** Tune into this episode to hear from me and my special guest, Jennifer Morin, as we tackle this wicked [00:01:00] problem together. I'm Francis Wade and welcome to the task management and time blocking podcast.

**Francis:** Okay. So that was like a minute.

**Francis:** Jennifer is back on stage, coming on, turn on your camera and your microphone, um, Jennifer, and I'll do the next bit

**Francis:** as you're typing in the chat. I shoot my In case I forgot. All right. You all ready?

Yeah.

**Francis:** Okay. So for this part, I talk, talk, talk, talk, talk, talk, tell the story and then introduce you and ask you about the story. And

**Francis:** welcome back. As you can see, we're joined on the stage by Jennifer Morin. Number 4A. [00:02:00] Welcome Jennifer and introduce her. I'd like to do a couple of things. One thing is to welcome you. If you're a guest to this show, because this is a different kind of show, different kind of podcast. Um, we're looking to pull out some of the skills and abilities of the most productive people.

**Francis:** And the way we do that is by engaging in diagnosing a problem. So at the beginning of the show, I described a particular problem that we have with

time hoarders, many of us, and here we're going to slow things down a bit, both of us are going to dig into the issue. And show you how we solve these kinds of problems, not just our solutions at the end.

**Francis:** And this one is so tough. We don't necessarily even have a solution at the end. So we're, we're going to rely as we do on every call on every episode on some sort of serendipity. And by serendipity, I mean that We're looking for answers and insights that we didn't have before we started the call. So we had, you know, we had [00:03:00] conversations before we have things we want to share with you, but we're also looking to make some magic happen in real time.

**Francis:** And if that magic does happen, well, you'll hear an insight bell, which means that we've come across something that one of us never heard before. And if by some strange reason, we get to the end of the episode and we've had no insights, you'll hear a buzzer, which means that we ran out of time, didn't call for anything.

**Francis:** Why did we take this approach? Well, Einstein said if he had an hour to solve a problem, he spent 55 minutes thinking about the problem and five minutes thinking about solutions. And that's what we're doing.

**Francis:** So before I bring Jennifer up, let me tell you a story about Brenda. Brenda is an employee. Her colleague, she has a colleague. His name is Mike. He's new to the company and he's got lots of questions. He's engaging, interesting guy, not in the romantic kind of way, kind of a business way. And he has lots of experience that he likes to share.

**Francis:** She is an eldest [00:04:00] child. She happens to be his team leader. She's kind of like his project manager. And as she listens to him, she notices that he, he sort of engages in a little bit of poor me. Likes to tell stories and kind of dramatic in the kind of a look what happened to me kind of way. A little bit of victim kind of telling or victim talk.

**Francis:** But recently at lunch she has noticed that he keeps her in conversation even when she needs to go. She's been trying to cut them short, these lunchtime chats, without luck. Pushing back her chair, looking at her watch, the perennial hint, it's not working. He keeps going regardless of the signals that she's sending.

**Francis:** So she's thought about putting a fake alarm on her, on her phone, you know, on a, you know, on her smartphone, something to call her a while, you know, at the right time to interrupt the conversation [00:05:00] so that she can

pretend to have a phone call that she doesn't really have. She's thought about asking a friend to interrupt.

**Francis:** Oh, Jen, um, Brenda, here's something, here's something important. I need you right away. Sorry, Mike, gotta take her away. She's thought about faking a bathroom break, anything to terminate the conversation when it goes into overtime, but she feels guilty. These are passive aggressive moves, which don't really address any kind of core issue.

**Francis:** She's a productivity person, as I said, so she really does care about being productive and spending her day wisely. And she's starting to see these conversations with Mike as productivity problem, but she thinks there's more to it than just productivity. As such, she really wants a way, a better way to deal with time hoarders, like Mike, and she doesn't want to upset him.

**Francis:** She doesn't want to be rude, [00:06:00] but what exactly does she do? Organized since birth, Jenny Morin loves to talk about efficient time use. She enjoys teaching seminars and gets a thrill out of the transformation through organization and time coaching. Her book, *Get Organized Quick*, has a 15 minute project for busy people, 15 minute projects, sorry, for busy people.

**Francis:** She grew up on a small main farm and knows how to milk a cow, efficiently, I bet. She's been a member of NAPL. 2008 and a time consultant since 2013. And she recently spoke to a national audience at the recent national association of productivity and organizing, organizing professional summit in California, Jenny, welcome to the podcast.

**Francis:** And what do you think about the situation that Brenda finds herself in with Mike?

Uh, thank you, Francis. [00:07:00] I think a lot of us have been in that kind of situation in the past. And, um, I, myself, have a few time hoarders, and I've noticed, I became aware of this, this thing that happens when I'm leaving clients houses as I'm helping them organize, especially if they're a hoarder, they follow me out to the car.

And try to and try to keep me talking to them and I didn't really notice it as a problem until another organizer on our national chat mentioned that they're that hoarders are also time hoarders, and they'll try to hoard your time, even after you've spent 3 hours going through all of their clutter. So yeah, it's interesting.

Uh, it's an interesting problem and [00:08:00] I honestly haven't figured out a good way to solve that yet. I just kind of tell them that I need to go, but it's, it's, it's weak sauce. So

**Francis:** it's, it's what, it's what we do because you know, if, if, if we weren't, if, if listeners to this podcast, if we all, we all weren't a little bit in a retentive.

**Francis:** around how we used our time. We, if we had different personalities, we probably would just smile and just listen and just keep going and keep the conversation going. But we're very time driven, right? So we are thinking of the next appointment that we have, the next thing that we need to do. Uh, we had planned to, you know, already be on the road by now.

**Francis:** And here we are, and it's an hour later. And maybe we're hungry and we're hungry and we're getting thirsty and if we're standing in the sun, we're like getting roasted or if we're in the cold and the person's person is quite [00:09:00] innocently, maybe, uh, bending our ear. Um, and we like to help people. So I imagine if folks, if you're listening, you're you, you're someone who likes to give advice either because you have a lot to give.

**Francis:** That's probably true for many of us, but also because you actually do like to contribute. You like to care. You care about people and here's somebody asking for help and here you are giving it and now it's gone into overtime and you don't know what to do. So like, like poor Brenda, we find ourselves kind of stuck, um, and we have this balance that we are trying to achieve between being caring and also being efficient and responsible.

**Francis:** Um, in this sense, I would say in this scenario, the real villain here, there is a villain here. So the villain here is the time hoarder, is the Michaels of the world. The [00:10:00] person who is taking up our time doesn't want us to go. You know, we, we feel that they're, they always have one more thing. Well, they always say, we, we, we do, we know we're not done yet.

**Francis:** We don't, don't go yet. And we feel as if they, they have like, uh, they have some practices or some habits that we're no getting ensnared in and we can kind of see it happening, but because we're in a conversation, we can't say, hold on, give me five minutes to think about this. We're right in the middle and we're trying to figure it out in real time.

