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# Introduction

Welcome to Love it or Leave it: How to Finally Stop Tolerating Your 'Good Job'.

You have found the right book, if you:

- didn't feel like getting up and going to work this morning
- you've been cruising social media just a *little* too often during the work day to kill time
- your depleted energy about your job is affecting your home life.

The goal with Love It or Leave It is to turn that around for you!

We will do that by determining your own *tipping point*, which is when you know that things have to change in order for you to enjoy your job again. We will also be looking at a number of areas regarding your job as well as what options exist for change. Throughout the book, you will see this symbol. ? These are questions that you should answer about your current job situation to help you in deciding your next steps.



First we're going to start with the hard, cold truth about employee engagement, which will make you feel a little better that you're not alone. Then we're going to look at tolerating, because I think some people have been staying in their job *way* too long - just thinking that it's an okay path. But you need to understand what it's doing to you.

Next we'll examine the three key areas of your job / career that are key for employee satisfaction. Each section will have questions for you to answer. And I'll provide some steps to start the process if leaving it is what you end up deciding to do.

Before you continue, I want you to think about your mindset. As you read this book, you might be sitting there saying, "Well, just get to the *leave it* part; I already know I want to do that!" But hang in there, okay? Keep an open mind as you read each section and honestly answer the questions. Really be open to maybe loving your current job <u>and</u> be open to potentially leaving your job. Then you're likely to come to the right conclusion as

opposed to keeping a closed mindset that may not serve you in terms of what options truly exist for you. You can't see them with a closed mind. Make sense?

# My Journey to Leaving It

I hope my story will help you understand why I love the challenge of helping people get out of passionless jobs. And my story, interestingly enough, begins with a career that I truly loved.

Straight out of college, in 1987, I ended up traveling around the country working on political campaigns. My first paid job was for a presidential campaign, working in the lowa caucuses for Illinois senator, Paul Simon. The hours were completely ridiculous (7 days a week from morning till night) and the pay was *pathetic* (\$900 a month).

But I loved it! It never felt like work.



I was on a mission with all these other crazy young campaign staffers to elect this guy I passionately believed would make a great President. And my fellow staffers were my social life (not that there was much of a social life with a 7 day a week job). I believed in what I was doing and it was an amazing start to my career straight out of college.

After a few campaigns on the road, I ended up in Chicago where Mayor Daley's finance director, Rahm Emanuel (Chicago's current mayor), hired me and taught me all about political fundraising. When he left to go work to work for President Clinton in 1992, I had the opportunity to take his place and decided to

start my own political fundraising firm. There I was in my early

twenties with a six-figure business, a great staff, and raising money for every major political candidate in Illinois, and the White House. It was so cool!

Then a few years later, I fell in love with this wonderful man who convinced me to move from Chicago to Minnesota. So I sold my business, packed up, got married and headed north – *way north*.

Let me share with you a little bit about Minnesota in case you don't know. Winters in Northern Minnesota, (I lived 1 ½ hours from the Canadian border) go from about October to April. This is where towns were so proud to have broken the record lows, which were sometimes 30 to 40 below. And I'm not saying with wind chill - just 30 to 40 below on the thermometer. Can you



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believe it? People were excited about that! It was just crazy.

After my first year there, I was hired as the Marketing and Development Director for a local healthcare facility. I had never worked in health care before, so it was very challenging which I liked. There was a big learning curve, I was often out of my comfort zone, it was scary (but fun), and I enjoyed the hospital environment. There was also the side benefit of getting to know your personal physician and the nurses. And I learned so much that helped me and my family live a healthier lifestyle.

The problem was that I was in a small town that did not like change. New ideas weren't always welcomed especially by someone who wasn't born and raised there. Consequently, by year six, seven and eight, I was pretty darn bored doing the same things over and over again. And to top it all off, I had developed panic attacks during the winters which left me feeling even more trapped and stuck. I needed a change but how could I make that happen? I was miserable but pretended everything was fine.

Can you relate?

# Employee Engagement -You're Not Alone

I wasn't the only employee not liking my job. In 2013, Gallup did a study of 230,000 fulltime and part-time workers in 142 countries. It was one of the largest international studies ever done on this issue. And here's what they found:

- 13% of workers feel "engaged" by their jobs.
- 63% are "not engaged"
- 24% are "activity disengaged."

