

**Glenn Livingston, Ph.D.
And Victoria
Using NBA for Assertiveness Training**

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Dr. Glenn: Hey, this is the very good Dr. Glenn Livingston with Never Binge Again and I'm here with a kind-hearted woman named Victoria, who has some interesting things to talk to me about, which may or may not relate directly to Never Binge Again, but she agreed that we could record it and I thought it would be interesting to share it with you also. Victoria, how are you today?

Victoria: I'm very good. How are you?

Dr. Glenn: I'm good. Are you familiar with the book or you haven't read the book before?

Victoria: I haven't read the book, no.

Dr. Glenn: Okay. That's great.

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GLENN LIVINGSTON Ph.D.



Victoria: Okay. But now, I want to read it.

Dr. Glenn: Well, I'll get you a copy, but tell me what it is you were hoping that I could help you with. I know we exchanged a little note beforehand, but for the benefit of the audience, if you could tell me what you're hoping I could help you with, then we'll talk.

Victoria: Okay. I've kind of taken a break from focusing on food in my life and instead of focusing on my emotional growth, my spiritual growth and I felt pretty content with eating.

Dr. Glenn: You have a big success story with food yourself, right? You lost a lot of weight.

Victoria: Yeah, I lost 120 pounds. I was 240 pounds and I switched to a low-fat raw vegan diet and I lost 120 pounds. But more than that, the weight is kind of a side thing. I gained health and mental clarity and it completely transformed my life. It's amazing how food could do that.

Dr. Glenn: How long have you been doing that?

Victoria: November 2006 was when I started. And at that time, I was 34 and I was so sick I could barely get out of bed. I couldn't get out of bed for more than 10 minutes without feeling dizzy and having to lay down again.

Dr. Glenn: So it's more than a dozen years now.

Victoria: Yes. So over these 12 years, I did really strict for the first year or so and then I started experimenting and trying different things and just



trying to see if there is other ways of eating that would work just as well and I have always come back to the low-fat raw vegan, but I'm not perfect at it.

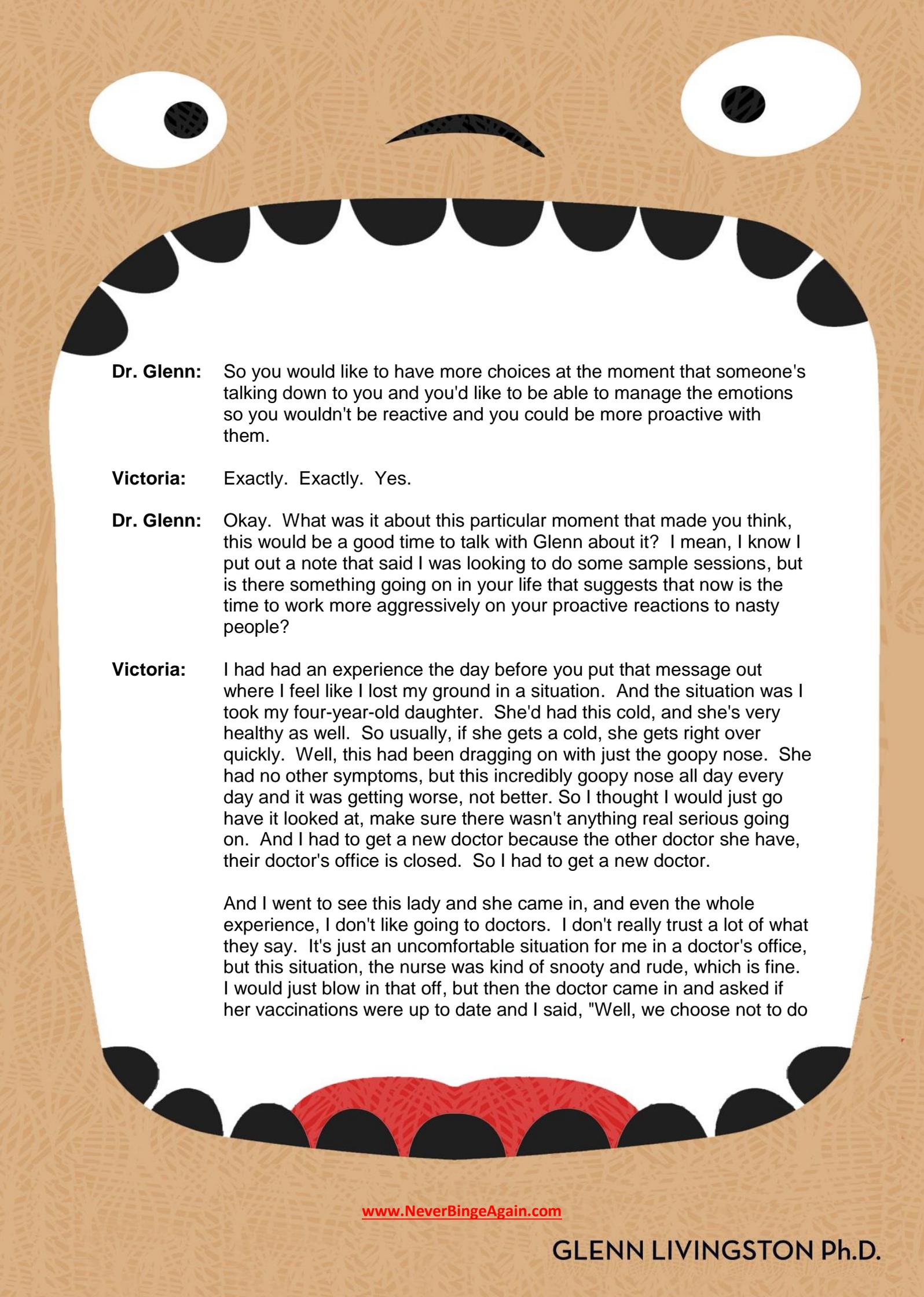
Dr. Glenn: Nobody is. Nobody is.