**Francis:** And they're very, they have way more practice at this than we do. And before we know it, we're late. And we're nervous and we want to have a feeling like we're looking for the exits. We want to escape. that kind of accurate?

Yeah. Looking for, if I wasn't outside when this usually happens, I would be looking for the exits.

But I'm outside sometimes with my hand on the handle, the [00:11:00] door handle of my van, just like, okay.

**Francis:** You actually get, get in the van, put the key in the car, turn on the key. I have gotten in the van and rolled down the window and they keep sometimes keep talking. And I mean, that's as many cues as I feel like I could give most of the time to a client that's paying me.

They're not paying me for that extra 15 minutes. I ended up talking in the driveway and my feet hurt, you know, I'm tired. I've given all I contract, all I could give, you know, all I usually give to anybody. All of my best advice, you know, humor, everything, you know, for three hours and now I need a break, you know, so for me, it's actually about boundaries to about creating boundaries.

I have great boundaries when it comes to saying no to responsibilities that I know that I can't do justice to or that I don't [00:12:00] believe enough in to support. Right. But saying no to a paying client. And, and being, uh, I'm worried about being too firm and offending them, you know, or hurting or hurting their feelings.

So these are just two things that I think about that keep me from sometimes, um, saying, you know, saying, well, I really have to go, you know, I really have to go now. Right. So

**Francis:** the thing when someone sends us a, like a proposal, they call us up with some need and we have a, you know, we have a chance to. Think about it usually before we decide to engage them.

**Francis:** So we have that, you know, that time when we can think about, is this the kind of client I really want? And I remember I had a, I had a, an offer to work with someone, a CEO, essentially, and in that first meeting, she shared, uh, uh, it could have been a kidney stone. You know, jar [00:13:00] and she was keeping me there.

**Francis:** Uh, and I had a feeling that I was caught in a routine that many others had been in and I had a feeling that she needed extra help. So I actually bailed out of the meeting and said, let me reset and do another meeting and brought on

another consultant. And we both decided not to work with, work with this individual.

**Francis:** It was just too much, uh, too much. And, and, and again, we weren't, this was all prospecting, weren't being paid, but it felt as if we were being just drawn into something that we're, we didn't have the, either the inclination or the skill to really deal with. It doesn't need to be a client though. Right. It could be a family member.

**Francis:** True.

It could be anybody. It could be a family member. It could be someone, you know, Somewhat or a casual friend that perhaps is lonely. You know, I, I guess this is a good time [00:14:00] to talk about it. I have a friend, I really like this guy. He has great stories. But I know if I start, I see him at church and passing and I know if I stopped and engage with him, I'm going to be standing there for half an hour.

So what I do, if I don't feel like spending half an hour talking before I go home is. I'm just like, hi, have a good, have a good week, you know, that kind of thing. And I keep walking. So you already have a

**Francis:** routine.

I do. I have a little routine. He knows. Exactly. And sometimes I do, once in a while we do, we chat, but you have to go in with that expectation that it's going to be a good half hour before you can exit the conversation.

**Francis:** Right. And even then

it's hard, even then it's hard.

**Francis:** Right, right. Especially, you know, if you, if you have a [00:15:00] family member. I'm thinking of, you know, Thanksgiving dinner or Christmas or Hanukkah or whatever it might be, an occasion where there's that family member, that in law often that we don't want to be sitting beside.

**Francis:** However, this thing goes down, we don't want to be sitting beside them at the table because we may never get up. And it's not because we don't want to get up. It's because we're going to start to hear about, you know, my, my tickle kidney stones. All kinds of stuff can start to

go down. Exactly. And you've heard all the stories before.

They are just repeat stories.

**Francis:** These are, but they, you know, they, they, they apparently gain a new life in the retelling. So they're, they're get retold. So folks, if, as you're listening, you, you, you may start to sort of remember someone that has happened with the, the, the true sign of it for me is the regret that you feel after.

**Francis:** Yeah. The time has [00:16:00] lost and you kind of, as you're driving away or walking away or, or hiding, I just lost and you realize that you had some intention and that intention is not, was not realized. So, internally, however, you may feel even a sense of guilt because, you know, you're, you're really a caring, kind person.

**Francis:** You're considerate. You're not mean. You're not known for, you know, being anti social. Um, however, you kind of do still want to help and you feel confused because It's exhausting if taken to the, to the, to the ridiculous extreme. This is a time suck of no mean order and the work, you know, the worst ones are the ones that surprise you when you do somebody from high school, you know, that you don't, you know, you barely remember,

you

**Francis:** [00:17:00] forgot this particular thing, maybe they didn't have it developed when they were in high

school, but

**Francis:** no, as an adult, it's.

**Francis:** Full range, full blown habit and you're here, you are caught in it and in the moment you don't know what to do and it's unproductive from, from a point of view of, you know, a productivity podcast, it's unproductive to just keep going and to not have a way of dealing with this. It's a, it's, it's, it's a time suck using our language, but.

**Francis:** The term that we came up with was time hoarder, or that you came up with, Jennifer, was that a time hoarder,

correct? And I'm not the first one to use it.

**Francis:** Okay.

Organizers that work with hoarders on a regular basis. Some of them have used this term, but I don't think it's trademarked, so we're okay.

**Francis:** Okay. All right.

**Francis:** We're okay with that. So there's, there's space hoarders and folks, you may know a space hoarder, you know, you walk into [00:18:00] their living space and you, there's stuff everywhere and it's all over and it's, it's a well, it's a, it's a very visible kind of thing. But time hoarding is very hard to, cause where does, where does that start and where does just good manners end?

**Francis:** You know, that line it's culturally defined. It's probably different for older folks than it is for younger folks. East coast, west coast, do you live in a city, do you live in somewhere rural? It's probably changes and you probably can't just. Take your practices and transport them with you wherever you go in the world, probably different at work than it is in a social setting, different in your neighborhood.

**Francis:** So we're looking for some kind of principle rather than just the right thing to say in the right moment. So we're looking for, I guess, a blend of both. Would that be accurate, Jennifer? Yeah, [00:19:00] I

definitely feel like we have, we do have several kind of time hoarders.

And yeah, we are looking for a balance, like we were talking about between the good manners, good manners, and the, uh, uh, wanting to help the person, but also needing to get away. So we have a, we have a conflict there that we're feeling inside as we're talking with them.

**Francis:** Right, right. So if we don't, you know, really make some progress today, I, I think we would be subject to further monologues.

**Francis:** Or

just , right? Captive being captive cap, we would continue to be

**Francis:** captives. Uh, we would be just, you know, ready to, ready for it to be happening, to happen again. Sometimes I've noticed that, that the time hoarders may be [00:20:00] very boastful. I, I, there's one in my life who's, you know, he's very eager to tell me how much money he's making and how business is



going well, and all the covid was really good to him, you know, you know lots of details about.

**Francis:** Oh, well, he's doing,

yeah, TMI too much information.

**Francis:** You didn't ask for it. And here it is.

Yeah.

