



Start Here Packet

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Welcome!

First, let me say that I am thrilled you have given yourself the gift of joining You First.

Reaching out for support can sometimes feel awkward and uncomfortable, but it is always a very smart choice – so, three cheers for **you!**

The You First **Program** was intentionally designed to be lean and uncomplicated because I want it to be as easy as possible for you to focus on two things: **1)** absorbing my coaching and **2)** applying my coaching (whatever parts of it that resonate with you).

The You First **Community** is available if or when you'd like to connect and/or share resources with other quality people who have chosen to integrate caregiving into their lives. (Your participation is optional. You are welcome to quietly lurk.)

All of the elements of You First are housed in one place – inside of our private online platform (hosted by a company called Mighty Networks). The information in this Start Here Packet will help you get set up on the platform and settled in.

I'm looking forward to getting to know you and contributing all that I can towards helping you move through this chapter of your life with as much grace and growth as possible.

Thank you for trusting me – I hope to see you at a coaching session soon!

Kristine

Disclaimer

All of the information I share as a coach in the You First program, in the You First materials, in the You First community, and on the You First platform is based entirely on my own personal experience and education – including my work with clients over the last two decades.

I have taken every effort to ensure that I accurately represent my content and its ability to assist you in staying connected to your self, your life, and your goals while you give care. However, I cannot (so I do not) *guarantee* that you will get any results using any of my ideas, guidance, tools, strategies, or recommendations, and nothing in this program, nor on my websites, is a promise or guarantee to you of future outcomes, advancements, earnings, or achievements.

As with any undertaking in life, your results will vary based on many factors, including, but not limited to, your circumstances and your ability, willingness, dedication, and aptitude in applying the guidance and information you receive. Since these factors differ for each individual, I cannot guarantee your results nor am I responsible for your successes or failures.

The modalities of life coaching and career strategy have their limitations and my services as a coach should not (and do not) substitute for the care of a psychiatrist, psychologist, therapist, or any other registered healthcare professional, nor the services of a CPA, attorney, or financial planner.

I do not offer professional/licensed legal, medical, psychological, or financial advice. But I do bake an amazing chocolate chip cookie (like world-class delicious).

What's included?

In addition to this Start Here Packet, these are the other elements included in the You First program:



Live Group Coaching Sessions

There are multiple opportunities to participate in group coaching with me each month. The dates and links for these Zoom sessions are located in the **YF/ Live Coaching Sessions** section of our online platform's navigation.



Recording Archive

Audio recordings of all of our past group coaching sessions are available to you 24/7 in the **Past Session Recordings** section of our online platform's navigation.



Private Coaching

You First members are welcome to book private sessions with Kristine at a special rate. Click on **Book a 1:1 with Kristine** in the navigation will take you to a page with all of the details.



Reflection Guidebook

This PDF booklet offers prompts to help you explore your inner landscape and clarify what might be useful for you to bring to our coaching sessions. If you are missing a copy of the Guidebook, you can download one in the **Start Here** section of our online platform's navigation.



Mental Self-Care Toolkit

This PDF booklet offers tools to help you increase your mental flexibility, shift your perspectives, and find and plug your mental energy leaks. If you're missing a copy of the Toolkit, you can download one in the **Start Here** section of our online platform's navigation.



Participation Policy

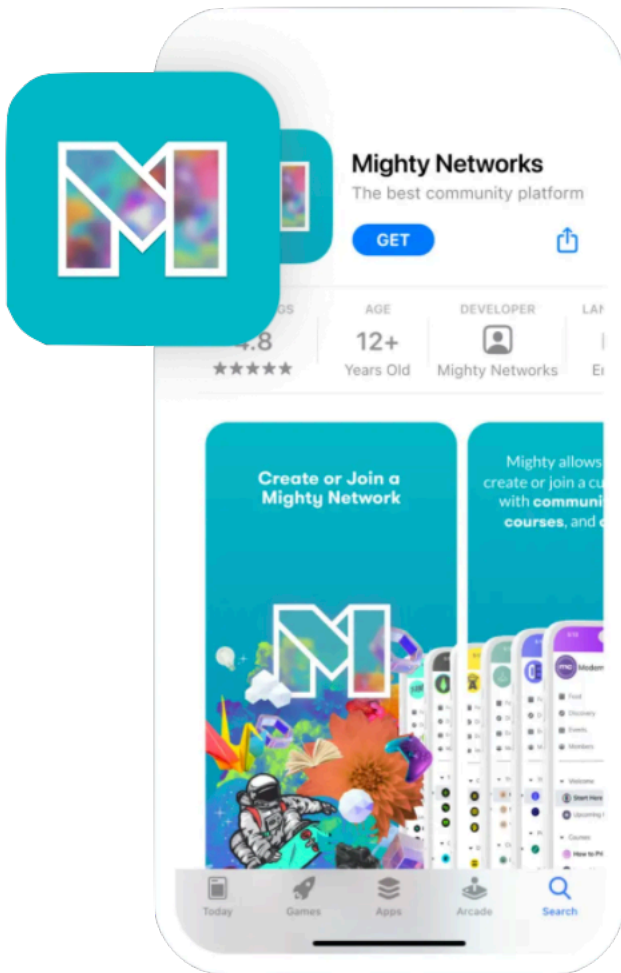
This PDF details the code of conduct you are agreeing to support and adhere to as a member of You First. A copy of the Policy is included at the end of this Start Here Packet.



Community

You First members can connect with one another (communicating individually as well as to the whole group) on our private online platform (hosted by Mighty Networks). Instructions about how to get set up on the platform and how to utilize the community, including the You First program materials, are on the next few pages.

Download the app:



For your convenience, our private online platform (hosted by a company called Mighty Networks) is available to access via an app on your mobile device.

The iOS app is compatible for both iPhone and iPad, and the Android app is designed to work perfectly on your favorite Android device.

You can download the app directly from the App Store or Google Play Store by searching for "**Mighty Networks.**"

(From your desktop computer, you can also request to have the app texted to you. Go to your Profile, click on "Personal Settings" and click on "Text Me The App". On the following pages you find instructions for how to access your Profile.)

Once you download the app, you'll want to find our specific Mighty Network community... select the option to "Find a Mighty Network" and search for "**You First.**"

You'll be prompted to sign in.

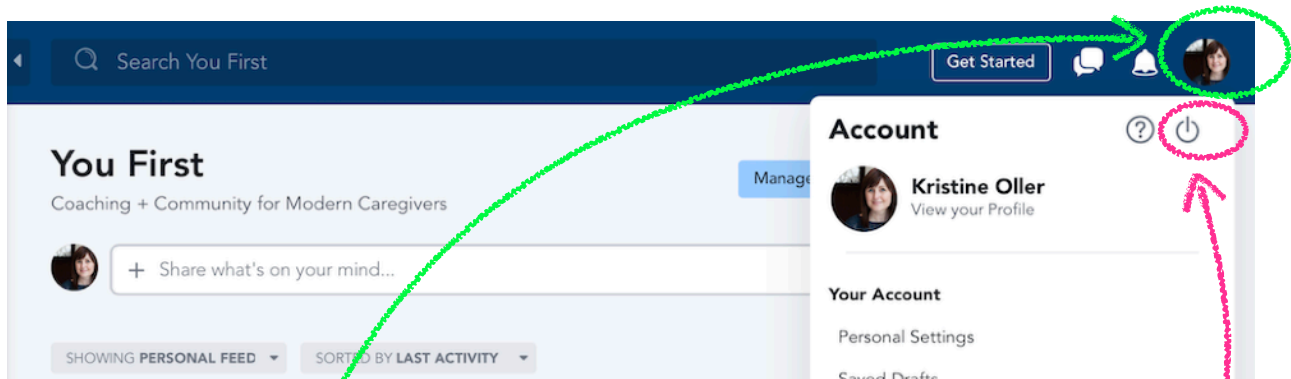
After your first visit, the app will remember you until you sign out.