Victoria: Yeah, right. And I've accepted that. I just feel really comfortable with that.

Dr. Glenn: You wanted to talk more about the spiritual, emotional struggles?

Victoria: Yes. Probably three or four years, I've been really focused on the spiritual growth and emotional growth and emotional stability, and I've studied Thich Nhat Hanh, Eckhart Tolle, A Course in Miracles, Byron Katie. There's so many out there. I always find new ones too and I jump right on to see what they have to say. And pretty much all these spiritual leaders and teachers are teaching the same thing, to live in the moment, to be present. They just go say it in different ways, which sometimes I get stuck and it helps me to get different viewpoints.

The thing that I just seemed to just really have a hard time of when people talk down to me or belittle me or just that negative, real negative energy and it's hard for me to not go there with them. They talk down to me and I'm instantly mad and want to smack them. I was like, "How dare you talk to me like that," kind of thing. And I don't feel like that's beneficial place that I go for me or for them because I really want to stay in a place of love and understanding knowing that's their thing and it's their hurting and their suffering that they're projecting onto me. It's probably some fears that I have that brings up that anger and defensiveness in me 'cause that's usually what it is.



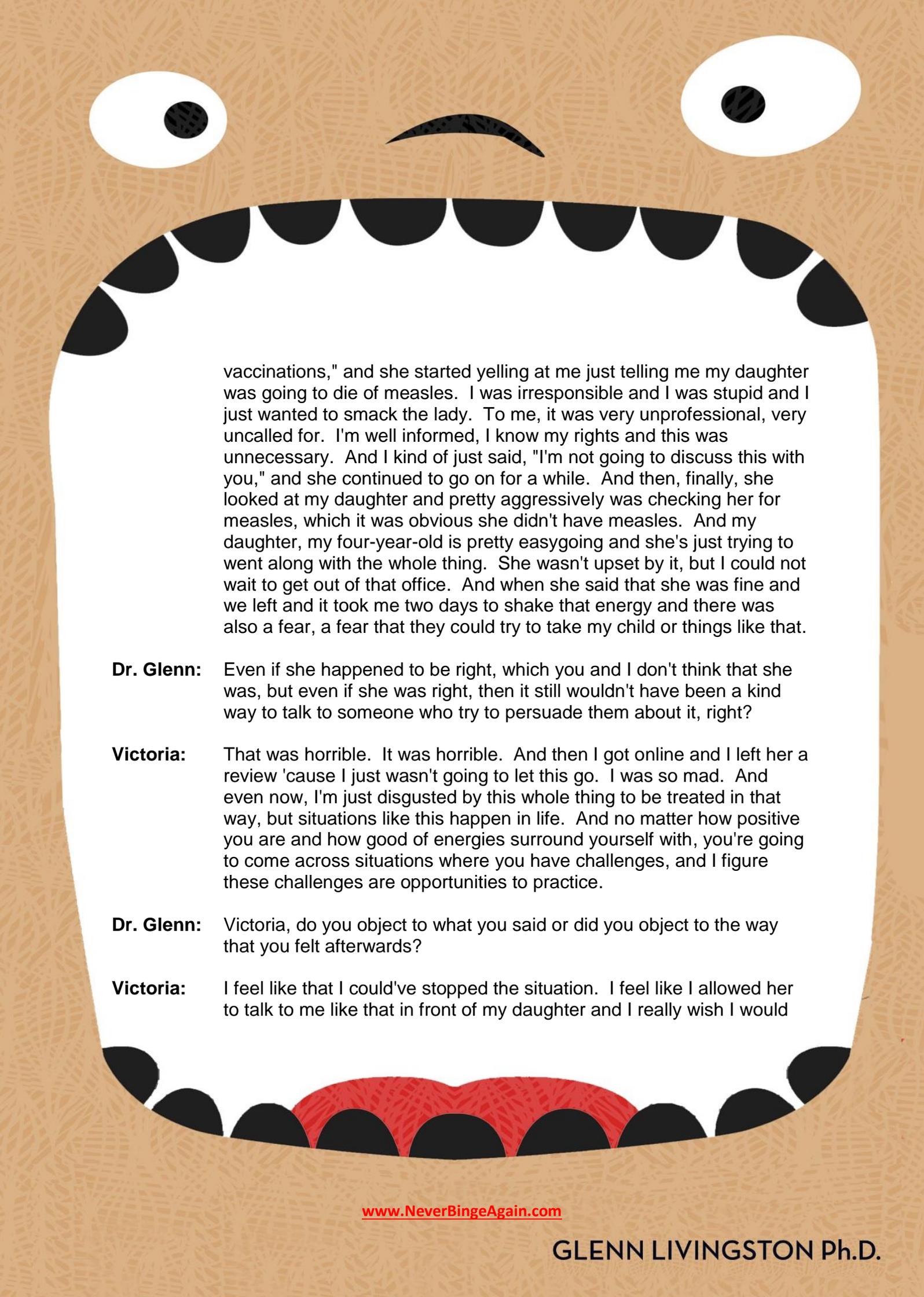
Dr. Glenn: So you would like to have more choices at the moment that someone's talking down to you and you'd like to be able to manage the emotions so you wouldn't be reactive and you could be more proactive with them.

Victoria: Exactly. Exactly. Yes.

Dr. Glenn: Okay. What was it about this particular moment that made you think, this would be a good time to talk with Glenn about it? I mean, I know I put out a note that said I was looking to do some sample sessions, but is there something going on in your life that suggests that now is the time to work more aggressively on your proactive reactions to nasty people?