**Francis:** And then there are some who like to one up. I noticed, I noticed that there are some of those also.

Have you seen a one

**Francis:** upper?

Do a better story. Oh, if you think that was bad, let me tell you about this. Yeah,

**Francis:** they're, they're, they're, they're, they want at some level, I guess we can only imagine, right?

**Francis:** But we imagine that they want to walk away. Feeling that, that they are in fact better than you are in [00:21:00] some way. They, they've won, you know, they're winning. And sometimes it, I notice, you know, I just kind of give in and say, yeah, whoa, that's good for you. Great for you. Congratulations. That's awesome. That's happening.

**Francis:** And what I'm doing is just hoping for the, hoping for the exit. Hoping for,

yeah.

**Francis:** When you said that, I,

I thought of the word socially aggressive. You know, they're trying to top your story, they talk some and, you know, they want to be heard, but they want to be heard so badly that they'll talk over other people.

And I don't know if this is truly the kind of the profile that you're thinking of for a time hoarder, but I think, um, the kind of person you're talking about right now. Is that kind of person? That's kind of what you think of as a bore at a party, not B O R E. [00:22:00] Used

**Francis:** to use that term back in

the old days.

Right. B O O R. A bore.

**Francis:** A bore.

Nobody wants to sit by them. Like you were saying at Thanksgiving dinner, nobody wants to sit by them. And there are reasons for that. I

**Francis:** think we could say that there are different tells. Sometime hoarders are kind of, you know, want to play a sort of a poor me role. Like Mike, some want to do the one upmanship thing.

**Francis:** Others just want to talk.

Yeah. About anyone

**Francis:** else in their life is apparently listening. So here they are telling you everything. And you don't want to know it, but you're privy to it. You're all kinds of details. And you're like, Oh boy, I want, I want to try and forget that. Cause you don't know something that you wish you didn't know.

**Francis:** I

wish I didn't know that. Yeah. So there's different

**Francis:** kinds of time hoarders, which is maybe why we get fooled because they don't all come at you the same way. You know, a demanding [00:23:00] client, you know, they tend to fit a particular mold so we can kind of see them coming. But in all different parts of our life and traveling around, it's, it's, it's harder hoarder because they come with different personalities.

**Francis:** The effect is the same. The time is lost. And at the end of it, we're like, what the heck did I, what, what just happened there? I should have been, that

feeling of regret is the same at the end. It's called that the defect. And, um, but the causes of it. Which is that you're in a conversation that you are trying to exit without causing damage.

**Francis:** Um, maybe that, that regret business is the sign for us that this, it just happened. Unfortunately, of course, that's just too late. By the time we get that feeling of regret. The time is already lost. So we need something that will work earlier than a feeling of regret, because that's a, that's like a lag metric.

**Francis:** No

uhhuh. Yeah. I was thinking, you know, as you were saying that when you're [00:24:00] listening and you're trying, you're looking for the exit and you're feeling trapped by the conversation, you're actually. Uh, towards once you realize what has happened and how you are trapped, you actually might have some feelings of self recrimination.

You may be kind of blaming yourself for getting trapped into this. into this conversation too and say, Oh yeah, I forgot this happened last time I talked to this person. I should have remembered, you know, I should have like exited sooner when I still could get out. Yeah.

**Francis:** Stop blaming yourself for not being quicker on the draw.

Yeah, exactly.

**Francis:** I promised myself this wouldn't happen again. And here I am.

Yeah, not, yeah, not, not a fun place to be for sure.

**Francis:** No, and it's not, it's not productive, but, you know, we're, we're likely to fall into it if we don't make some progress today. So let's see what we can come up with. Yeah. So, um, [00:25:00] so, In the, in the story I told about Brenda, she, you know, she's, she's trying some tricks, right?

**Francis:** And that's what some of us do. We, you know, we, we just outright lie. Oh, you know, I have, uh, uh, uh, some water on the, on the stove that's boiling. I've tried that. Didn't work. Did

it

**Francis:** work? Did it work? Just talk right over it. But lying and tricking and deceiving and getting our phone to do stuff and, you know, those are methods that we try that they don't work.

**Francis:** Right. They don't seem to, they don't seem to crack the crack the situation or make a dent.

Nope. Excuses do not usually work. I have learned. If I say I have, I'm really specific. Maybe I, Oh, I have an appointment in 15 minutes. I really need to go sometimes that will work, but sometimes they don't stop talking and, and you have to almost be rude and [00:26:00] just say, sorry, I get in.

I'm getting in the car. I need to go rare. That's rare with clients. Yeah. With it's, it's rare, but like I said, the hoarders off, I ended up with three hoarders this year working with, and. After 15 years of avoiding hoarders, um, I ended up, I was like, I've got enough experience. I can, I can work with some hoarders.

It'll be all right. Every single one of them followed me to the car. It was very interesting.

**Francis:** Yeah, like a perfect match

all of them. Same behavior. Don't understand. I still don't quite understand why they feel the need to do that after we've been talking for three hours. But yeah, maybe it's a stress reliever for them to unwind after after the work we've done that was hard for them.

That could be it. I don't know.

**Francis:** Well, well, you're, you're, they, [00:27:00] they, this is a successful bit is that they love your attention. I mean, that's what gets us in trouble too. You know, we, we,

right.

**Francis:** We have a sense that the conversation is going well until we start to leave and we realize. Uh oh, this is not what well, looks like, looks like, it was, we thought it was well.

**Francis:** And then, you know, then we start to go into hope, right? We start to pray inside, please, please leave me out, please, let's, can we conclude this?

Please stop. And we, you know, we, we have that inside feeling of, we're like begging the universe to release us from our obligation, like,

and

**Francis:** that doesn't work either.

No, because we're not really in control of the conversation at that point. They are completely controlling the conversation. I personally don't like that feeling of not being in control or not at least being able to have a closure for that conversation when I need it, you know, at some point. [00:28:00] So if you can't see the end at all, and they're just It's just one thing after another, after another.

Oh, and then this, and then this, you know, that's when I start to get stressed.

**Francis:** Right. Same, same here. Um, I've also tried really like deep listening. Oh, yeah. Have you? I'm sure you have because of the work that you do, but our listeners may know. You know, there's, there's certain schools of thought that say that people keep sharing until they feel as if they're being heard.

Ah. And once

**Francis:** they feel that they're, they're, they're, they've been heard, they stop talking or they stop feeling that anxiety because the, the, the, the experience is one of your, your listening actually addresses their anxiety to some degree. So they don't have that initial. It's a feeling of needing to get things out.

**Francis:** So with that school of thought, [00:29:00] I said, I thought to myself, Oh, I just need to listen better. And you know, I listened actively and say, Oh, so what you're saying is, and

it didn't work. Oh yeah. Too bad.

**Francis:** It's dead. It seems to fuel the fire. It seems to make it worse. It doesn't, it doesn't, it, it, it, it, it does not bring things with, with, with many people.