How to enter our platform:



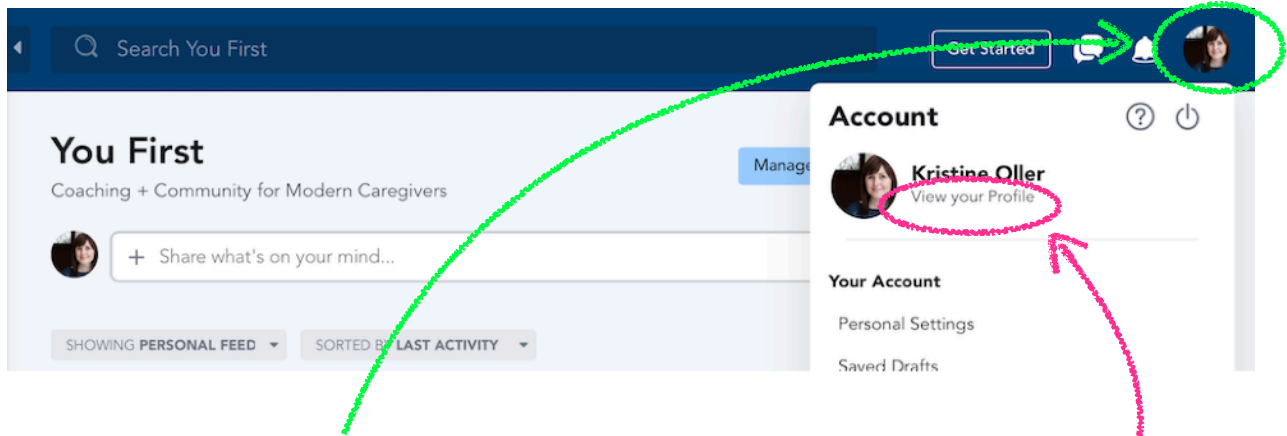
- 1) You can find the You First platform online at this address: <http://youfirst.mn.co>
(yes, it's .co NOT .com)
- 2) To log in to the platform, click the **Sign In** link.

How to exit our platform:



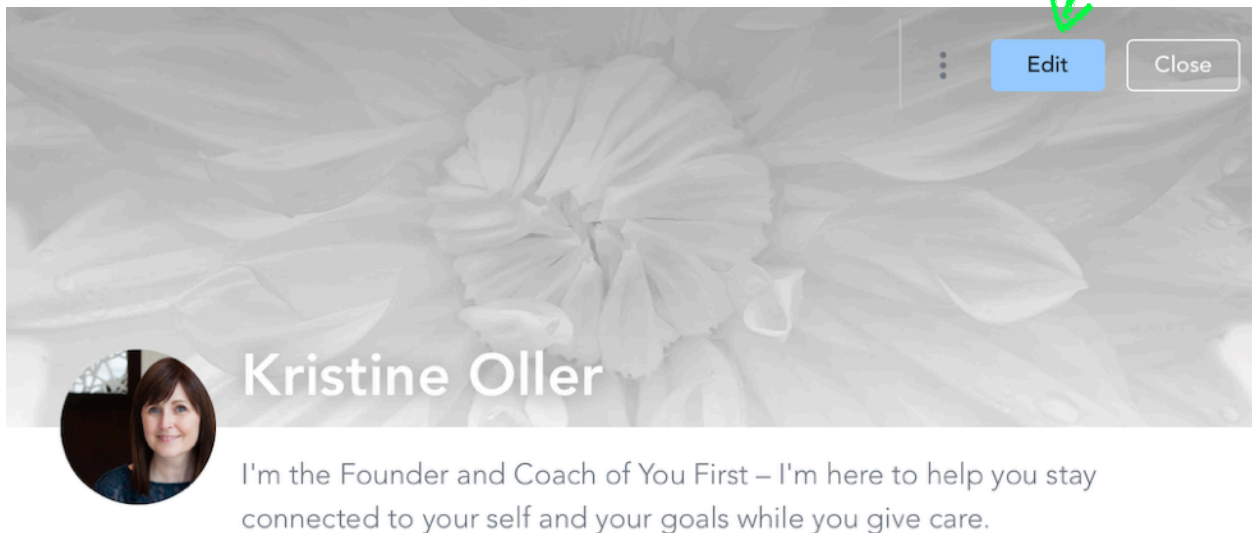
- 1) Click on the **round image** in the upper right corner of the platform.
(eventually this will be your photo or avatar image)
- 2) Then, in the menu that drops down, click on the **power symbol**.

How to create your profile:



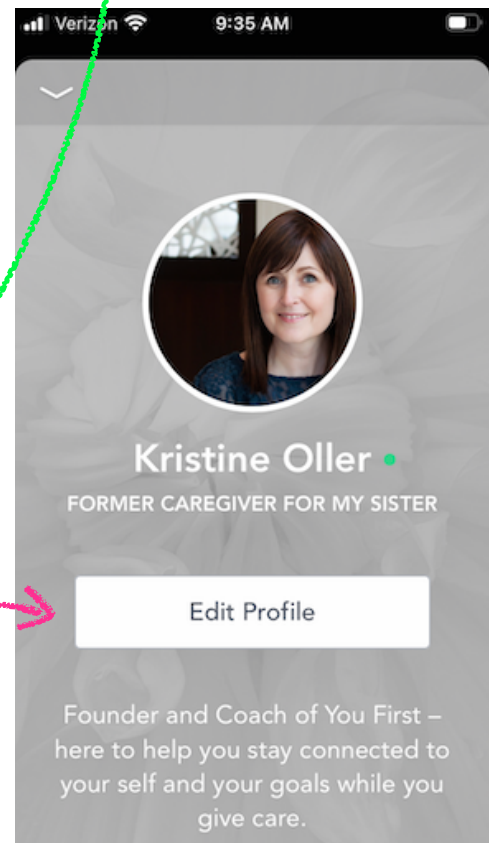
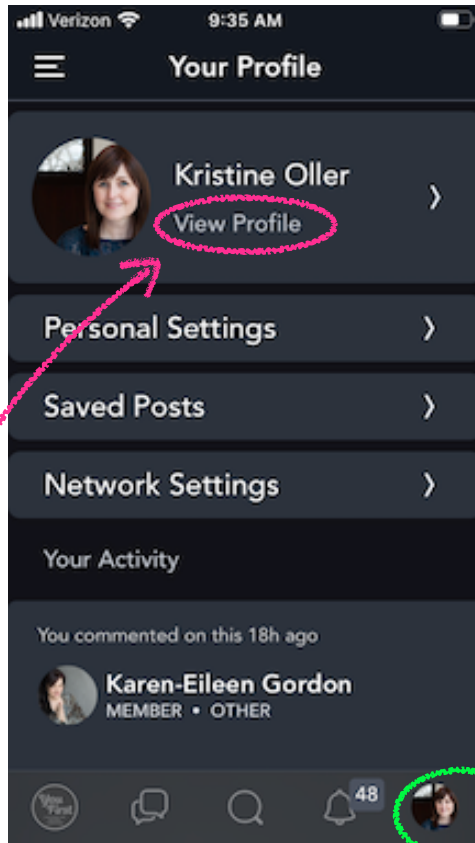
- 1) Click on the **round image** in the upper right corner of the platform.
(eventually this will be your photo or avatar image)
- 2) In the menu that drops down, click on **View Your Profile** under your name.
- 3) In the window that appears, click on the **Edit** button.