Put those bottom two numbers together and that mean 87% of workers worldwide are not engaged in their job. Which one are you?

## Are you an engaged employee?

Do you work with passion? Feel a profound connection to your company? Do you feel like you're driving the innovation, moving the organization forward?

## O you fall into the "not engaged" category?

Then you're essentially checked-out, kind of sleep-walking through the job? Or even worse, are you "actively disengaged" where, you're not just unhappy, you are busy acting out that unhappiness. You are actually undermining the engaged coworkers in what they accomplish.

I'm assuming, since you're reading a book called <u>Love it or</u> <u>Leave it</u>, you're probably either in the "not engaged" or "actively disengaged." And I saw this at the hospital where I worked. We had really good nurses so frustrated by the bad nurses that



just didn't care anymore. And what ended up happening is we lost the good nurses because they were so frustrated to see bad work not be dealt with they left for other jobs. If you are not engaged or actively disengaged, then you are <u>tolerating</u> something that you really don't even like. So, let's look a little deeper at what that word means.

# Tolerating

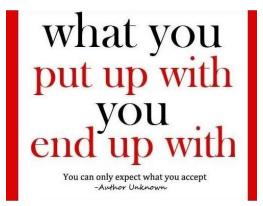
According to the Merriam-Webster, the definition of TOLERATE is:

- 1. to allow something that is bad, unpleasant, etc. to exist, happen or be done
- 2. to experience something harmful or unpleasant without being harmed.

So listen to those key words: allow, bad, unpleasant, harmful, accept. Yuck! Who wants to do that every day? Allow and accept are very passive verbs. And then couple that with unpleasant and harmful -- bad combo. Yet many of us, including me at my hospital job, were doing just that. I was just tolerating that job.

I love this quote. It's so true. But, we must be getting some benefit out of it if we're staying. \Let's look at the benefits of tolerating.

 It's easier to stay because leaving a job requires effort and work. You've got to research, apply, interview, network, etc. That's work. And why work at something else that doesn't seem all that fun? You are



already working at a job that isn't fun for you. So why add job hunting to the list?

2. It's safe to stay at your current job. Now this could be a false sense of security, depending on the financial situation of your company or even your own department. Change can be scary. It requires us to step out of our comfort zone. And we spend most of our life in the comfort zone. So why leave that job when we can feel safe?

Easy and safe. Let's just tolerate. Do I hear a yawn? Yep, me too.

Are you tolerating your job right now?

## The cost of tolerating

So what is tolerating costing you? Let's take a look at that for a moment.

- There is little to no personal growth in a job where you're tolerating it. The comfort zone is a great place to hang out most of our lives, but it is not where human growth occurs. <u>You can only grow as a human being when you step out</u> <u>of your comfort zone</u> and into your risk zone. It's the place where you feel nervous but excited at the same time, you're pumped and the adrenaline is going. That doesn't happen in a job you're tolerating.
- <u>The second cost of tolerating is self esteem</u>. How great do you feel at work as one of the not engaged or actively disengaged people from the Gallup survey? I know at my job, when I felt like I was just phoning it in, it was not some of my proudest moments. I mean - I did a good job, but it certainly wasn't great

(especially in the last couple of years). And I didn't like that about me; I was a hard worker, so it felt bad to feel like I wasn't giving my best.

3. <u>Another cost of tolerating is your</u> <u>health</u>. Our bodies are connected to our mind and our spirit. If mentally or spiritually we are suffering, then our body will manifest those feelings. There are so many anecdotal stories of people with chronic neck or back pain, anxiety issues, or ulcers who get a new job that excites them. All



of the sudden their neck pain goes away, their anxiety is gone, the ulcer is healed and they've got all this new energy. Once they changed their outlook about their job, their body had a chance to heal too. There are some great physical benefits to being in a job you love, not in a job you tolerate.

<u>Finally, there is the cost of your happiness</u>. In 2007, there was a survey of more than 10,000 people from 48 countries containing questions about what brings meaning to your life. <u>And the number one thing that people cited was happiness</u>. It beat out success, intelligence, maturity, wisdom, and wealth. Happiness was number one!

# On a scale of 1 to 10 (ten being happiest), how happy are you in your current job? \_\_\_\_\_

Between a 7-10, then why are you reading this?!? Go have fun and get back to enjoying your job!