Victoria: I had had an experience the day before you put that message out where I feel like I lost my ground in a situation. And the situation was I took my four-year-old daughter. She'd had this cold, and she's very healthy as well. So usually, if she gets a cold, she gets right over quickly. Well, this had been dragging on with just the goopy nose. She had no other symptoms, but this incredibly goopy nose all day every day and it was getting worse, not better. So I thought I would just go have it looked at, make sure there wasn't anything real serious going on. And I had to get a new doctor because the other doctor she have, their doctor's office is closed. So I had to get a new doctor.

And I went to see this lady and she came in, and even the whole experience, I don't like going to doctors. I don't really trust a lot of what they say. It's just an uncomfortable situation for me in a doctor's office, but this situation, the nurse was kind of snooty and rude, which is fine. I would just blow in that off, but then the doctor came in and asked if her vaccinations were up to date and I said, "Well, we choose not to do



vaccinations," and she started yelling at me just telling me my daughter was going to die of measles. I was irresponsible and I was stupid and I just wanted to smack the lady. To me, it was very unprofessional, very uncalled for. I'm well informed, I know my rights and this was unnecessary. And I kind of just said, "I'm not going to discuss this with you," and she continued to go on for a while. And then, finally, she looked at my daughter and pretty aggressively was checking her for measles, which it was obvious she didn't have measles. And my daughter, my four-year-old is pretty easygoing and she's just trying to went along with the whole thing. She wasn't upset by it, but I could not wait to get out of that office. And when she said that she was fine and we left and it took me two days to shake that energy and there was also a fear, a fear that they could try to take my child or things like that.

Dr. Glenn: Even if she happened to be right, which you and I don't think that she was, but even if she was right, then it still wouldn't have been a kind way to talk to someone who try to persuade them about it, right?

Victoria: That was horrible. It was horrible. And then I got online and I left her a review 'cause I just wasn't going to let this go. I was so mad. And even now, I'm just disgusted by this whole thing to be treated in that way, but situations like this happen in life. And no matter how positive you are and how good of energies surround yourself with, you're going to come across situations where you have challenges, and I figure these challenges are opportunities to practice.

Dr. Glenn: Victoria, do you object to what you said or did you object to the way that you felt afterwards?

Victoria: I feel like that I could've stopped the situation. I feel like I allowed her to talk to me like that in front of my daughter and I really wish I would



have said, "I'd appreciate if you didn't talk to me that way in front of my daughter." Something of those lines, you know.

Dr. Glenn: So you would have liked to have said something more assertive so that your daughter would not have seen that it was okay for anyone to talk to you like that and so that energy would not have gotten into you as deeply?

Victoria: Yeah. And also just to understand that she lost it because of her fear of my child getting sick and to be able to just connect with that without feeling defensive, if that makes any sense. Or maybe I'm asking the impossible, but I don't think so. I think that it is possible.

Dr. Glenn: Yeah. First of all, what's your daughter's name?

Victoria: Angel.

Dr. Glenn: Angel. What a pretty name.

Victoria: Thank you.

Dr. Glenn: Did you talk to Angel about it afterwards?

Victoria: You know, I didn't. No, no, I didn't. That would've been a good thing to do, but --

Dr. Glenn: What would you have liked to say specifically to the nurse if you had to do it over again?

Victoria: I've thought about this 'cause this went over in my head like nonstop. It was making me crazy, but I would have liked to have said, "I'd



appreciate if you didn't talk to me like that in front of my daughter." I wish I would have said, "I understand that you're concerned and I understand your fear, but I still stand my ground. Regardless of your fear, I don't want to be talked to like that and I know my rights and I understand that this is something that is my option and this is what I choose." And I don't know. I mean, there is a part of me that wanted to do that. I mean, there is no way that either of us were going to agree. And I don't think that no matter what I said, that was going to happen. Another part of me just thinks I should have took my daughter and left, just got us out of there.

Dr. Glenn: Which one would you have felt better about?

Victoria: I know if I would've left, I would've dwelt on it a lot. I don't know, it would have been better for me to talk to her.

Dr. Glenn: So you wish that you said, "I'd appreciate if you wouldn't talk to me like that in front of my daughter. Maybe just you shouldn't talk to me like that," even without your daughter there, right?

Victoria: Right, right.

Dr. Glenn: "And I understand your concern, I understand your fear, but if you've got something to tell me, please tell me respectfully or don't say it at all."

Victoria: Yeah.