Another window will appear in which you can add your photo, description, your caregiver role, etc.



How to create your profile:

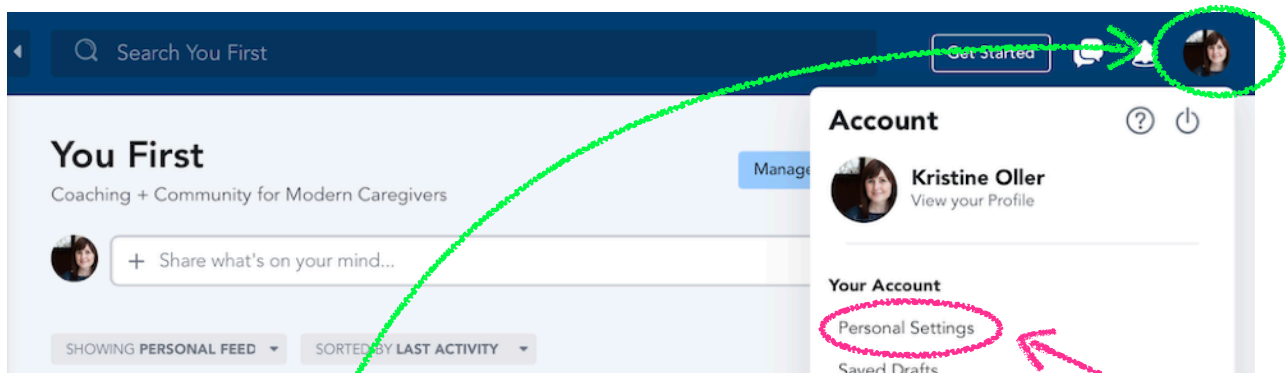
- 1) Click on the **round image** in the lower right corner of the platform.
(eventually this will be your photo or avatar image)



- 2) Click on **View Profile** under your name.
- 3) On the screen that appears, click on the **Edit Profile** button. You will be able to edit your photo, description, your caregiver caregiver role, etc.

How to choose your notification settings:

You can get notifications of the activity in our community – via the app and/or emailed directly to your inbox – either as the activity happens in real time, or in the evening as a daily digest.

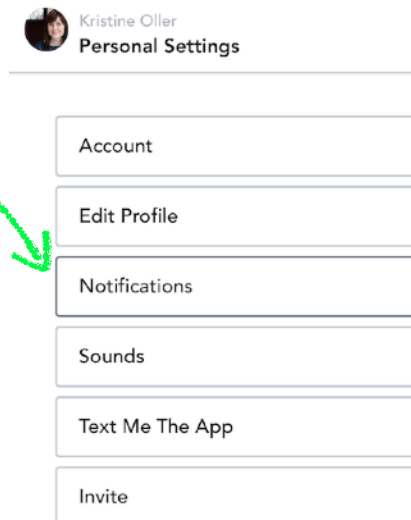


- 1) Click on the **round image** in the upper right corner of the platform.
- 2) In the menu that drops down, click on **Personal Settings**.

- 3) In the window that appears, click on **Notifications**.

Another window will appear in which you can adjust your preferences...

...you'll be able to select how (and how frequently) you'd like to receive notifications and exactly what types of things you'd like to be notified about.

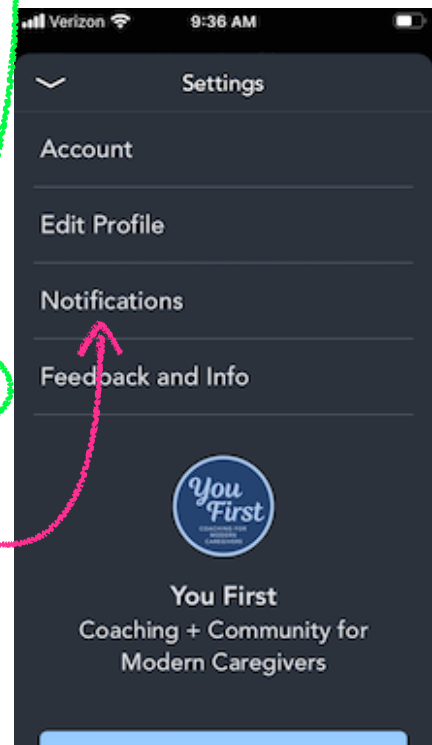
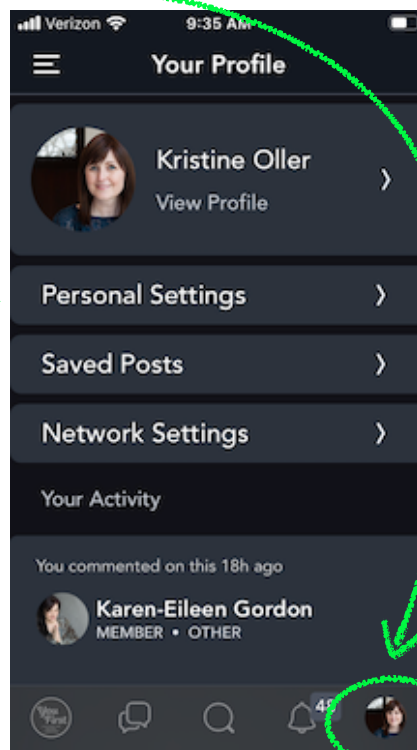


How to choose your notification settings:

You can get notifications of the activity in our community – via the app and/or emailed directly to your inbox – either as the activity happens in real time, or in the evening as a daily digest.

1) Click on the **round image** in the lower right corner of the platform.

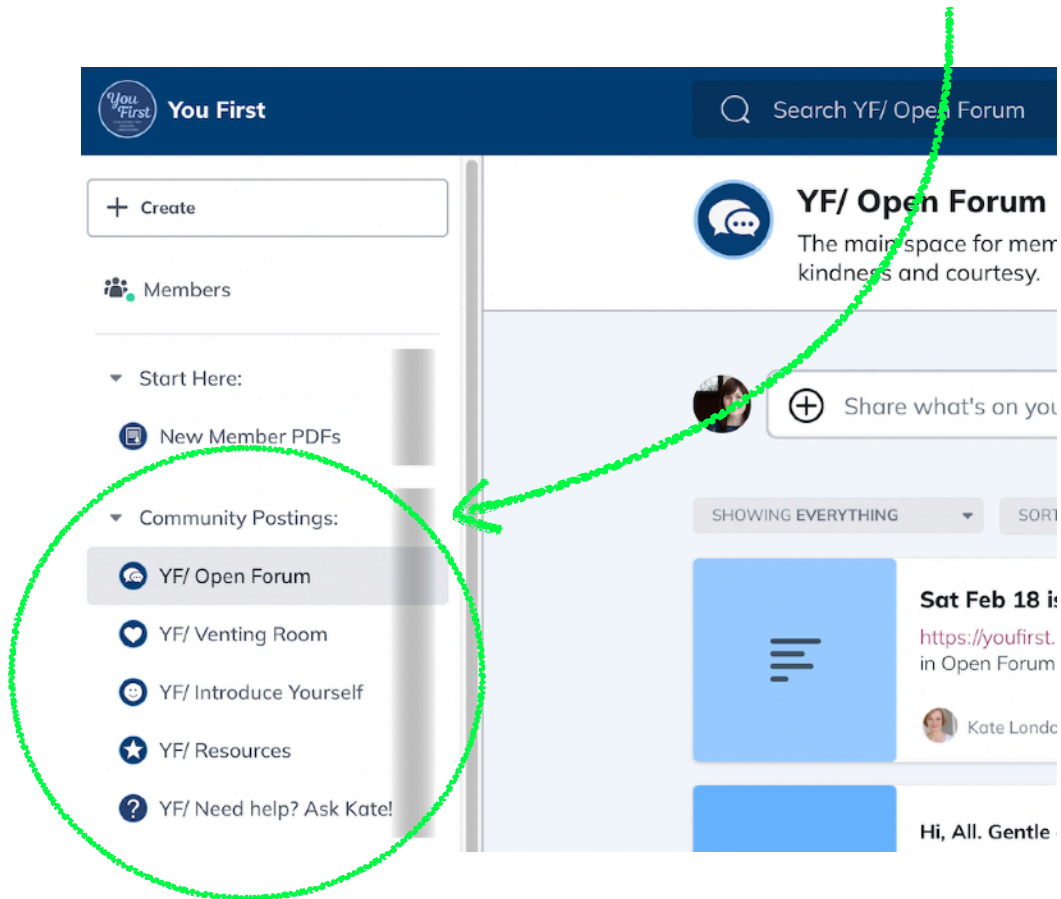
2) Click on **Personal Settings**.