Between 5-6, then you're around the 50/50 mark which means there are probably some things about the job you like and other things you'd like to change. So the *Love It or Leave It* questions going forward will be very helpful for you.

Below a 5, then you are likely leaning towards leaving rather than staying. So keep reading and learn how to take the first steps towards making that happen.

# The Job Basics

Answer these questions using the 1-10 scale again with 10 being the most positive and 1 being the most negative.

The goal is to give you a benchmark by which you can judge where your tipping point is. We start with the basics because they are usually a pretty easy answer in terms of a black and white snapshot of satisfaction. And since the basics are pretty tangible, we can determine solutions pretty easily too.

Provide the set of the set of

How satisfied are you with your benefit package (retirement, 401K, etc)? 1- 10 \_\_\_\_\_

Vacation Plan (& how much you get to use it) 1 - 10 \_\_\_\_\_

? Hours (include actual & mental) 1- 10 \_\_\_\_



In today's world, we often do not get to leave at 5:00pm and be done with our day. With technology, we can often be accessible 24 hours. So include that when you factor in the mental time you're spending "on the job" in hours.

Great. Now answer this question.....

If you could change any of those numbers that are below a 10 and make it a 10, would it change your overall job satisfaction? Would it make you love the job again?

If you could get five more vacation days, would that make you like your job anymore? Or if you could get a 5% raise, would that make you like it more?

What's interesting is that for some, you may think it's about salary, but it could be about respect. If you feel you aren't getting paid what you deserve, then maybe getting the raise will make you feel more respected which will make you enjoy the job more.

## **CLIENT STORY**

This was true with my client, Clare. She liked the work, but she did not like the work environment, but she had a new baby and wasn't ready to make a job change. What she did do, was ask for a significant raise during her yearly evaluation. She played hardball and she got it. It was a significant bump and certainly made her much more satisfied in the job. Now she may not stay there for many years, but the raise showed that she was respected so she was willing to stay a little longer. So for you, if you could make a change, would that change make you love it or... you're already marking down that you want to leave it.



## Work Environment

Now, let's look at the work environment. This is where we're getting into how you feel about the people and the space where you spend most of your waking hours. *This matters*. If you're at a full time, 40-hour week job, you're there for 2000 hours a year! It has been said that your boss matters more to your physical health than your primary care physician. And that makes sense when you think about it, doesn't it in terms of the how much time you spend with them?

The first question relates to co-workers. How is your interaction with your coworkers - are they your friends? Do they have your back? Does it feel like a support group where you can share what's going on at work with them as well as what's going on in the rest of



your life? Or does it feel a little like back-stabbing is going on? Or that you're completely disconnected?

I have one client who knew that a relationship with a co-worker was never going to improve and she was tired of fighting the battle. And what she hated most is that she basically brought this person home with her every night in her thoughts. So it affected her mood at home, her relationship with her partner and with her kids, and so that was her tipping point. She just knew this person wasn't going anywhere so she was the one who needed to go for her own sanity.

How about your boss/direct supervisor? Does that person listen to your ideas, seek your input; do you feel recognized and honored? Does he or she care you about as a whole person, or do you just feel like a number?

Next is your organization mission. Are you passionate about what your organization does? Do you even understand the true mission of the company? Is it too focused on profits at the expense of people? Has the company strayed from its mission when you started there? When I was meeting with a prospective client, she basically said that she didn't care about tracking how much detergent was selling at each store and providing that data to the higher ups so they could figure out how to make more money. She'd been there more than 20 years and knew it was time for a change.

In addition to mission, it's important to look at your organization culture. This is different from mission; some organizations have a great mission but an awful employee culture. I have a friend who worked for a federal government agency with an amazing mission. Unfortunately, the leadership of the organization created a horrible culture that was very fear-based and toxic with lots of staff turnover. So, how about your organization? Is it a toxic work environment or a nourishing one?

Finally, let's look at work space and commute. Do you like your physical space and the drive time it takes to get there? Or do you work out of home and you hate working alone all day long? With some commutes, people are losing hours of family time, and then others working from home really miss the interaction of adult conversation.

Now it's your turn. Answer the questions below.