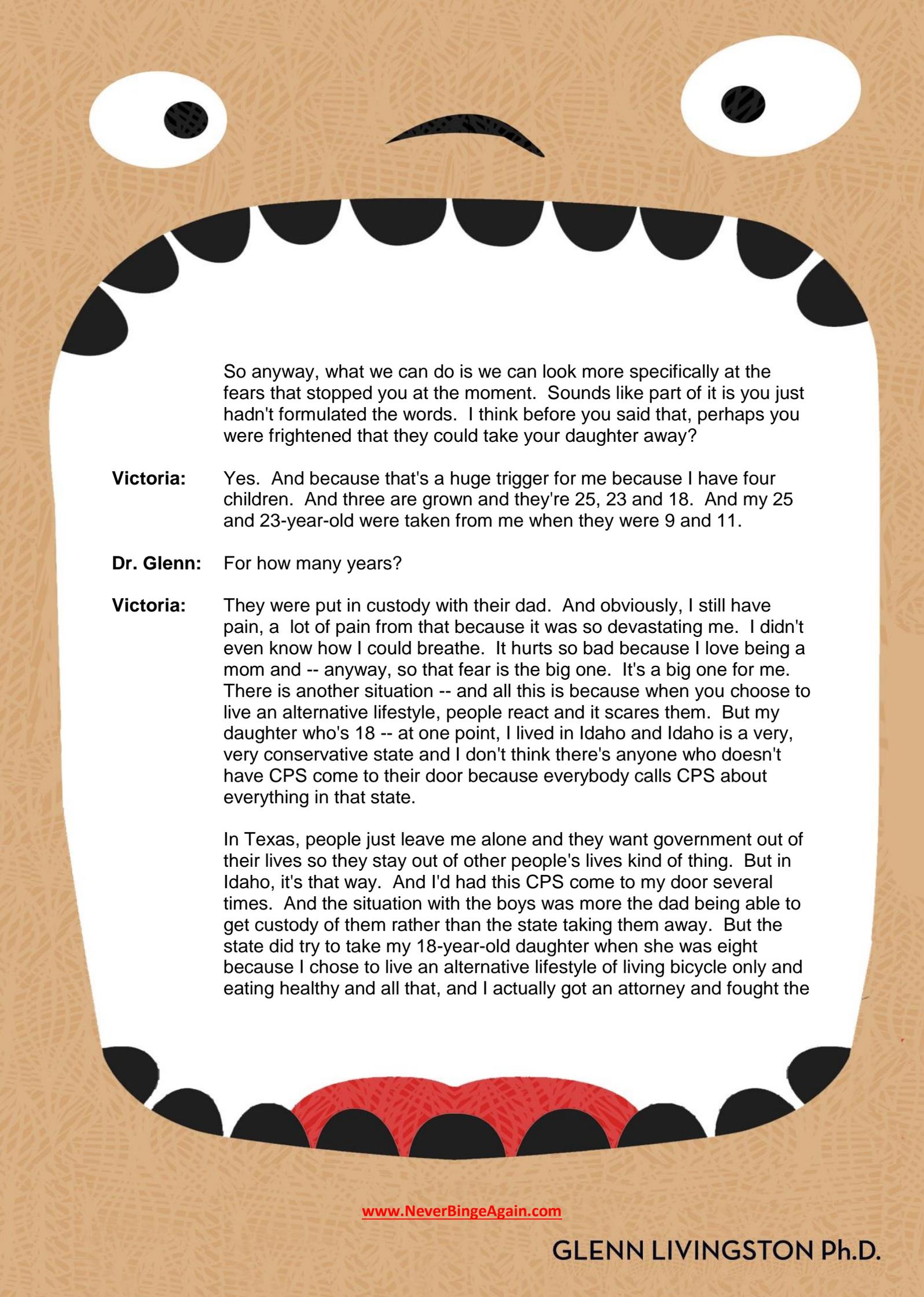
Dr. Glenn: What stopped you from doing that?



Victoria: Immediately, I was angry and defensive and that usually gets me all mixed up.

Dr. Glenn: Victoria, it's because you're a kind person that's why you got all mixed up. And sometimes people come to me and they want to be able to let things roll off them. They want to develop a thick skin. And I tell them, that's not really how it works. And especially someone in a position of authority, asserts that authority in a rageful inappropriate way, in an aggressive, inappropriate way, then it's almost like you're getting punched and you're going to feel it. And what you want to do is learn how to let it pass through you and perceive the reality of the situation, remind yourself that this person doesn't have the power that they're claiming to have or that you're perceiving them to have, and then take a breath and center yourself and go back and say what you need to say to the person.

It's something that takes practice and something that's not comfortable. I don't like it. I can do it, but I really don't like it. I hate those situations, and I've been thrown before. I've been in those situations and afterward, started running round and round in my head why didn't I say something? Why didn't I do that? It's not something even the best psychologist can deal with instantaneously and immediately and easily. So I don't want you to feel like there's anything wrong with you or that you're inadequate or sick in some way because you couldn't do this. It's surprising that people still act like that in today's day and age. It's surprising that a professional woman doesn't know that, first of all, you're going to catch more flies with honey than you are with vinegar, and secondly, that you're not supposed to take advantage of your authority in such an aggressive and hostile way. That's the kind of person I might report when I live with something like that.



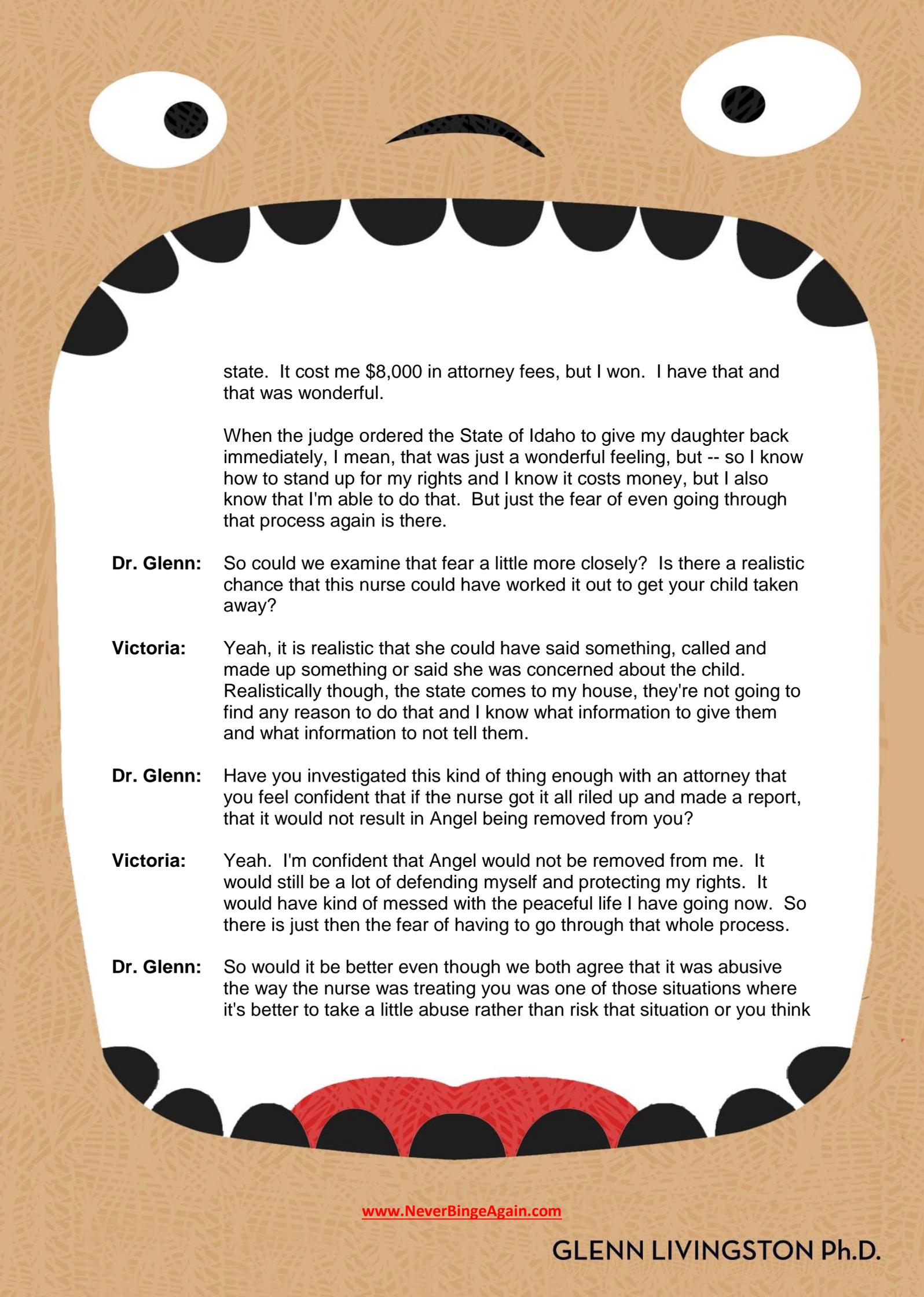
So anyway, what we can do is we can look more specifically at the fears that stopped you at the moment. Sounds like part of it is you just hadn't formulated the words. I think before you said that, perhaps you were frightened that they could take your daughter away?