3) On the screen that appears, click on **Notifications**.

Another screen will appear in which you can adjust your preferences... you'll be able to select how frequently you'd like to receive emails and exactly what types of things you'd like to be notified about.

Check out the Community Postings section:

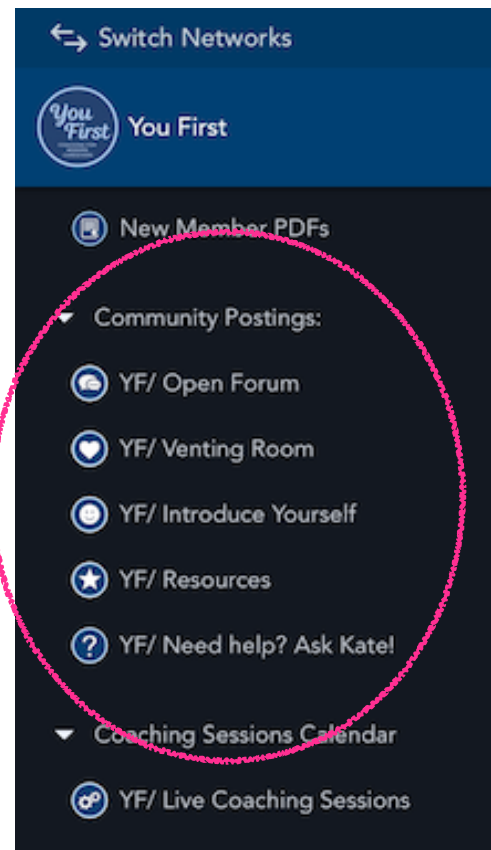
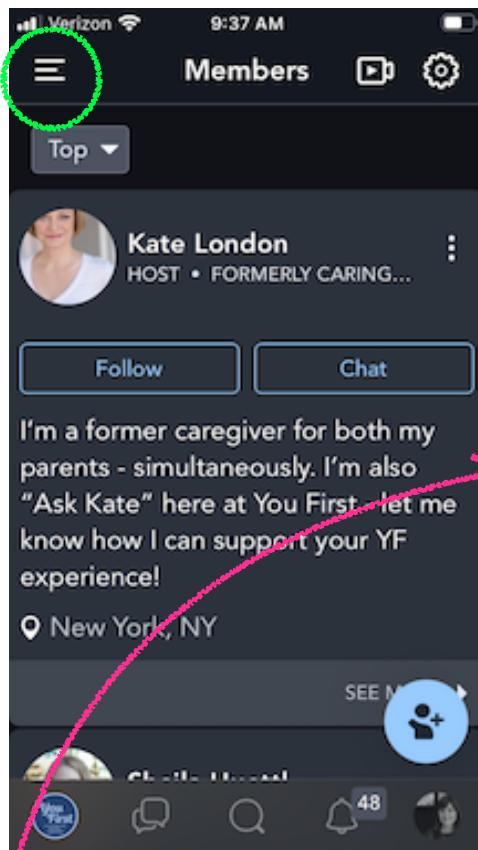


The **Community Postings** section is where you will find a list of the available **forums** within which you can post messages and communicate with your fellow members...

...follow, read, and contribute to conversations focused on specific subjects – it works similarly to Facebook but without all of the distractions.

Check out the Community Postings section:

Clicking on this icon opens the main navigation screen.



The **Community Postings** section is where you will find a list of the available **forums** within which you can post messages and communicate with your fellow members...

...follow, read, and contribute to conversations focused on specific subjects – it works similarly to Facebook but without all of the distractions.

our Community Postings forums:



YF / Open Forum

This is the main space to connect and share with your fellow You First members – always with kindness and courtesy.



YF / Venting Room

A place to scream without disturbing the neighbors. This is an advice-free zone... venting (and supportive listening) only. Posts will be cleared from this forum every couple of days.



YF / Introduce Yourself

Come and say a little hello to the You First community so we can give you a warm welcome!



YF / Resources

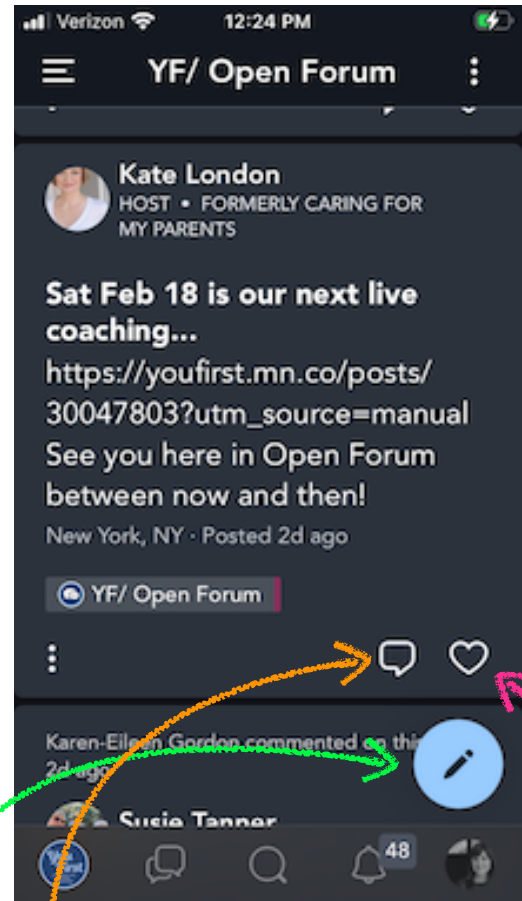
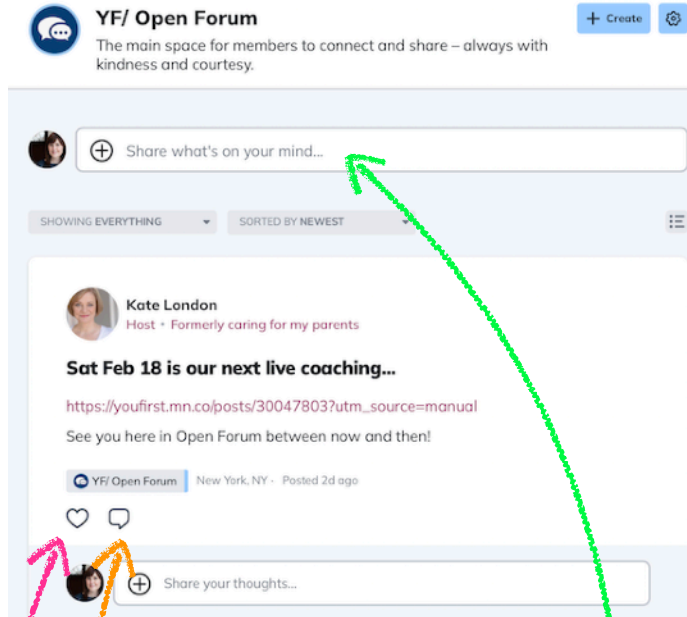
Our collection of recommended books, podcasts, websites, practitioners, etc.