Provide the relationships overall with your co-workers 1-10

- What score do you give the relationship with your boss? 1- 10 \_\_\_\_
- How passionate are you about the organization's mission? 1-10 \_\_\_\_

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- How healthy is the organization's culture for you? 1- 10 \_\_\_\_\_
- Satisfaction level with your commute. 1-10 \_\_\_\_
- Satisfaction with your physical work space. 1- 10 \_\_\_\_\_

Great. Now let's look at the same question that was asked earlier.

If you could change any of those numbers that are below a 10 and make it a 10, would it change your overall job satisfaction? Would it make you love the job again?

## **CLIENT STORY**

Susan came to me a couple of years ago just desperate to get out of her job. She hated going to work every day and she was often in tears. She had just started taking

anti-depressants. We talked about what she might do and what became apparent was she totally lost her confidence. And the cause of that was her current boss.

The coaching focused first on giving her back her power. She needed to remember who she was. Her skills and her accomplishments were amazing and we needed to silence that inner critic that her



boss fed off of. Once she did that, she had the confidence to talk to her co-workers about the situation and found out that others were having the same issue with this boss. Armed with this information, she approached the leadership of the organization about the environment that this boss was creating. Consequently, this boss was let go.

Susan, who was once so desperate to get out of this organization and get a new job, took care of the problem that made her not like her job in the first place. And now, she can love it again. Can you change any aspect of what you don't like in your organization? If you don't like the commute, could you ask to work from home a couple of days a week? And more importantly, would that make you love it again?

Employers do want to keep good employees. You will never know if you don't ask. You may be saying, "Oh, I couldn't ask for that!" But why not? Maybe they'll tell you "No," or maybe they'll tell you "Yes" or offer some kind of alternative. But you won't know if you don't ask.

# Day-to-Day Job Duties

Our final area to examine is the actual work you're doing day to day.

I think many people, like myself, really liked their job when they first started. It was new; it was challenging; it was different. However, once the newness has worn off and we get a sense of the work we're going to be doing year in and year out, "the bloom is off the rose" so to speak. The following questions should be answered with how true the statement feels for you right now. 10 means it is 100% true for you.

- I feel challenges by my job. 1-10 \_\_\_\_\_
- I am making a difference with what I do every day. 1-10 \_\_\_\_\_
- ? I have opportunities to learn & grow. 1-10 \_\_\_\_
- I have fun and enjoy my work. 1-10 \_\_\_\_\_

Remember, if you're working full-time, then this job is one of the most important relationships you have in your life. So it better be a little fun at least!

Now back to the same question from earlier...

# If you could change any of those numbers that are below a 10 and make it a 10, would it change your overall job satisfaction? Would it make you love the job again?

Is there an opportunity within your current job or within the organization to feel challenges, to make a difference, to have opportunities to learn and grow or to have fun? Would that flip it from leave it to love it? Is there a chance to ask for new projects? Is there a department you could switch to?

Another client of mine is Patty who works in the I.T. department of a large corporation. She's exploring



moving into their employee wellness department and becoming a wellness coach. It's a completely different career, but within the same company so she can keep her benefits.

The leap to another company after her years of service there just didn't seem right for her. So this feels like the next step for her.

## I want to leave, now what?

Based on the answer to the questions you've given throughout this book, if you know that it's time to leave, the question then is "what's next?"

There are basically five options for you:

- 1. Stay in the same career but just find a different company.
- 2. Pursue a whole new career path.
- 3. Become an entrepreneur.
- 4. Go back to school and get a degree or training in a new field.
- 5. Retirement.

No doubt, you may have already thought about some of these options but there is this *nasty* four letter word that keeps coming up.

It's called fear. Do you know what fear stands for?

## <u>False Evidence Appearing Real.</u>

Now, I know you're saying, "But it IS real. They ARE real fears." Yes, all these reasons that people give, and I'm sure you have said some of these yourself. Take a look at the list:

- "I make good money"
- "It might not be better someplace else"
- "My kids are in college now. I can't afford to quit."
- "It's a tough job market right now."
- "What if I fail taking a new path?"
- "We need the health insurance I get with my job."



<u>Every one of these statements is rooted in fear</u>. And there are three main reasons for this fear and you either have at least one of these or you might even have all three. Let's take a look.