**Francis:** And I would say with most people, it works. There comes a realization where the person says something like, wow, you know, I've told you like my whole life. You must be like, you know, they, they, they kind of catch themselves and realize that, boy, that must've been really on my chest because I don't know where that came from.

**Francis:** But anyway, thanks for listening and they start to, they start to bring it to closure themselves. They start to indicate that they're grateful for your listening ear and really appreciate it. And they, [00:30:00] so that's, that's most people, but here we're talking about an individual that from my experience, all of my listening skills and things I've been taught.

**Francis:** It

doesn't work. And I've been told I'm a good listener. By a lot of people and I, I work on it, you know, on the active listening, but at that point where you're ready to be done with the conversation, because conversation is a two way street, it needs to be. Right at that point where you're kind of done and you're, you want to end the conversation and the person isn't following any of your social cues, like you were talking about looking at the watch.

Oh, I have. Or saying, you know, backing away, slowly backing away, that doesn't work. Door hand on the door handle doesn't work. Leaving the house doesn't work. They just follow you out. Or it could be on the

**Francis:** engine.

Yeah. And, or it could be, you know, someone in an office, you [00:31:00] know, if, if someone's trying, you know, trying to hoard the receptionist's time or even a therapist's time, you know, how does that look?

They're just standing at the reception desk for half an hour, chatting, chatting with the receptionist or the gatekeeper or the assistant, you know, how, how does that person then? Get, you know, get going with their work without being, without being rude,

you know, these

are, these are problems, these are problems and people do develop skills, um, but to deal, to kind of work through that with people, but they don't know, they don't usually work on this kind of person that we're talking about.

No, you

**Francis:** know, in a professional setting. So there's a kind of professional therapist to client relationships. I had a therapist. Uh, at one point she was awesome and I think she had a clock. [00:32:00] She didn't have an alarm on the

clock. It wasn't as. But she encouraged us to pay attention to the time using these different cues.

**Francis:** So I, the impression I got was that that's a part of her training, that she's, she's trained to have conversations occur inside of a time box.

So in a

**Francis:** professional setting, you can do things like that. But the ones that we're talking about are quasi professional, where they're outside of a well established sort of norm.

**Francis:** Um, and there are no explicit rules, they may not be a paying relationship. These are the ones that are so tricky because you, they're not, you're not quite working inside of this professional realm. The behaviors are still happening anyway.

Mm hmm. Mm hmm. You know, [00:33:00] I just wanted to show you this. I showed you this when we talked earlier.

This is called, well, there is something called a time timer, which I think started this This, uh, and you just, when I had, I, okay, I just remembered a client I had, whoa, sorry about that. I'm just. So it shows you how much time you have left. It's going to click down to an hour and beep at some point, right?

And when it goes down, you'll see, you'll see that you have, you know, 15 minutes. If you're in person with a client and you have one of these and they know you have an hour. This helps a great deal. I actually had a time coaching client. I might have to turn this off. A time coaching client who was a talker, you know, you know, those kinds of clients.

She, I wouldn't call her a time hoarder, but she was a talker and I would regularly set this and it makes. so that [00:34:00] she would know that our hour, and I would set it for 50 minutes so that she would hear it. And then at that point we could, uh, we could wrap up. Didn't, didn't work a lot of the time. And it was such a lovely conversation and, you know, she was paying me, I would say, Oh, my timer just beeped.

She just keep on talking, you know, sometimes and, uh, and so I had to kind of get, I had to get a little bit more firm about that and, uh, and eventually it did, it did get better. But, uh,

**Francis:** In a professional relationship, you can talk about, um, and you can bring it up as a, as a point of conversation and say, by the way, do you notice that our, our conversations keep going for too long?

Yeah. So you

**Francis:** can use tools like that and have it be okay. But, you know, you bring one of those to Thanksgiving and it's like. [00:35:00]

You can't bring it to church. You can't bring it to Thanksgiving. No,

**Francis:** I'll bring it to a neighborhood meeting. You know, you can't take it to the grocery store in case they didn't show up.

**Francis:** You know, you, you need some, some other kinds of

**Jenny Morin:** thinking

**Francis:** or tools. Right. Right. So I would say these, these other solutions that we're talking about in these atypical or these more daily situations. Uh, don't work because they don't really get to the problem, the issue. They don't get to the heart of the challenge.

**Francis:** They're kind of dealing with it at the surface. Um, and I'm talking about for us. I mean, because in this situation, we're not trying to solve that person's Problem, but I think almost we become a part of the problem. So we now have a problem.

Ah, yes. Their, their problem is now our problem because we're stuck in a [00:36:00] conversation that we don't know how to get out of in a gracious way.

**Francis:** Right. And maybe, maybe by thinking of it as their problem, you know, that's good. This is the normal thing to do in my mind is to think about how wrong they were and go tell my wife, man, I got trapped in one of these people again. You know, it's, you know, dramatize it, make them wrong. And that doesn't work, um, probably because in that moment, so in some subtle way, I've become, I've become the victim.

Oh, yeah.



**Francis:** And maybe that's why I don't really have, I know we're getting into solutions now, but I'm wondering, I'm wondering if this is part of why it. Persist the way it does because I don't see myself as responsible in that moment. I want, I wonder, but let's, let's table that so that when we come to the solutions, we can take a look at that.

**Jenny Morin:** Okay. Um,

**Francis:** so it's a [00:37:00] hard problem to solve. It's, it's, we don't usually talk about this problem. I've never heard the term time forwarders. And before talking with you, I never thought, you know, I knew I had the problem because my wife and I have talked about it,

**Jenny Morin:** but I've

**Francis:** never, didn't have a name.

**Jenny Morin:** Ah.

**Francis:** It just seemed like that, that's a guy to avoid, but a general class of problem wasn't seen.

**Francis:** Um, it was more a case of tactics to avoid individuals. I mean, that's the first insight we can share with people is that this is not, this is not a personality tick in the sense that. You're looking for a person, maybe there's a structure to this thing that we could dismantle that repeats itself with different people.

**Francis:** And that's what we're looking to tackle. It's a structure, not a type of person. So in other words, it kind of subtly moves the focus away from [00:38:00] identifying these kinds of people to seeing the structure at play that we're trying to break apart. Because I guess the, I guess it's truer to say that this is our structure.

**Francis:** If we have the problem, then it's useful to think that we have the structure, we're setting it up. It's not them, they don't come with a, they don't go into our minds and invade, although it might feel that way. They don't go into our minds and invade it and stick something in there. It's just something that is resident within us that gets triggered.

**Francis:** And when it gets triggered, it sets up like a, a block of behavior. And that block of behavior is what we're trying to understand. Maybe that's insight number one. I don't know what you think.

Yeah. Um, it sets up a certain type of behavior in ourselves and we start to become thinking like we start to think like a victim instead of the person in [00:39:00] control of the conversation or the person.

Yeah, maybe we're giving up our power to them because we feel so either so sorry for them or so much compassion to them. We're giving up our power and our control of the conversation and letting them dictate the terms.