YF / Need Help? Ask Kate!

Feel free to reach out to Kate London, our Community Manager, with your questions and suggestions.

Posting – write, reply, like:



Click here to **write** your own post.

Click here to **reply** to a post.

Click the heart to **like** to a post.

Communicate with members:

Here are the 3 things to know about communicating with members:

- >> If you post in one of our forums, all members are able to see your message.
 - >> If you “@mention” another member in a post or comment, that person will get notified that they were specifically mentioned. To do this, simply type in the “@” symbol and then start typing in someone's name and a list of members to choose from will appear.
- (That said, any member can **opt-out** of these @ notifications by adjusting their settings in the Notifications section of their Profile.)

- >> If you'd like to connect or communicate with a particular member **privately from your desktop** here's how:

- 1) Click Members in the navigation

You can search for a member by typing their name into the search bar

- 2) Click on the member you'd like to send a **private** message to.

- 3) Click the **Chat** button and a window will appear in which you can type your **private** message.

The screenshot shows the 'You First' website interface. At the top, there is a dark blue navigation bar with the 'You First' logo on the left and a search bar on the right. Below the navigation bar, there is a 'Members' section with a '+ Create' button and a 'Members' link. A search bar is also present in the 'Members' section. The main content area shows a list of members, with 'Kate London' highlighted. Her profile card includes her name, title 'Host • Formerly cc', a bio, and location 'New York, NY'. At the bottom of the profile card, there are three buttons: 'See Activity', 'Follow', and 'Chat'. Green arrows from the instructions point to the 'Members' link in the navigation bar, the search bar, the 'Kate London' profile card, and the 'Chat' button.

Communicate with members:

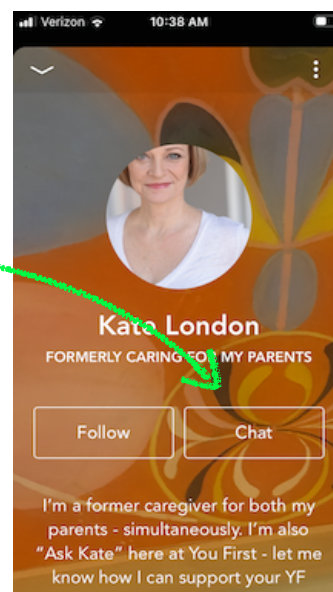
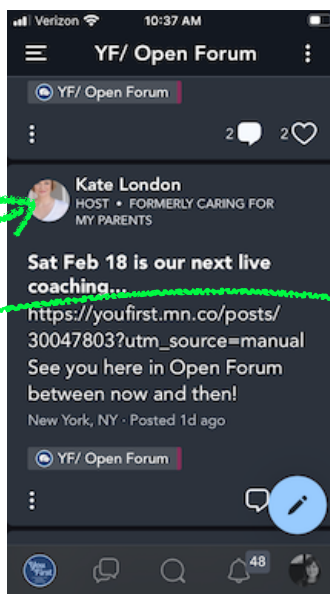
If you'd like to connect or communicate with a particular member **privately from your phone**, here's how:

Option 1:

Click on a member's name wherever you see it.

On the screen that appears, click on the Chat button.

Then, screen will appear in which you can type your **private** message.



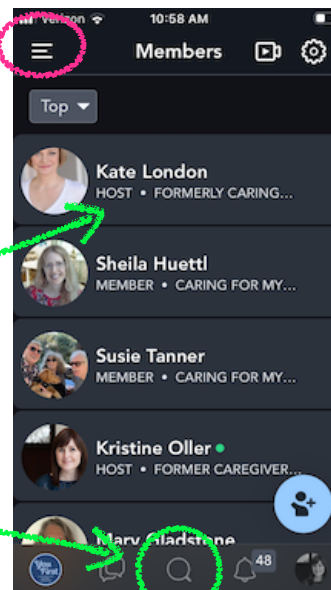
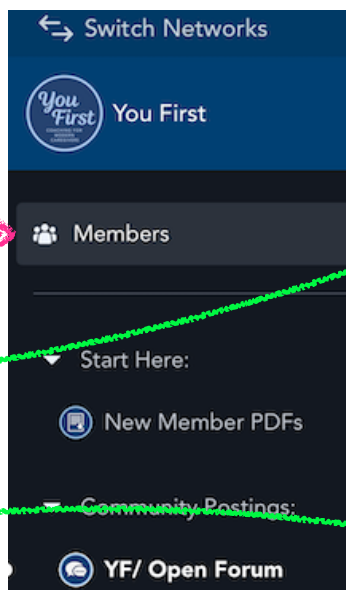
Option 2:

Click the **Navigation** icon.

Then, click on Members.

On the next screen, either click on the member you want to chat with **privately**.

Use the **search feature** to find the member you are looking for.



How to use the Venting Room:



YF / Venting Room

A place to scream without disturbing the neighbors. This is an advice-free zone... venting (and supportive listening) only. Posts will be cleared from this forum every couple of days.

Sometimes caregivers don't have a safe space (or can't immediately access their safe space) where they can let their guard down and VENT...

...so we created this special forum where you can release emotions or throw a tantrum – complain, share, scream!

You will not be judged.

You will not be coached or given any “good advice.”

Your post will simply be acknowledged with compassion **and then** it will be erased within a few days – so it won't “live” forever on the internet.

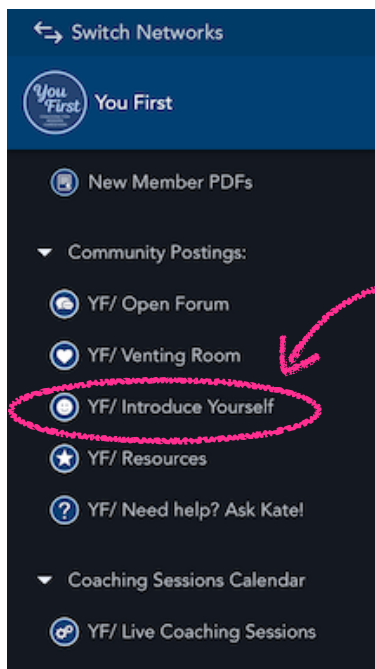
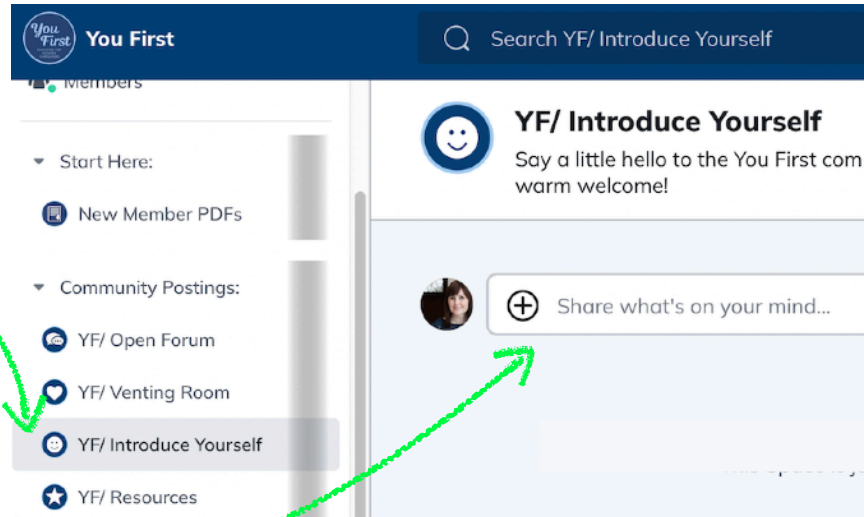
If you **do** want guidance on any issue you mention in the Venting Room, feel free to bring the issue up in one of our live group sessions or in a 1:1 private session with Kristine.