Victoria: Yes. And because that's a huge trigger for me because I have four children. And three are grown and they're 25, 23 and 18. And my 25 and 23-year-old were taken from me when they were 9 and 11.

Dr. Glenn: For how many years?

Victoria: They were put in custody with their dad. And obviously, I still have pain, a lot of pain from that because it was so devastating me. I didn't even know how I could breathe. It hurts so bad because I love being a mom and -- anyway, so that fear is the big one. It's a big one for me. There is another situation -- and all this is because when you choose to live an alternative lifestyle, people react and it scares them. But my daughter who's 18 -- at one point, I lived in Idaho and Idaho is a very, very conservative state and I don't think there's anyone who doesn't have CPS come to their door because everybody calls CPS about everything in that state.

In Texas, people just leave me alone and they want government out of their lives so they stay out of other people's lives kind of thing. But in Idaho, it's that way. And I'd had this CPS come to my door several times. And the situation with the boys was more the dad being able to get custody of them rather than the state taking them away. But the state did try to take my 18-year-old daughter when she was eight because I chose to live an alternative lifestyle of living bicycle only and eating healthy and all that, and I actually got an attorney and fought the



state. It cost me \$8,000 in attorney fees, but I won. I have that and that was wonderful.

When the judge ordered the State of Idaho to give my daughter back immediately, I mean, that was just a wonderful feeling, but -- so I know how to stand up for my rights and I know it costs money, but I also know that I'm able to do that. But just the fear of even going through that process again is there.

Dr. Glenn: So could we examine that fear a little more closely? Is there a realistic chance that this nurse could have worked it out to get your child taken away?

Victoria: Yeah, it is realistic that she could have said something, called and made up something or said she was concerned about the child. Realistically though, the state comes to my house, they're not going to find any reason to do that and I know what information to give them and what information to not tell them.

Dr. Glenn: Have you investigated this kind of thing enough with an attorney that you feel confident that if the nurse got it all riled up and made a report, that it would not result in Angel being removed from you?

Victoria: Yeah. I'm confident that Angel would not be removed from me. It would still be a lot of defending myself and protecting my rights. It would have kind of messed with the peaceful life I have going now. So there is just then the fear of having to go through that whole process.

Dr. Glenn: So would it be better even though we both agree that it was abusive the way the nurse was treating you was one of those situations where it's better to take a little abuse rather than risk that situation or you think



the risk is so low that you would have felt better about yourself if you said something?

Victoria: What I wanted to say wouldn't have triggered her into being reactive in that way because I also wanted to connect with her fear and her pain without bringing my fears in. I wanted to be able to connect with that part of it as well. And I find when you connect with people in their pain and show understanding for that without having your stuff mixed in, your stuff in there, then usually people feel understood and they don't feel like they have to go out and react.

Dr. Glenn: So tell me again what you would have said. If you had to do it over again, what would you say?

Victoria: I would've said, "I understand that you have this fear and I understand why you have this fear, but regardless I would like for you not to talk to me that way." And I don't know, I might have even suggested, "Why don't we talk this over calmly? I'd be willing to listen to your side." Maybe that was it. Maybe me just being willing to listen to her side.

Dr. Glenn: Sometimes people can have their say without having their way, right? If they get their say, then they're okay.

Victoria: Yeah. And that feels good to me to think about it that way.

Dr. Glenn: Tell me one more time, what would you do?

Victoria: Well, it keeps changing.



Dr. Glenn: You're processing the feelings and the fierce, you're getting more of a hold of your knowledge and wisdom and experience that's why I keep asking you to say it. So what would you say?

Victoria: So now, I just feel like I would have said, "I understand your fear and I understand why you feel this way. And if you'd like to explain it to me more, I'd like you to talk to me and explain it in a respectful way."

Dr. Glenn: I'd like to hear you out.

Victoria: Yeah, let's talk about it.

Dr. Glenn: Well, that sounds good.

Victoria: That feels way better. That feels so much better.

Dr. Glenn: Are there are any other situations where people are talking down to you or that you're having these fears evoked?