**Francis:** Right. The way, actually, the way you just said it was interesting because we, we can construe ourselves as the.

**Francis:** All we're trying to do is help. All we're trying to do is listen. You know that we're the good guys.

Weak sauce.

**Francis:** Say again?

I said, and that's the weak sauce. That's the victim. I'm just trying to help them. That's why I stay talking to them for an hour.

**Francis:** We tell ourselves that, right? What you said is great, which is that we're actually, while we're saying that.

**Francis:** We're actually giving up power at that same [00:40:00] moment without seeing that that's what we're doing.

Yeah.

**Francis:** It feels like we're helping in this, in this situation. Maybe it's more correct to say that we're giving up power, but it's masquerading as helping. It's masquerading as being helpful.

Right. So the sooner that we can get to self realization.

To realizing that we're giving up our power, the sooner we can come up with a strategy that works to get out of that particular conversation or conversations like that conversation.

**Francis:** Right, right. Um, and maybe, maybe it's up to us to find that, let's call it a trigger for the sake of a better word. Want of a better word, it's a, there's a trigger that we don't see until it's too late.

**Francis:** And by the [00:41:00] time, by the time we're trying to escape and coming up with all these tricks and starting to lie and, you know, pretend and hope that things happen, doesn't hope it starts raining so that it ends, you know, by the time all these thoughts kick in, we're, we're way past the trigger that we should have noticed where something flipped into something else.

**Francis:** Bye. And we, we didn't see it, it was a, we kept telling ourselves that, Oh, I'm here to help. I'm here to help. I'm here to help. Trigger. I'm here to help. I'm here to help. I'm here to help. And 10 minutes later, we, we missed the trigger that happened 10 minutes before

**Jenny Morin:** it

**Francis:** came. It's just that it didn't come in a form that allowed us to recognize it or see it.

**Francis:** And by the time we get to 10 minutes, half an hour, two hours down the pike, we are, we're lost.

Oh yeah. I hope that doesn't happen, but it, it has, it has happened [00:42:00] to people. I'm sure people in the past as an adult, I don't know if I've ever been stuck for two hours, but I will say I haven't stuck for half an hour and even longer, an hour

**Francis:** here in Jamaica.

**Francis:** It's, you know, we have a cultural. But cultural things about norms around, um, not giving people time and not being all that productive and time with people is more important than time. So we have a, we have like a thing, I would say a cultural tick. So I have been in, I have been in, you know, five minutes turned into two hour situations.

Yeah. It's so island time is, I mean, a lot of people call it island time. On the mainland. See, I'm from the East Coast, you know, originally, uh, Maine and

lived and then lived in Vermont. It's quite different. People are [00:43:00] very much more, you know, let's go, let's get this done, you know, let's be at least in my experience.

Unless you're at a playgroup or, you know, unless you're there at, at a, an event and you're just like talking with whoever, but, um, once you start, you know, once you start seeing clients and your time is, is valuable and you know, oh my gosh, I have these five things to get done, or these three things that I really want to get done this afternoon after this client, then the pressure kind of builds.

Or even, even if you don't have a huge, a big to do list, you still want to get off your feet, you still want to go home and have lunch, you know, there are things you need to do to take care of yourself that are not getting met because you're, you're talking to this person for an unknown length of time.

**Francis:** Right. So, so if [00:44:00] there, if there were a trigger, what, what would, uh, what would a trigger be? I, I, I don't know. I'm really asking. cue, like to

figure out if it's that kind of person? Are you talking about a cue, like? Is this a, is this a time hoarder or how to figure out if this person is a time hoarder when you say trigger?

**Francis:** Maybe, maybe it's too hard to figure out if they're a time hoarder if you're meeting them for the first

**Jenny Morin:** time.

**Francis:** Because you know, there's probably a part of us that we don't want to judge people and say, Oh, he's a time hoarder. I can tell it might be too early, but maybe there's a trigger. No. Maybe there's a trigger that comes before, before.

**Francis:** You're able to make a decision that they're a time hoarder or not.

There's one thing I can think of. Uh, and we, because it feels like when you, when you're in conversation with a person like this, they aren't. terribly [00:45:00] interested in you or your, what's what's been happening in your life. And if you try to, you know, relate to them and say, Oh yeah, that happened to me.

Sometimes they won't, they won't listen or they'll kind of half listen. You can tell they're just half listening, just waiting to say the next thing. And they're not interested in you. They're more interested in getting whatever it is. off their chest or relieving their loneliness, whatever, whatever it is.

Um, and, and that's not a formula by the way. To make friends. It's a formula to stay lonely.

**Francis:** Right. It doesn't work for them.

Right. It doesn't work. So, but

**Francis:** in our situation, it, it, at that moment where it occurs to us, hang on, I mentioned my, you know, problem, problem, issue, accomplishment, [00:46:00] whatever. And they breeze right by it, like roadkill, you know, that's not really, I don't want to spell it.

**Francis:** back to me. So the, the, maybe, is there a trigger that when we sense that it's a back to me back to back over here with me, let me tell you some more when it, when it, it seems as if we're just incidental to the conversation that we're there, we're there just to provide the listening ear, but not to provide any sharing or any giving of ourself that that moment, maybe when we realize that it's a back to me back to back over here.

**Francis:** This is no longer a conversation. It's no, uh, it's a lecture or a rant or a monologue,

**Francis:** a monologue. It's a, it's a fake, fake, maybe not fake, but it's not, it's not a dialogue any longer. It's not a real dialogue. It's a pretend dialogue [00:47:00] where you're pretending to listen to what I say, and I'm pretending that what I say matters.

**Francis:** Because now I have evidence that as roadkill that it actually does not matter.

So

**Francis:** maybe there's a, maybe there's a dawning.

Mm hmm. Probably the sooner you can, if you Okay, say say, you know the person and you have gotten trapped in conversation with them before You could do a little test like that and try to share something from your life.

That's similar to what's happening to them Um the other trigger or maybe a cue would be a better word that you're talking to time hoarder is that they don't usually ask you questions about yourself,

**Jenny Morin:** right?

They, they might say, hi, how are you? But they don't really want to know how, how you are. They want to tell you how they are.

And, you know, you just say the generic, oh, I'm fine. Or I'm [00:48:00] good. Uh, so that, that's also a cue and kind of in a. You know, a little red flag for you to, to kind of notice if you've never talked to the person before you're, you might be in trouble. It's, it's only on like kind of the repeat conversations where you've already got trapped in conversation, a long conversation, a one way conversation with them before that you could experiment and try a few of these things early on in the conversation and see what happens.

**Francis:** Say, say you try some, you try to share something that's, um, not, not trivial, that's, you know, meaningful. If you, and they, and they, they treat it like roadkill, you know, they're, they're gone down the road. What if you, what if you followed up and said, Hmm, um, but you know, I don't really know if you want to really hear what my experience or not.[00:49:00]

**Francis:** You actually, you actually address their unwillingness to hear what you have to say.

Have you ever tried that, Francis? I never have.