How to Introduce yourself:

Say a little hello to the You First community so we can give you a warm welcome!

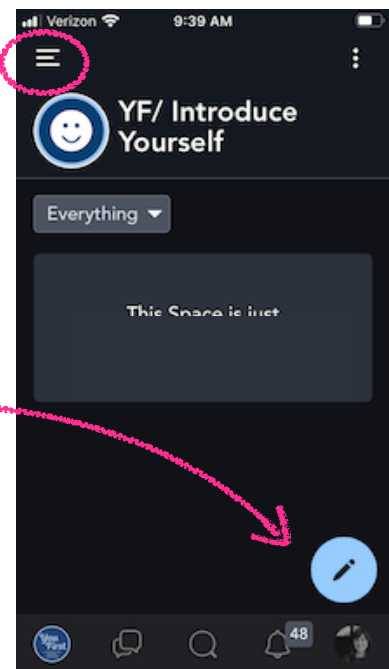
DESKTOP / IPAD:

- 1) Click on the **YF/ Introduce Yourself** forum.
- 2) Type your message.



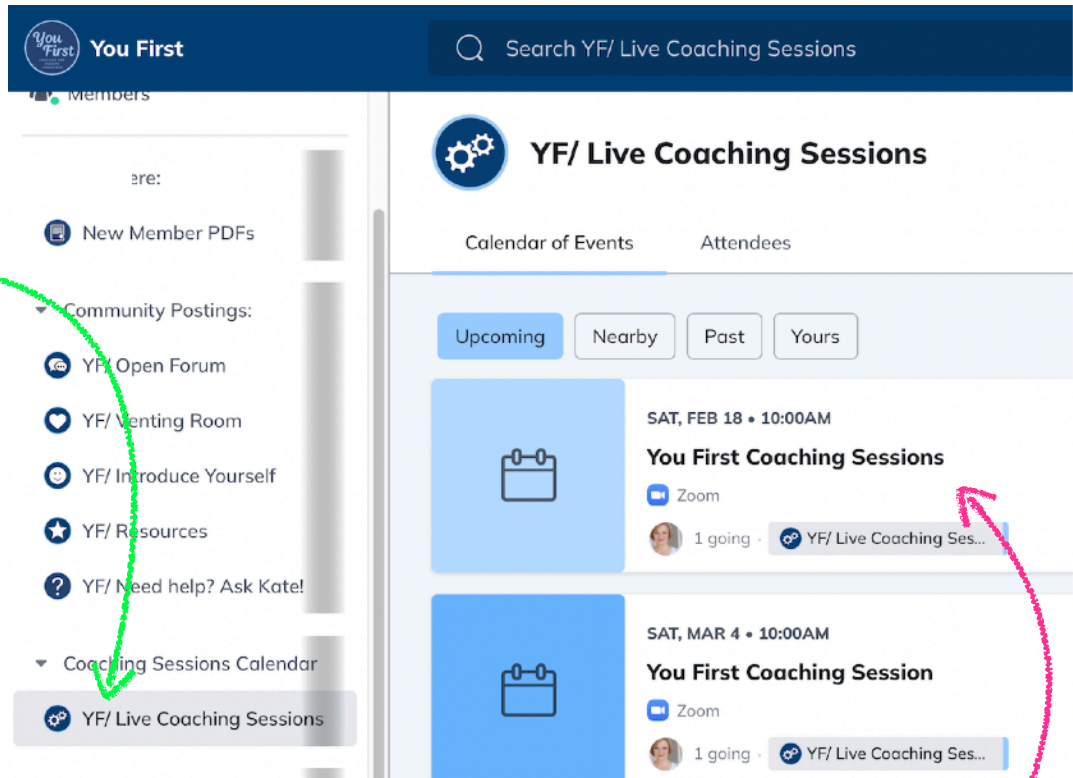
PHONE:

- 1) Click on the **Navigation** icon.
- 2) Click on the **YF/ Introduce Yourself** forum.
- 3) Click on the **pencil icon** to type your message.

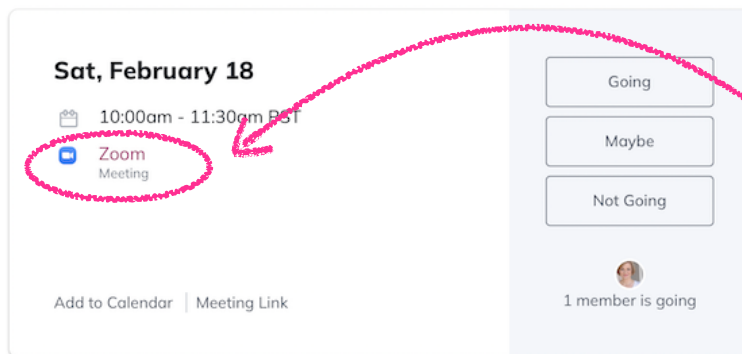


Access the Live Coaching Sessions section:

1) Click on the **YF/ Live Coaching Sessions** section where you will find a listing of all of the upcoming coaching sessions so you can add them to your calendar.



You First Coaching Sessions



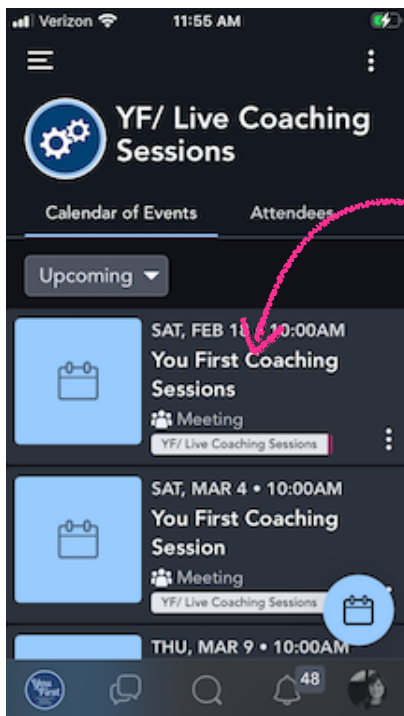
2) To join the live coaching session, first click on the session with today's date.

3) In the window that opens, click on the Zoom link.