Victoria: Yeah. I usually have pretty good people skills and usually don't come into situations like this that often. So that's when they do come up, I really want to face these fears and work through them. So let me think real quick if I can come up with one.

Dr. Glenn: Well, so it sounds like the general form. In the book that I wrote, we talked about writing guidelines and rules. It sounds like the general form would be when I feel threatened by an aggressive person, the way they're talking to me, I will look for an opportunity to let them know I'd like to hear them out if they'd speak to me respectfully.

Victoria: Yes.



Dr. Glenn: What would it mean to you if you could do that? Why would that be important?

Victoria: Well, because I think, as humans, that connection is important to us instead of always fighting each other or getting hurt and irritated and defensive around each other. I think that connection is important and it's a form of love; to love people no matter if they think like you or believe what you believe or agree with you or to love them regardless because they're our fellow human being.

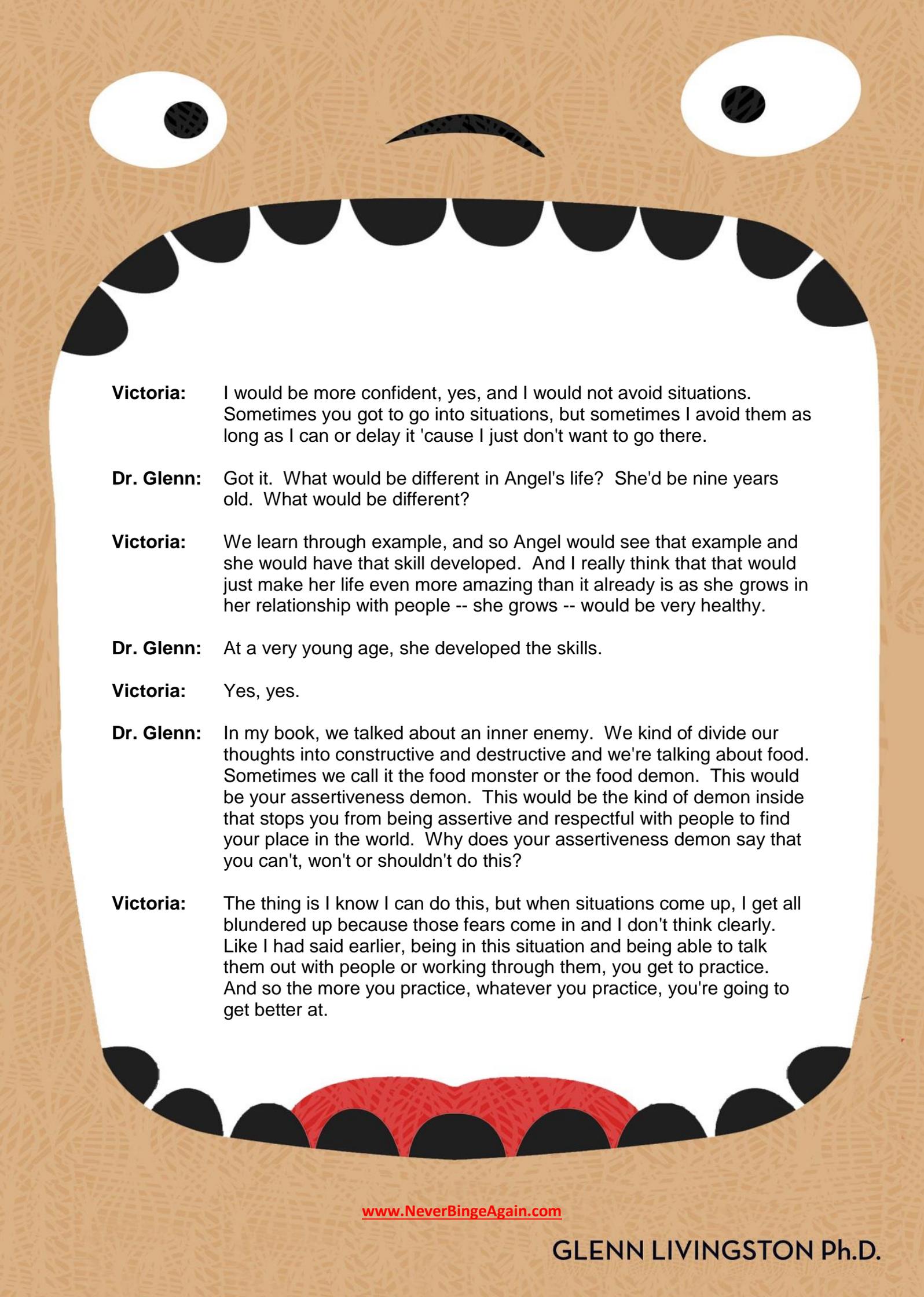
Dr. Glenn: I agree with you. As a matter of fact, that's why I have like small touchy with my left arm that says "Be kind."

Victoria: Yes. Yes.

Dr. Glenn: But, Victoria, suppose I met you in five years and you said, "You know what Glenn, that session had a real impact on me. And ever since we have that session, every time that I run into someone who's being aggressively disrespectful in the way they're talking to me, I respectfully let them know that I'd love to hear them out if they could talk to me kindly and quietly, and my life totally changed," what would be different in five years? How would your life be different? Like every single time, you were able to do this?

Victoria: I would have made a lot more connection with a lot of people that I wouldn't have otherwise. I feel like, myself, I would be in a lot more peaceful place overall just knowing that I don't have to fear these situations, knowing that I now know how to handle these situations.

Dr. Glenn: You'd have more confidence in the world.



Victoria: I would be more confident, yes, and I would not avoid situations. Sometimes you got to go into situations, but sometimes I avoid them as long as I can or delay it 'cause I just don't want to go there.

Dr. Glenn: Got it. What would be different in Angel's life? She'd be nine years old. What would be different?