**Francis:** I don't think I have. I, I, it, it, it, it, it would. After the fact, I've had that thought, the same one that you're talking about that that person really wasn't, but I didn't query to see where they really interested.

**Francis:** Do you really want to know? Or are you just kind of asking? No, I've never, I can't recall ever asking that, but it wouldn't stop the conversation.

I think so. I think it would, it might work. It might work depending on the personality of the person that is hoarding. doing the,

**Francis:** the time.

Recording your time.

**Francis:** Do you really want to hear, Hmm?

Do you really wanna [00:50:00] hear how, how I'm doing ?

**Francis:** Do you? Yeah. Do you, are you really, you know, I could, I could tell you more, but do you really want to hear. And sometimes if they blow right past that and don't even recognize that you're asking a question, then you realize, okay, that could be an early tip off that, okay, let's talk, let's talk for two more minutes and then I'll go.

**Jenny Morin:** And

**Francis:** you don't say, I got to go. I don't have a meeting. It's that you're bringing an end to it without having an excuse.

Yes. Um, and, and that can work. That can work too, because I think people can definitely sense when you're making excuses. Um, you know, one thing I've tried. I don't know if you've ever done this.

If you know someone is a talker and you, you have, you need to call them on the phone or talk to them in person for some reason. To find out something or to impart some information to them. [00:51:00] I have tried the technique of saying, okay, hi. I only have 10 minutes or only have 15 minutes, but I really wanted to call you and let you know that blank.

Um, just telling them right at the outset, this is how much time I have and using my, you know, if you have to, if it's really hard to get out of that conversation, use your little handy timer. Or a timer on your watch you can or your your um, not your watch or your phone Whatever you've got, you know, yeah, I

**Francis:** have a reminder on my phone.

**Francis:** I have a I have an alarm on my phone. That's gonna I'm going to go off in about 10 minutes to tell me that it's time for me to be in a call that I need to be on. So you could tell, you could set it up and say ahead of time. So this is not you being sneaky. This is you being upfront and saying, before my timer goes off, let me, let me talk with you.

**Francis:** It's going to go off in about 10 minutes time to tell me that I need to jump on a, jump on another activity or start another project or move on to a call.

[00:52:00] Right. Yeah. So you're setting an expectation. You're just setting that expectation right up front, which is one thing that coaches do. They set expectation.

You know, this is what you can expect from coaching. This is what you can expect from, you know, from, you know, a coaching package. These are the takeaways you're going to get, you know, and you can do that on a smaller scale in one conversation with somebody. Set the expectation. Right. Especially as you know,

**Francis:** it's gonna be, it's likely to go on mm-hmm

**Jenny Morin:** Mm-hmm . You can't

**Francis:** do that if, if you're being, you know, if you're in the line at the off or in the line at the grocery store and you're being hijack, no ,

no ,

**Francis:** again, the victim talk,

but you have ice cream melting in your cart, so you have to go if

**Francis:** you're, if you remember Right. So, so the victim business, maybe that's our second insight, I think.

**Francis:** Or third, it's another insight that if, if we find ourselves going [00:53:00] into this victim that we're on the receiving end, we're not owning our problem. We're, we're thinking that it's them being them as opposed to that. We're not being, we're not bringing something to the party. I don't, let's not, I won't say what we need to do, but, but, but there's something that we're not owning in that moment.

**Francis:** And in that, and that's what, because our lack of ownership or lack of ownership is now in the space. Of the conversation, therefore, we're now being a victim.



Uh, yeah, we're on the receiving end of their, of their monologue, basically. Um, and you know,

**Francis:** and

what,

**Francis:** and we've put ourselves there.

We have, we have let ourselves get into this conversation trap.

You know, we're, we're captive. Um, I think, I [00:54:00] think a lot of people that do this kind of thing are. are capitalizing on the guilt that we feel or on maybe even just on how compassionate we are or how nice we are. And they readily will take advantage of that because they don't find that every day. Okay. So maybe they're, they're, they're seizing that opportunity and we don't realize, uh, you know, I'm not going to say danger.

We don't realize the What kind of time waster that's going to be when we enter into that, that conversation,

**Jenny Morin:** um,

we don't see what's coming. They know what's coming. We don't see what's coming.

**Francis:** Right. We don't, we don't notice it at all. They,

it's pretty easy. Like you said, if they're, if the person is really, you know, is captivating or tells good stories.

You know, at first you're kind of charm, you're charmed and you're like, Oh, this is, this is great. This person is great.

**Francis:** [00:55:00] I love a good story. Then.

Yeah. And then when you realize you can't get out of the car, it's, you realize it's going to be very difficult to execute. Extricate yourself from the conversation.

That's when you kind of start to get stressed and might really kind of, like you said, kind of be, you're starting to become the victim because you're like, uh, I don't know what to do. And that

**Francis:** makes me wonder, right? If to build on the idea that you mentioned before of boundaries. So, is it? Is there a way in which we don't have a decent boundary in place?

**Francis:** And that's what, you know, it's just a possible interpretation is that we don't have a boundary in place. And because we don't, though, It's not explicit. Let's say we have an implicit boundary and because [00:56:00] we have only have an implicit boundary. Then when it gets violated, it's so implicit that we don't see it happening.

**Francis:** So we missed the trigger.

It's subtle. It's subtle,

**Francis:** subtle, right? It's not blatant. It's and before we know it, the boundary has been, you know, their, the behavior has gone way into the boundary. I thought of one as you, as you were speaking, because if, if If we're listening to someone or we're, we're, we're in one of these conversations with a time hoarder and as they're talking and they're doing their thing and we're doing our thing, which is, you know, we're trying to find an escape, we're trying to pretend, we're trying to give an, find a good excuse where our mind has gone into like, save me mode, I'm a victim, right?

So, yeah, that could be bad too.

**Francis:** I wonder, right, if we couldn't share some of that.

With them?

**Francis:** [00:57:00] Yeah. No, I wouldn't say, I'm no, you're a victim, I'm no Mickey myself, you're a victim, I wouldn't say that.

**Jenny Morin:** Right. But I wonder

**Francis:** if, I wonder if I could say something like, Oh my God, I just realized the last five minutes of what you just said, I didn't hear one word of it.

Oh, that might be a good, uh, that might, that feels less confrontational to me. Right. Then the other thing, the other.

**Francis:** And if they, if they keep going and say, Oh, let me tell you again, you say, wait, wait, hold on, hold on. Time out. Let me, let me think about why I have not been listening. Oh, it's because, and maybe if we make a reference to an internal dialogue, it's now taking us over.

**Francis:** No, it, it, it could be, I get out, I get, get me out of [00:58:00] here. I'm a victim dialogue. It could be, I have another call. It could be, I'm wasting the day. It means it could be, I really want to get these 15 minutes back because I just lost them. Whatever the internal dialogue is. It, it, it, it's now present for you and it's blocking the conversation.