1. *The unknown factor.* You say, "I make good money," or "I have good benefits," or (the big one) "What if I fail?" This is a fear of the unknown but you are projecting for yourself a negative future.

You could just as easily flip it and say, "What if I find a job that pays good money?" "What if I found a job with good benefits?" "What if I

succeeded?" The human mind tends to veer toward a potential negative outcome instead of a potential positive outcome. However, in all likelihood, the positive outcome is the one most likely to happen.

Just think back on some of the things you've worried about in the past that didn't come true. All the awful things in life that might have happened, and they never did! A great definition of worry is to pray for something you don't want. And that is *exactly* what most people do about a job.

But you can flip the switch. Right now, just try it with some of the fears you have about a job change. Doesn't it feel better to say it in the positive? Seems simple but this is an example of law of attraction. If you think negative, you attract negative. If you think positive, you attract positive.

2. Fear of how your decision will affect others. This fear is especially true for women and can be legitimate. But women will often suffer in silence than actually do something about it. They make assumptions about what their loved ones will say or do if they want to leave their job. No doubt there is a ripple effect to a job change.

But have you thought about this ripple effect? What if your job change put you in such a better frame of mind that your kids and your spouse see a happier you. Your positive energy affects the whole house with good vibes! Homework goes better, dinner time is enjoyable and you feel connected to your spouse. Hey, I've seen it happen time and time again when my clients get into a more fulfilling job.

 Fear of the judgement of others. "What will people say if I leave this job and go out on my own and start my own business?" "People will think I'm crazy for leaving this good job!" I certainly had that feeling when I put out my coaching business.

## **Client Story**

Melissa was a stay-at-home mom for 17 years. She got certified as a massage therapist but just wasn't getting much work, and she really wanted to do massage therapy for patients in a hospital setting. And someone at her church was a big vice president at <u>the</u> hospital she wanted to work at. But she had a big fear. "She won't want to help me. My resume has nothing on it. It's all I have 17 years except this massage therapy."

We talked it through and lots of inner game work on this, and what it was all about was connecting her back to the real reason she wanted to do this in the first place. Because she saw how it helped her mom when she had cancer. So for her, it was kind of like a paying it forward. Well, when she could connect back to that real reason, she was just *on fire*. So she did reach out to this woman, this vice president passed on her resume. 148 people applied for this job. Two people got interviews, and she got the job. Now, I know that fear can be really hard for people and it is the thing that is keeping you stuck.

# What You Can Do Today

Let's look at some things you can do right now to change your situation. If you think you're stuck, all you have to do is take one step and you'll begin to get unstuck. It really is that simple.

## 1. Adopt a mindset of curiosity and begin exploring

This is all about the inner game. Unfortunately, many people think and are told that they need to start with the external stuff – get a resume updated, work on your LinkedIn profile, etc. Don't do that! Actually, I could argue that resumes are somewhat irrelevant in today's world, but I'll leave that discussion for another time. First, you've got to dream a little, go inside and find out what lights you up.

The best way to do that is to approach a job change from a mindset of curiosity. And what I mean by that is *no judgment*. We often block opportunities in our lives because

we don't even let ourselves be open to them. For example, if you want to look at a complete career switch. Maybe you love baking and you currently have a career in human resources. Before you even look at pursuing this passion, you say to yourself, "Well, I know I won't make enough money as a baker," or "I can't make that drastic of a change at this age!" You cross it off the list before you've even let yourself enjoy the possibility of living your passion. Don't do that to yourself.

Nothing should be taken off the table at this point. There is plenty of time to pro and con your ideas, but in the beginning of exploring a job change have fun with it. Be curious about anything that might be out there. It will give you energy and help you going forward. With this Curiosity Mindset, start with these three questions.

What was your favorite job? It can be any job even a volunteer job or a job you had in high school. What was it about the job that you loved?

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What do you enjoy doing? And don't limit yourself to work. Think about your hobbies and how you spend your evenings and weekends. Do a brain dump where you just list everything that you like and enjoy doing. Maybe it's something that you did years ago and you just got busy and don't do it anymore; put that on the list too!

If you were the bravest version of yourself right now, what would you be doing? This is one of my favorite coaching questions because it takes away the fear factor.