Victoria: We learn through example, and so Angel would see that example and she would have that skill developed. And I really think that that would just make her life even more amazing than it already is as she grows in her relationship with people -- she grows -- would be very healthy.

Dr. Glenn: At a very young age, she developed the skills.

Victoria: Yes, yes.

Dr. Glenn: In my book, we talked about an inner enemy. We kind of divide our thoughts into constructive and destructive and we're talking about food. Sometimes we call it the food monster or the food demon. This would be your assertiveness demon. This would be the kind of demon inside that stops you from being assertive and respectful with people to find your place in the world. Why does your assertiveness demon say that you can't, won't or shouldn't do this?

Victoria: The thing is I know I can do this, but when situations come up, I get all blundered up because those fears come in and I don't think clearly. Like I had said earlier, being in this situation and being able to talk them out with people or working through them, you get to practice. And so the more you practice, whatever you practice, you're going to get better at.



Dr. Glenn: I want to get all of the things that the assertiveness demon says out on the table. We'll come back to all of them and we'll address them. It sounds like it says you'll be flustered in the situation itself and you won't be able to do this. You'll never get any better.

Victoria: Yes. At times it says, other people have more authority over my life than I do, which I know is ridiculous, but it still comes out that little thing in there.

Dr. Glenn: What else?

Victoria: It's not okay to be different, but it's easier just to conform. I mean, there isn't even a part of me that thought, "Well, maybe I should take the risks and do this so I don't have to go through this give Angel her immunization so I don't have to go through this," but immediately, I was like, "No, that's ridiculous. You're not going to be doing that," but it was so I could avoid this situation happening again. But I think like you are saying you have the tool, have a plan and follow through.

Dr. Glenn: What else does your assertiveness demon say? Other reasons you can't, shouldn't or won't do this?

Victoria: Well, it's the fear of having my child attempted to be taken away or all that. That comes in. Like I said earlier, I'm not sure what else.

Dr. Glenn: Okay. Good. Good. So let's go back over them one by one. I want to suggest that each one of them might have half a truth in it, but they have more of a lie in it. I want you to help me find the lies. How is the assertiveness demon wrong? How is it trying to dissuade you? So



when it says, you'll be too flustered in the situation to think clearly and you just won't be able to do it, where is the lie in that?

Victoria: No, there are situations where I have been able to be clear, so it's not true. It's not true in every situation.

Dr. Glenn: Such as? Give me an example.

Victoria: Let me try to think of one, but I know there have been some.

Dr. Glenn: Okay. That's all right.

Victoria: Okay.

Dr. Glenn: It sounds like you're confident and that's all that matters. Other people have too much authority over your life and you're going to have to comply, is that true?

Victoria: No.

Dr. Glenn: How come?

Victoria: Well, because a higher degree than I have or a position of authority, it's just something we make up as humans. But we're all human and we're all equal.

Dr. Glenn: That's generally true. If you happen to be arguing with a police officer or a judge or something like that, then you want to be a little more certain of that before you argue with them.



Victoria: Yeah. Well, I think kicking in your understanding and yeah, I wouldn't recommend arguing with them.

Dr. Glenn: And what your goal here is, is to invite a respectful discussion. It's not to prove them wrong.

Victoria: Right.

Dr. Glenn: You did not want to make the point to this nurse that children should not be vaccinated and let's have a big debate, you just wanted to have her talk to you respectfully and hear her out.

Victoria: Yes. Right.

Dr. Glenn: Is authority an issue in that case?

Victoria: No, because we're both humans with our fears and our viewpoints and our opinions and it's not going to hurt anybody to hear somebody out.

Dr. Glenn: When your assertiveness demon says that it's just not okay to be different so you better just be quiet and comply and take the abuse, what's wrong with that?

Victoria: It doesn't really make sense to be that way and that's like a people pleasing attitude, and you can't please everybody. Some people are going to like your decision, some people aren't and there's no way you can please everybody, so I got to do what I feel is important to me and my family.

Dr. Glenn: And when your assertiveness demon says that they're going to take Angel away, is there any truth to that?



Victoria: I know that I have the ability to not make that happen. I know what steps I need to take to make sure that didn't happen.

Dr. Glenn: Victoria, let me ask you a strange question. How confident are you now that when someone is talking to you abusively, that you're going to be able to calmly ask them to let you hear them out in a respectful way? How confident are you that you're going to be able to do that?

Victoria: I'm very confident. Much more confident.

Dr. Glenn: If you're going to put a number on that, like a percentage?

Victoria: I would say 80 percent.

Dr. Glenn: So tell me about the 20 percent.

Victoria: Well, the 20 percent is I'm not perfect and I might go back to the old pattern, but that's okay. I'll just keep practicing.

Dr. Glenn: So can I teach you something really weird?

Victoria: Yes.

Dr. Glenn: This is one of the pivotal insights we had in the book. If your assertiveness demon will always say, "All those old patterns are here, your reflexive, reactive, defensive patterns they're a part of you. You can't get rid of them, you can't cut out those neurological grooves and you're always going to remember it in so there's always the capacity to go back to that." See now, that's true. It is always there.



What happens is that people allow that to sabotage their confidence. And so we have a kind of strange trick that we use, which is a bit of a leap of faith. What we decide at this point is that we're going to purge from our human identity the negative thoughts that the assertiveness demon has. We're going to draw a much stricter line between us and the assertiveness demon and we're going to say that any thought whatsoever that suggests we won't be able to do this that would introduce any doubt or uncertainty, that belongs to the assertiveness demon. Because while we can't cut out those old memories, what we can do is make a decision to separate from that demon. And what that looks like is something like, "Well, I'm a hundred percent confident that I will always be able to execute this with grace, but my assertiveness demon has other ideas."