**Francis:** And if you, if you let them know that you have a whole internal thing going on, that's no increasing in stress. And if you don't go take care of it, you can't listen any longer. You need to cut this short because you're no distracted and you're no taken away. You're no longer, you're no longer in the dialogue.

Right. So

**Francis:** could you, I don't know.

I, I would feel definitely, I would feel more comfortable saying something like that, Francis, like, oh my gosh, I just realized I haven't really heard the last [00:59:00] five minutes of you talking. I think I need, you can then follow up. With a boundary statement, like, I think I need a break or.

I think it's time. I think it's time for us to go rest or, or, you know, maybe, maybe I just need to go and rest. Something like that.

**Francis:** Ownership there. Right.

I might just need some, yeah. Some self-care statement. Like

**Francis:** a self-care. Okay. I think

I need to go get my lunch and, and rest and, and you know, get on with my day or get on with my day.

That's a good one too. I don't know if you've tried that one before.

**Francis:** Get on, get on with my d Um,

it's not making an excuse, it's just.

**Francis:** It's just, right, it's just, here's what, and I wonder if, so if the person just keeps going, right, because they could keep talking, right, because they're, right, and if they keep talking, what now, what now, what, yeah,

**Francis:** they could, you know, they just move it back to them.

**Francis:** Oh, I know exactly what happened to me yesterday. And you say, well, it doesn't, I don't want to waste your time because if you [01:00:00] keep talking and I keep not listening, you know, we're not going anywhere. Why don't we reconvene or never convene? Why don't we end it and maybe, maybe, maybe at a future time. Maybe you're thinking never again, but, but end it here so that we can just go about so that we can stop where we've stopped and, um, I can walk away remembering what you said, and you can walk away remembering what I said, and then we'll.

Yeah, and I don't know. Yeah, I think. The just saying, you know, yeah, it might be time. I need to get on with my day. Or maybe you could even say so we can go about our days and kind of emphasize that that's a separate, that's a separate thing. We're parting ways here. Uh, yeah, I mean, that is a, I feel like that is a much more doable [01:01:00] phrase for me to use.

I didn't hear a word of what you said the last five minutes. And yeah, it's a little bit, uh, it's not aggressive. I think it's assertive to say something like that, but it doesn't feel rude to me, especially if you've already been talking with a person for at least a good 15, 20 minutes. And that, that would be.

I feel like that would be appropriate to say, to say something like that.

**Francis:** Right. I think I could, I could, I think it's practical enough that I, I think I would try it. I'm going to run it by my wife and see what she thinks.

**Jenny Morin:** I

**Francis:** think differently. She's not somebody that is, you know, she's not a time hoarder, but we have a common relationship with a time hoarder.

**Francis:** So, you know, wondering if, you know, well, you know, I'm, well, I'm so distracted. I didn't, I didn't hear. Anything of the last five minutes, [01:02:00] maybe we should, or can you, can you just summarize it? What I've just missed in just one sentence so I can walk away with it. I don't even

that's dangerous. I think that's, that's dangerous and tricky.

And that, that, that I don't know if asking them to summarize is, is really for some of the people I've heard of. I don't that I've dealt with. I don't really think that that would work. I think they would just start going on and on again. Summarizing is not their strong suit.

**Francis:** They can't. So if you summarized and said, well, let me, let me, let me test to see because I have a feeling I missed half of what you just said, but let me summarize so that we can, we can close out here because I, my, my head is in a whole nother space.

**Francis:** You're saying A, B, C, D and E, correct? And they say, yes, you got it. And you say, all right, well, let's end it here because my mind is already, my mind has already traveled to my next appointment or has traveled to my [01:03:00] next destination and it's already over there trying to deal with some other thing. Or maybe that an excuse that my mind has already, my attention has, has traveled.

**Francis:** My body is here, but my attention is gone. And I don't want to keep pretending that I'm listening when my attention has traveled on to something else.

Right. I kind of like that. You know, my, my whole head is in a whole nother place or my mind has already traveled to my next destination. You know, you're thinking, which is true because you're thinking of the things that you need to do or the next person you're meeting, whatever it is.

So it's time they've had their time, you know, you've been generous. You may have been too generous But nevertheless, yeah And I think I think that that is also a good way to end the conversation I've always had on the phone especially it is hard. I don't know if you've [01:04:00] noticed women on the phone It is hard to end a conversation Especially with someone that you've been talking with for saying somebody you wanted to talk with for an hour and we say goodbye like eight times.

Okay.

And that's kind of an aside, but. You know, with this kind of person, you know, you don't want to get into that. You just want to say goodbye and start walking away. Right. Like I do with my, the person at church that I see at church. Oh, Hey, keep walking. Be friendly. Keep walking. If it's, if you're not going to be willing to engage in that half hour conversation or hour conversation, it could be that it could turn out to be.

**Francis:** Right. Right. Right. Well, I'm sure listeners are bringing to mind men or women, men and women who have that kind of multiple goodbye syndrome, call it that,

**Jenny Morin:** where

**Francis:** you are trying to [01:05:00] go and one goodbye leads to another conversation, leads to another, leads to another, leads to another. And your attention has long left the building, but your body is still there trying to follow it out the door.

**Francis:** Right.

**Jenny Morin:** Right. Right.

**Francis:** I think we could relate. Well, Jenny, we've come up with a few different ways of looking at this that I hope are useful. Is there anything that we didn't cover or anything that you've thought of that we didn't touch on?

Oh, yeah. One thing that we were talking about mentioning is HeartSync clients.

**Francis:** That's a bullet.

HeartSync clients. Okay, so when you think about you say you've already met with this client a couple of times, and this happens for psychologists, psychiatrists, could be even doctors, lawyers, and professional organizers and coaches. Um, you think when you think about this person your, your heart kind of [01:06:00] goes ugh, I'm meeting with them this week, oh.

And you're not excited about it. You're not excited to help them, not because you're not a good person, but because, you know, they're going to take everything you, there are different reasons, they're going to take everything you have me and then they're going to maybe not even be grateful for one. That's one thing.

Or if it's a person that's canceled on you multiple times, you're And you kind of have a bad taste in your, your mouth about that. You don't have a good boundary in place. You don't have a good policy about multiple cancellations that can be heart sink client as well. Or it could just be somebody that like the time orders.

That doesn't, um, maybe doesn't take your advice, doesn't ever improve. And so you don't get that, that great feeling that you're looking for. For when you're coaching somebody, you want to help them. You want to change their lives and [01:07:00] give them benefits, give them great tactics that they can use in their life to have a better life.

If they're not making any progress, they're also a HeartSync client. Um, and the person that coined this term. is my business coach and we'll all put her name in the link. She is the one that told me about this. And it's very, very true. Um, when you have that, you need to listen to that feeling because you're probably, it probably means that you're not as invested in this.