Access the Live Coaching Sessions section:

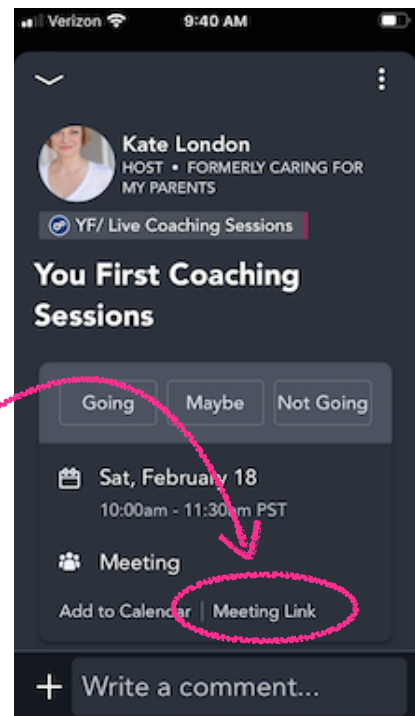
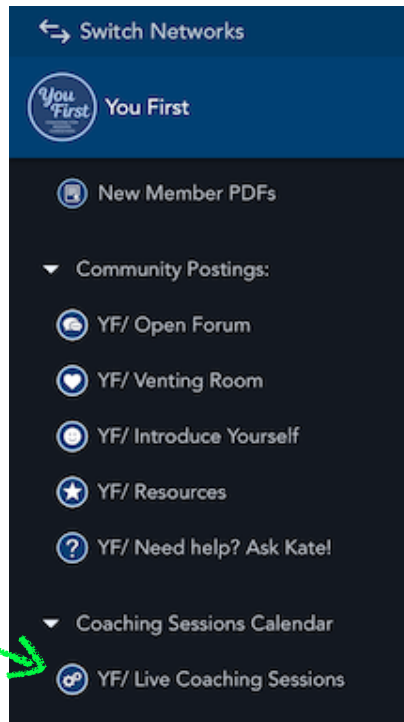
1) Click on the **Navigation** icon always found in the upper left of the screen.

2) Click on the **YF/ Live Coaching Sessions** section where you will find a listing of all of the upcoming coaching sessions so you can add them to your calendar.



3) To join a live coaching session, first click on the session with today's date.

4) On the screen that opens, click on the **Meeting Link**. That link will automatically take you to the Zoom meeting room.



Access the Past Session Recordings archive:

Our past coaching sessions are archived by year.

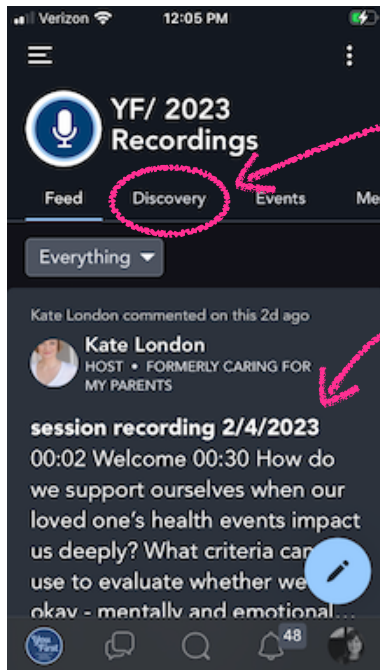
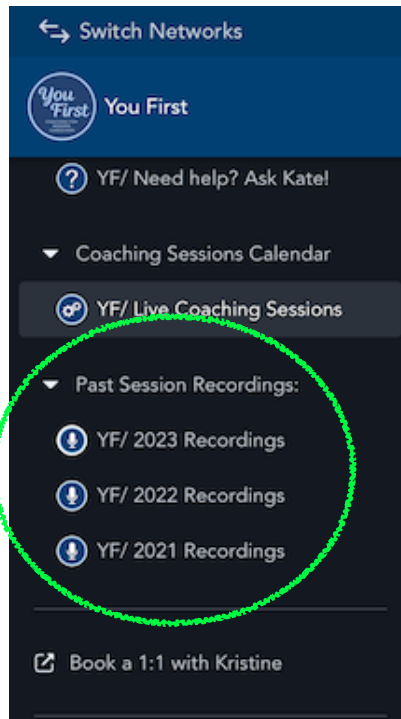
The screenshot shows the 'You First' website interface. On the left sidebar, under 'Past Session Recordings:', there are three options: 'YF/ 2023 Recordings', 'YF/ 2022 Recordings', and 'YF/ 2021 Recordings'. The 'YF/ 2023 Recordings' option is highlighted with a green circle. A green arrow points from this circle to the main content area. The main content area shows a search bar for 'YF/ 2023 Recordings' and a list of recordings. The first recording is 'session recording 2/4/2023' with a duration of 00:02. The second is 'session recording 1/21/23' with a duration of 0:04. The third is 'session recording 1/12/23' with a duration of 0:02. A pink arrow points from the text below to the recording list.

Listen to any of our previous coaching sessions by clicking on the one you want.

Access the Past Session Recordings archive:

1) Click on the **Navigation** icon always found in the upper left of the screen.

2) Our past coaching sessions are archived by year – click on the one you want.

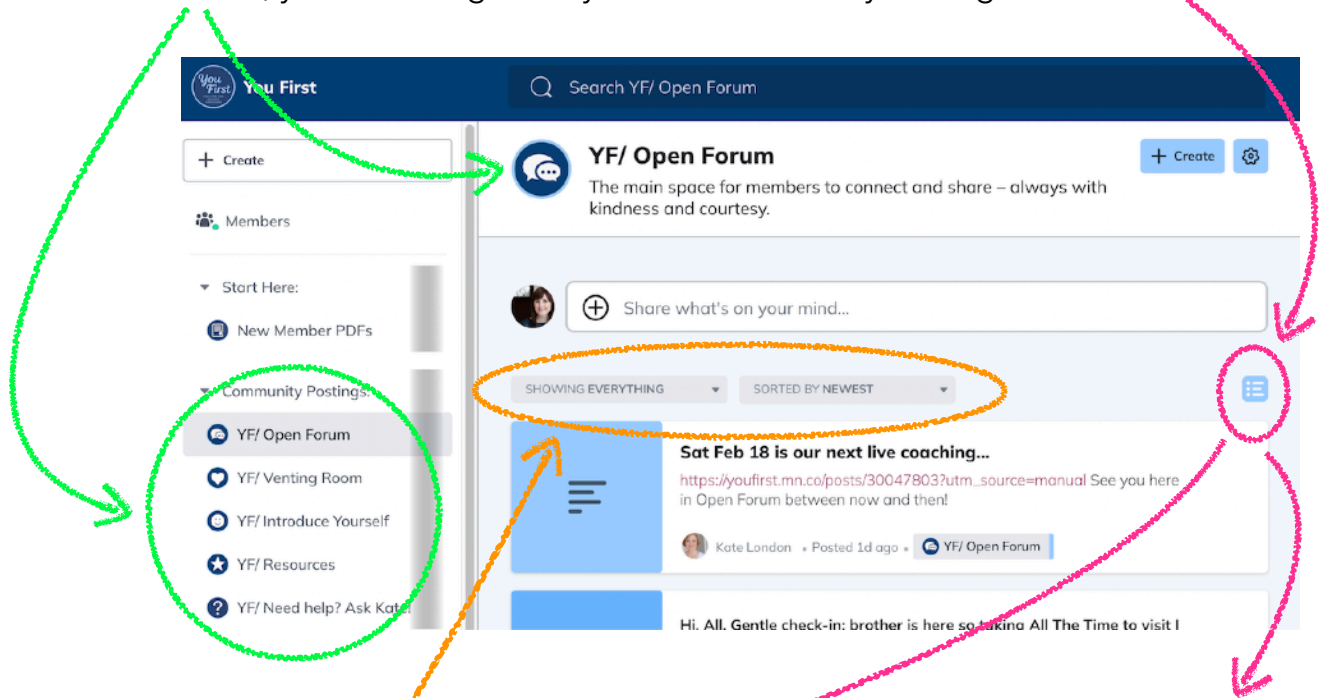


3) Click on the recording you'd like to listen to.