And it might sound like a subtle difference or kind of a stupid trick, but by embracing that philosophy, what happens is you're able to start purging all of the doubt and uncertainty into this fictitious entity, kind of act as if it exists, but we know that it doesn't really. We know it's all you. And when you can purge your doubt and uncertainty from your mind, then you can concentrate more on achieving the goal 'cause doubt and uncertainty takes a lot of energy away from you. It's almost like if an archer is aiming at the bull's-eye, what they want to be able to do is see the arrow going into the bull's eye before they let go of the arrow. If they're thinking maybe it's going to go in and maybe it's not, oh, I've missed that a hundred times before, I could miss that again. Maybe I didn't account for the wind, maybe I'm going to be a little bit off balance like I was so many times before. If that's what they're thinking, then that energy drains them and they're more likely to miss the goal.

Victoria: Yes, that's brilliant. It's brilliant what you're saying, so I get it.



Dr. Glenn: If you miss the target, that's okay. You just forgive yourself with dignity, figure out what went wrong and do it again. But you always want to commit with perfection like this. You commit with perfection and forgive yourself with dignity, you say, I'm a hundred percent certain that I can always respectfully intervene and ask to be talked to in a kind way so I can hear the person out, but my pig thinks it's impossible. My pig has other ideas. You just start listening for those ideas. Does that make sense?

Victoria: Yes. I love that. I love that.

Dr. Glenn: Good. Do you have any questions or concerns?

Victoria: No. This has been absolutely wonderful. Thank you, Glenn. This has been wonderful.

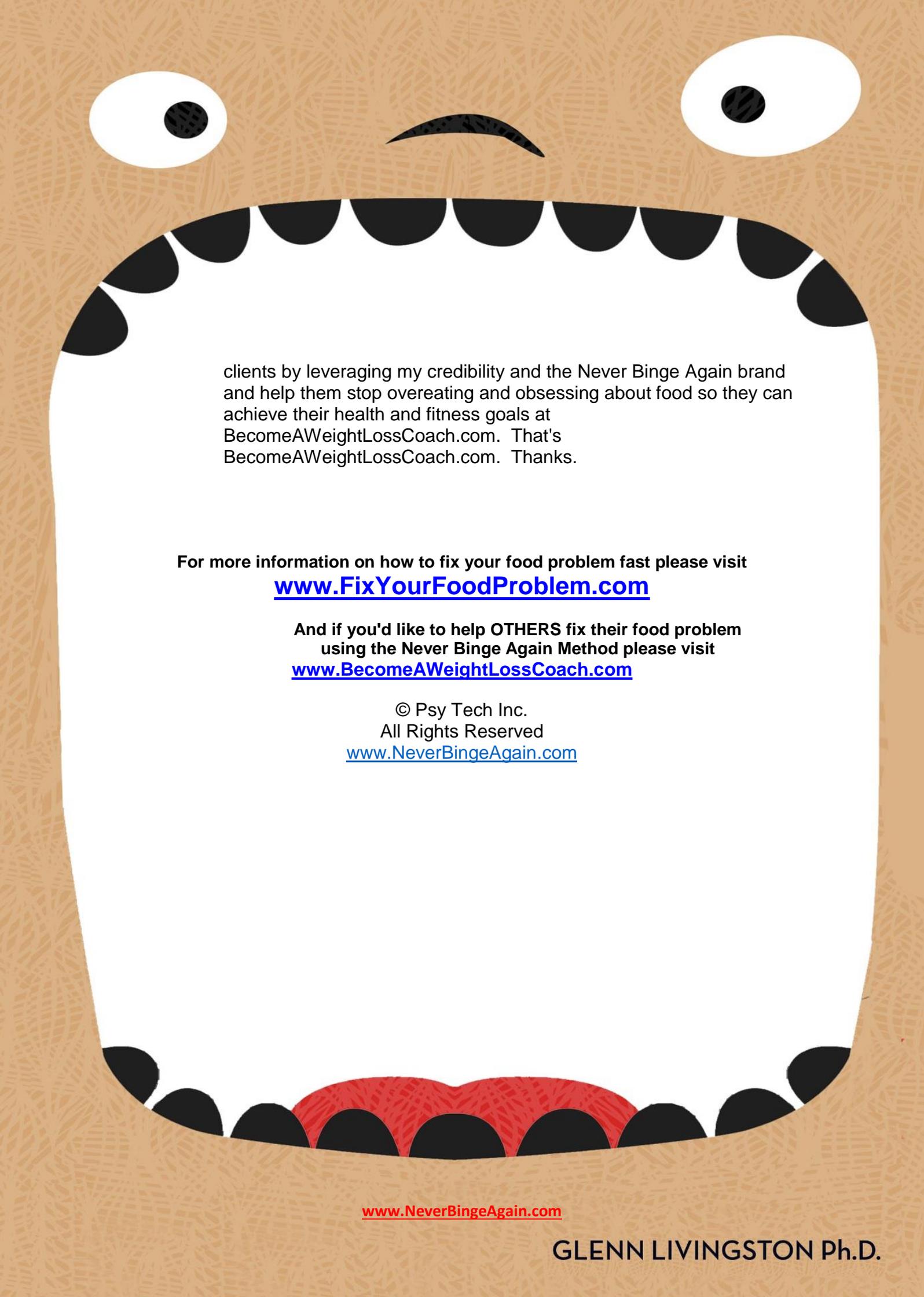
Dr. Glenn: Send me a note in a month to let me know how you're doing. Okay?

Victoria: Okay. I will.

Dr. Glenn: Okay, go get them. I'll talk to you soon, bye.

Victoria: Bye.

Dr. Glenn: Thanks for your time and attention. If you need personal coaching to fix your food problem fast, please visit FixYourFoodProblem.com. FixYourFoodProblem.com. If you'd like to become a certified professional Never Binge Again independent coach and turn your passion for Never Binge Again into a lucrative, rewarding and fun career, please visit BecomeAWeightLossCoach.com. That's BecomeAWeightLossCoach.com where you can attract high-paying



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GLENN LIVINGSTON Ph.D.