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## 2. Start having the necessary conversations

Often we suffer in silence about a job we hate because we are so scared about what the change might bring that we don't want to tell anyone. Remember I said that one of the big fears especially for women is how what they do in their life affects those around them.

If you're worried that a job change might affect your household finances, you need to talk with your partner about it. And let me tell you something that can make you feel better about this. I have seen over and over again with my clients that when they tell their partner, often the partner has known for a long time and they much prefer you find something that will make you happy. Remember my client who was on anti-depressants she hated her job so much. Her husband was more than willing to support her in finding a new job.

This is all about making assumptions. Don't assume your partner, parent, friends or children will judge you or not support you. Give them a chance.

## **CLIENT STORY**

Jackie was a client of mine who wanted to go to law school and was sick of her job as a wine distributor. She was really stuck and just couldn't bring herself to take the LSAT exam for admission to law school. What coaching uncovered for her was a huge fear that if she failed law school, her parents wouldn't love her anymore. This is a gal in her late twenties who is sharp as hell. But she worried she would fail



her parents. And guess what? Her parents knew she wanted a legal career, and were dying for her to get out the sales job and go to law school. She finally found the courage to have the conversation that I'm suggesting that you have. When she received such loving support, she moved forward and is now finishing up her first year of law school.

## 3. Get an accountability partner

This last strategy can be *the key* that makes it happen for you.

When there is a big change that happens in your life (moving, new baby, getting married), did you do these by yourself with no help? Of course not. You had family or

friends help you pack. Doctors and nurses helped with the baby, and a whole slew of people from photographers to caterers helped with the wedding.

Why do you think Weight Watchers and Jenny Craig are so popular for weight loss? Because they give you built in accountability. You show up at a meeting, you do a weigh in, or you have a coach who checks your food journal. This accountability stuff works. If you've got to give somebody a food journal of what you ate, you might think *twice* about eating that awesome looking piece of chocolate cake.



Accountability Buddy

The same is true with job hunting. I have clients who came to me that have hated their job for 5, 10 even 14 years and just couldn't get themselves to do the work to get out. But if you had an accountability partner, they could say, "Hey, you said you were going to contact that person and let them know that you were looking for a new job. What's happening with that?"

Whether it's a spouse, a best friend, or maybe even a co-worker who wants to change jobs too, find somebody you can trust and ask them to support, challenge, and encourage you to make a change. And be clear about how you

want that accountability. If you say you're going to reach out to ten contacts for informational interviews, give them a list and your time frame. Ask them to check in with you to see if you're on track. Having that support can be the key to get you out of your own head and put your feet on the pavement.

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Who can be your accountability partner? Make a list of people you could ask to support you and how you would like them to hold you accountable.

# The End of My Story

So back to that hospital job I had gotten bored with. Well, I ended up making some

pretty major changes in my life. Once I let go of my fears and had the conversation with my husband, about the job and living in a place where there's winter eight months out of the year, big changes started happening.

Our family moved to a new city, I went back to school and got certified as a Life Coach and now have my own successful business helping others learn how to love it or leave it.



I don't want to sugar coat the experience. There were

some big disagreements about these decisions and I had a coach work with me through the process as I learned to let go of the fear. It was not always easy. But it was so worth it!

I went from a J-O-B to having my passion back and loving what I do.

# **Finding Your Passion**

One final question.....

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If you are still at this same job three years from now and nothing about it changes, are you okay with that? What about two years? What about one year?

You need to find your personal tipping point. If you want to be in a new job one year from now then work your way back to what has to happen to bring that about.

If you're saying things like:

"I know I want to leave, but I have no clue what I want to do nextl."

"I don't even know where to start."

"I have so many fears, I'm not sure I can get past them."

Then, please let me help. If you're really serious about a job change but you need that kick start to take the first step, then I'd like to offer you a free

## Love It or Leave It Strategy Session

In this free 45-minute session, we will:

- Explore your current job situation
- Determine what's been keeping you stuck
- Brainstorm on what the next career could look like
- Create your two to three steps to get you unstuck

You can access my coaching calendar to see what times I have available at:

http://www.timetrade.com/book/LT14G

In the end we only regret the chances we didn't take. If you have five, ten, fifteen, or even twenty more years left in the work force, please don't do it at a job you don't like. Let's go find that dream job for you. It's there just waiting for you to come get it!

Kathleen

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