Maybe you're too invested in the relationship. And maybe, but this isn't healthy for you. So you're not respecting your own, you need to establish some boundaries for yourself. And it's probably time to let that client go. Cause there's, there might be somebody else that can help them. That would be right for them, but it's not, it's not you.

And maybe there's nobody that can help them,

**Jenny Morin:** but

it's not you. And you don't need to like, let yourself suffer or. Give yourself that self recrimination I [01:08:00] was talking about because you haven't been able to help them because they're a HeartSync client. So that's just one thing. It's a great

**Francis:** distinction.

Yeah, that's one thing that I wanted to mention. And, sorry to say this, but if, if this happens, if this person, say this person you're supposed to meet with them and they cancel, you feel an immense feeling of relief. And say it's the third time they've canceled for me on my policies. They're done.

**Francis:** They're done.

No, they cannot coach with me anymore. They do not get any more organizing with me. So third, three strikes and you're out basically. So you know, that's a feeling of relief. Wow. I have an excuse to fire this client. Whoever they are.

**Francis:** So that's a good, it's a great indicator that if you have a feeling that firing a client gives you some [01:09:00] freedom, then they could be a hard sync client.

**Francis:** Yes. And you, you, you, you probably have passed that first trigger, second trigger, third trigger. You're probably deep into,

who knows,

**Francis:** even a world of regret at this point.

Yeah.

**Francis:** So folks, if you have a, uh, if you're listening and you have a, you have clients. You're someone who's in the coaching or caring or health or mental health or any kind of the professions that are related to what we're talking about.

**Francis:** Um, consider the the HeartSync client and what you need to do early on to notice the first trigger and then what you need to do later on to basically free yourself. In the long term, you know, it's different from the conversation with a time hoarder. A long term relationship with a time hoarder is more tricky and more, more challenging to get out of.

**Francis:** But at least I guess the part I'm getting from what you're [01:10:00] saying is that telling yourself the truth about it is the beginning.

Yes, for sure. Realizing it. And everybody knows the first step to addressing a problem is realizing that there's a problem. So naming it, Oh, this person is a HeartSync client.

That just dawned on me. Wow. It's actually a little bit of a relief to discover that, that I'm not, the problem is not actually with me. The problem is, you know, because they're a HeartSink client, they're not doing the work or they're, you know, doing other things that make the work not effective.

**Francis:** So to step over that is to continue that victim business that we talked about.



**Francis:** Is that the structural, I'm setting this thing up so that I'm on the receiving end. If I just keep it going, this is as usual without any kind of intervention or any kind of attempt to, [01:11:00] to ameliorate the situation.

Right. Right. Yeah, so one thing that we did bring up before, too, is when we're talking, we're thinking about this time order, um, are they, what kind of person are they?

Are they a giving person or are they a selfish person? That's a question that we asked. When we were talking before,

**Francis:** we, we, we, we kind of let them off the hook in our conversation in the sense that we just said, it's a behavior. Um, if it comes at us from, from left field, we won't know anything about the background of the person.

**Francis:** So we can't, we can't tell if this is selfish on their part or it's hard to see. Um, it, it seems again to come to a matter of self care. If we notice that they are someone who takes

right. Takes without giving,

**Francis:** [01:12:00] right? Without giving,

and

**Francis:** they're not even willing to give their, really give their attention.

**Francis:** They're not even asking how you are, or if you don't even figure on their landscape.

Right.

**Francis:** If you're a professional, because you're not really there to talk about you,

**Francis:** maybe that's, maybe that's another call for us, you know, is, is in a professional relationship that's effective and productive. What's the give and take of giving and caring between the two people?

And that's important because you can't really have a relationship unless there's give and take. There has to be, both people have to give.

And like they say, there's an old adage about marriage. Both people need to give 100%. Right. Not each person giving 50%. That does not make a good relationship. Both people have to give 100 percent to have a truly caring, reciprocal, and rewarding relationship. And it is, you can transfer [01:13:00] that kind of over to coaching as well.

Right. You know?

**Francis:** Right.

Um, both people have to give. Yeah.

**Francis:** And is it, is it heading in the wrong direction because, you know, if you take a guess at what the numbers are, you see them getting smaller rather than getting bigger.

Mm. Mm

**Francis:** hmm. Oh boy.

Yeah. So, you know, one thing, uh, we kind of came on talking about the point of view, our point of view, you know, as we're trapped in a conversation, we're hopeless.

We're, we're kind of hopeless, kind of where's the exit or can someone save me? Can I have a friend call me or get to get me out of this? Like we're a victim, like you were saying, but when we have these things to say, kind of in our back pocket, um, we have a new skill. Now we have a new point of view, a new skill to intervene.

and save ourselves and [01:14:00] we can become the hero. We can save ourselves. We don't have to be looking to be saved by someone else to get out of this conversation. We now have some things that we can say and some actions that we can take because sometimes it takes more than words. Sometimes you actually have to start leaving, you know, in order to, uh, to do this.

But I do like some, some of these things that we came up with to say, I hadn't heard of those before. Like the, you know, I haven't been paying attention for, Oh my gosh, I haven't even heard the last five minutes of what you said. I think it might be time to

**Francis:** share that one with my wife as well. Just as soon as I come off.

**Jenny Morin:** So

**Francis:** guys, if you're listening to, you know, listening to this podcast, you should. And you found something of value, go find somebody to tell it to because, you know, you know, sharing is keeping in a way, you know, you tell somebody about it, then you have a better chance of doing it yourself when the time comes and [01:15:00] when that, that time order, you know, gives you a call and the next time you have that feeling, cause you don't practice a little bit,

right, right.

And when you teach it to somebody else, you remember it better. I've learned that too, through speaking and through coaching and parenting, of course.

**Jenny Morin:** You

know, you teach it, you, you actually, you internalize it more. So it will help you in the long run. It'll help everybody. It's a win win.

**Francis:** Right. Absolutely.

**Francis:** So she had it for more. And how can folks get to know more about you, contact you, learn from you? Where can they find you on the interwebs?

Oh yeah. So I am on LinkedIn and I am on, Instagram at Jenny Rosso Morin, and we'll share the links. I also have three teachable classes, which are time management classes.

They're only 15 minutes long. They won't [01:16:00] hoard a bunch of your time, but they're very valuable. One on handling interruptions. Don't let them ruin your day. So that kind of ties in with our topic today, another one on time estimating, and a third one on prioritizing using the time matrix. So these are the ones that my time, when I teach time management to companies, these are the three topics that always come up.

They always want these three topics. They're, they're super helpful for a lot of executives and regular people too. So

**Francis:** folks, keep listening. We're going to be introducing you to our sharing with you some information about our next podcast coming up here at the task management and time bucket podcast, and let's say, let's say bye to Jenny.

**Francis:** Jenny. Thanks so much for joining us. It's been a great conversation. I'm about to go off and try some of it, which tells me that we broke some new [01:17:00] ground.

That's great. Thanks, Francis. It was fun. Take care,

**Francis:** folks. Take care, Jenny. Folks, keep listening.