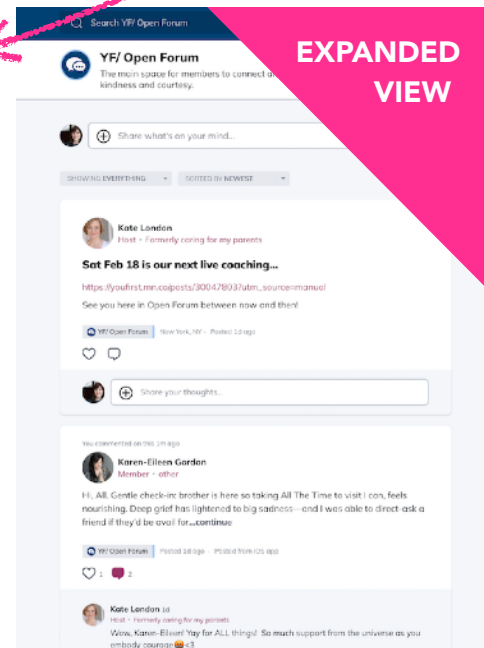
You can scroll down this page or click on **Discovery** for a different way to view /scroll through the recordings.

How to change your Feed View:

In all of our **forums**, you can change how you view the feed by clicking on this icon.

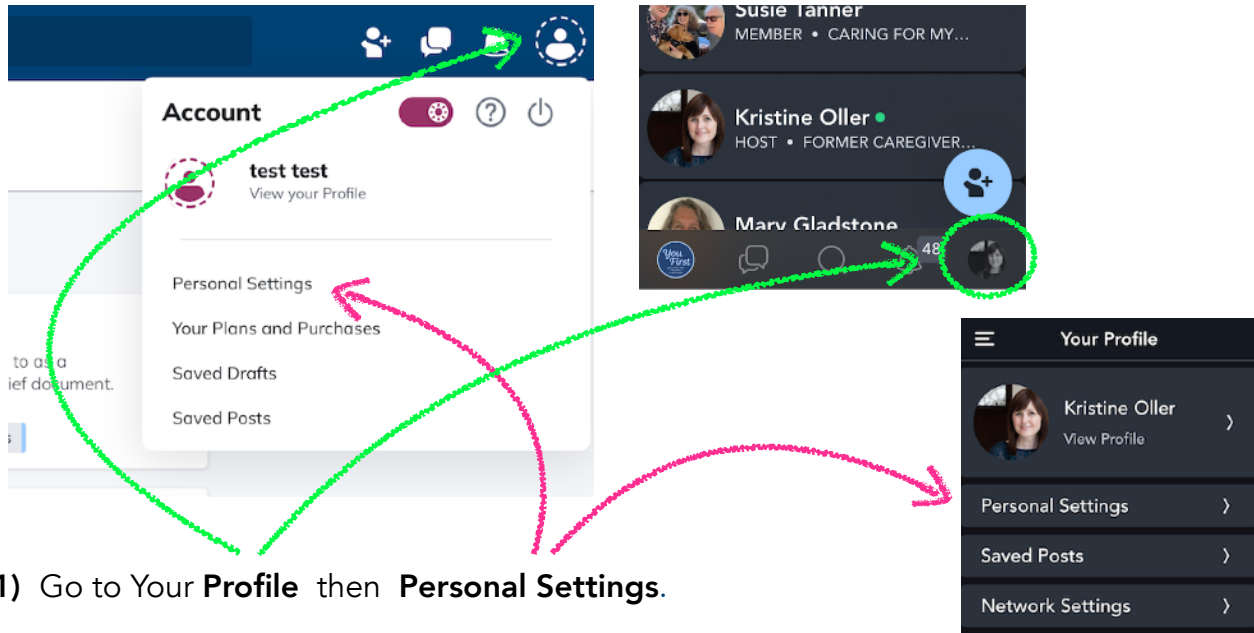


You can also use these two buttons to sort by different criteria.



Canceling your membership:

You can cancel your subscription and leave You First anytime.



1) Go to Your **Profile** then **Personal Settings**.

2) On the next menu you'll see a button that says **Account**.

3) On the next screen, you'll see a button that says: **Deactivate My Account**.

Your account will automatically be canceled at the end of the current billing period.

You will instantly leave the network and will stop receiving notifications. However, your activity (such as any comments or posts that you added) will still be visible to other members. If you would prefer to leave and **remove** all activity and contributions you have made, use the **text link** under the Deactivate button that says: "To permanently delete your account, click here."

If you have subscribed on iOS through an app on your iPhone use the instructions on this page to cancel your membership:

<https://faq.mightynetworks.com/hc/en-us/articles/204991129-How-Do-I-Leave-a-Mighty-Network->

Participation Policy

We, the founders, coaches, and support staff at You First, are invested in upholding and exemplifying the following tenets so that we can provide guidance and foster community in an atmosphere conducive to positive personal growth.

Your payment for and participation in this group program signifies both your **willingness** to embrace and maintain all four tenets of the our Participation Policy and your **understanding** that transgressions will be taken seriously and will likely result in a termination of your membership.



1) We are committed to maintaining supportive, safe spaces.

You are encouraged to **support** your fellow members by holding space for them, celebrating them, and sharing resources and ideas with them.

That said, you are required to help your fellow members feel **safe** by refraining from offering any type of **unsolicited** advice, tips, feedback, or coaching (on any topic, personal or professional). When you have the desire to share something that you think will benefit a fellow member, first **ask** if they are **open** to receiving your suggestion before you offer it – let **them** determine when the timing might be right for an exchange with you, and be gracious if they decline. Trust that everyone is on their own journey in their own perfect timing and it is not your job to fix or save or coach them.

With this commitment, you are helping to create a space where everyone can feel comfortable and at ease.

2) We are committed to preserving confidentiality.

Our coaching sessions and community connection platform are most powerful when members can be open, specific, and candid about their circumstances and challenges. To that end, you agree to keep the information shared by fellow members within our sessions and on our platforms **confidential**.

With this commitment, you are helping to create an environment of mutual trust.

3) We are committed to communicating with emotional maturity.

We expect you to take responsibility for your own energy and emotional regulation while participating in our sessions and communicating on our platform – this applies to both written and verbal interactions, personal or professional.

Each of us has good days and bad days and you are always welcome to show up “as is.” That said, we ask that when you do show up, you contribute as much focus and presence as you can in order to create a positive learning environment for you and your fellow members.

Collect your thoughts before you speak. Take a breath before you react. Reflect for a moment before you press send.

Rudeness, inflammatory comments, hate-speech, threats, and harassment will not be tolerated. Also, this is not an appropriate forum in which to share your views on politics, religion, or medical theories.

If you ever have problems, concerns, or suggestions – regarding fellow members, the coaches, the staff, or the program materials – bring those issues to our attention so we can consider whatever may need to be addressed or altered.

With this commitment, you are helping to cultivate clear, empathetic connections.

4) We commit to fostering intersectional social justice.

The spaces we invite you to create and occupy with us are inclusive across ethnicity, race, gender, sexual orientation, age, religion, physical appearance, physical abilities, and cognitive differences. We are antiracist and we stand with movements aimed at dismantling the white heteronormative ableist ageist colonial patriarchy.

We are committed to learning and unlearning, which means we are committed to owning and rectifying – to the best of our abilities – the mistakes and missteps we will inevitably make. These are the standards we hold you to as well.

With this commitment, you are helping to create a more inclusive, fair, and welcoming world.

The following people acknowledge and agree
to actively support all of the above,

Kristine Oller, the support staff at You First, and **you**.