

Jayant Abiliti

M: Hi Jayant. Thank you for your time. We have obviously gone through your profile and you've had a stellar career so far. So there are two different things when one is working for some of these big companies and then deciding to leap to do something of their own. So in brief, if you could tell us what made you take this journey into on entrepreneurship and in this journey, where has executive coaching played a role we can then lead on to that question and in that if you could just give us in a very short intro about yourself that would be extremely helpful.

R: Alright, so I'll start with your first question. Actually, I started my career being an entrepreneur. So the first seven years of my life, I was an entrepreneur, so in some sense, you know lives comma full circle.

M: OK.

R: Umm, but I've had the opportunity to do, you know, entrepreneur work in two of the world's largest companies and then go work for a small Indian.

M: Nice.

R: I would say small, mid size B2B owner driven company. Umm I exited Barcode India last year now. Not this year. In March of this year, primarily because, you know I had joined Barcode India to meet certain objectives and I didn't think I was going to be in a position to meet those objectives. So I decided to do something else with my time. How coaching help me is it's a great question. And now, as far as I'm concerned.

R: So one I had spent time with Smriti getting coached myself and then I have all that. I also got trained to become a coach through CoachArya. So I spent, what was it about 50-60 weeks. So I am qualified to be a PC, I just haven't applied for the credentials yet, but I went through that entire training, so I think that entire experience of getting coached and then training to become a coach, it certainly helped my own self awareness. I think that's the single most. Or important takeaway that I became a lot more self aware about how I'm feeling, how I'm reacting to things. What's the voice in my head? So it has just helped me deal with this period of flux a lot more patiently, calmly then I maybe otherwise would have. This is a period of great anxiety. This is a period of grade flux, but I I lean on whatever I've learned about myself. Some of the tricks or techniques that I learned you know, during that entire process, I think those have been invaluable and just going through this process because the journey of being an entrepreneur is a difficult one. It's a lonely one. It's one that's played by a lot of self-doubt more than anything else, but I think I'm doing reasonably well and just being able to manage myself. That's how that entire journey has been.

M: So just to do kind of a flashback to as you said, it was a time of anxiety and flux. So if we had to ask you, what made, what was the trigger to go for a coaching? What prompted you and when was this so? If you could just, you know, elaborate on that part.

R: So let me think I started working with Smriti in... Let me go back to my hold on... I'm looking at my WhatsApp message told me.

M: Yes, I understood. I got it.

R: Yeah, so this is February of 21. So almost three years ago, when I started working with her and I think I spent quite a bit of time with her and maybe we had 15 or 16 sessions together.

M: Hmm, right. Wow.

R: And then so 15-16, that lasted for three or four months, went on till summer of 21.

R: And then in soon after, I think in September or October of 21, I joined the foundation course first with CoachArya and right after I got into the advanced course. So this entire journey started from February 21 and went all the way to, I think it was June of 22.

M: Wow.

R: But I must also add that I have also been in therapy since 2018-2019.

M: And that's that's. OK.

R: So I have been in this journey of just self awareness, self discovery for a long time.

M: Awareness. That's right.

R: So why did I decide to join to work with those Smriti was so I had joined Barcode India, which was a completely different kettle of fish. You know, I wasn't used to working in a company like that. My training was Apple and Microsoft so I had clearly overestimated my own self. You know my own capabilities. And so when I when I got in very quickly, I found that there were areas where I was struggling.

M: Umm.

R: And that I needed to, **ALS** said, become a lot more self aware. They were clearly blind spots, so that's what prompted me to uh, engage with Smriti.

M: Right.

R: And I found the time I spent with her was very insightful. And then I nominated 6 people from Barcode India to work with her.

M: Oh, nice. So, so. But then how did you know about Smriti? How did you get to know her? And you know, did you know her from earlier on? How did you decide?

R: She was introduced to me by a very close friend of mine.

M: Umm.

R: My friend and I were talking. And I had gotten her to work with Barcode India at another capacity. She's also a coach herself. And then I told her that these are the areas that I was struggling with in.

M: OK.

R: That's when she said, Why don't you work with Smriti? Smriti was introduced by common friend. Well, a classmate of mine from school and someone who was fifty was colleagues with at McKinsey, I think.

M: Got it, got it. Yes, McKinsey to us. Ohh right.

R: Yeah.

M: So then, so do you went about obviously through a friend, so obviously it would be a, a telephonic conversation to you know figure out the next steps. But you know, even if somebody recommends what I have heard about coaches is it's about how you hit off with that person. And when you speak, so if you could recollect, you know when you first spoke to Smriti, how did you decide that you know she's the right person to take me through this?

R: You know, first and foremost, you have to be ready to be coached. That's the most important thing, you know. You can. You can. It's not coaching or therapy or it's not something that can be trusted upon someone.

M: Yeah.

R: You have to be a believer.

M: Hmm, right.

R: You have to think that you need help when you have to believe that this would help you.

M: Right.

R: It's like how people go to the gym. You will not go to the gym. if somebody's forcing you to go. You will go because you truly think you know it'll help you.

M: You need to go.

R: It'll help you become better.

M: Yeah, alright, right.

R: So that was point #1. So that's the most important thing. Now I think increasingly with time, the awareness around coaching and getting help and mental health and mental issues, that's gotten so much visibility and it's part of mainstream conversation now that it's not that one exotic thing which is not for me. Right. So that's first, uh.

M: Right.

R: Second, when I spoke to a Smriti, I personally didn't want to deal with someone who had a background like mine.

M: OK..

R: I wanted to deal with someone who's almost from another world, so in that sense I was just looking for a mentor.

M: Hmm.

R: A lot of people are looking for mentors because they have questions to which they need answers.

M: Today. Yeah.

R: I knew that I needed to go a lot deeper and at that it didn't have to be superficial.

M: Right. So mentor would be usually work related. Somebody from the category or something and coach is a little deeper.

R: Could be work related, could be?

M: Somebody who's helping you deal with your life as you said, the whole self awareness aspect of your life, yes.

R: Yahoo coach shows you a mirror essentially right? They ask. They don't tell. That's the difference between a mentor and a therapist. They tell you, ask them and they'll give you an answer or solution. Coaches are not supposed to give you answers or solution, but at that time I must say I didn't really know the difference of what a coach truly does.

M: Right.

R: I didn't know that there were these multiple schools of coaching and that, you know, stability belong to one school and she had a orientation and she had a training.

M: Yeah.

R: And it's only when I got enrolled in CoachArya and then I started getting coached on the ICF model. And then I realized that there are these things.

M: Right.

R: I didn't know all of that, but yeah, the thing that you have what they call a certain chemistry with the coach.

M: Yeah.

R: So in that sense, that wasn't a problem with her.

M: Yeah, of course.

R: So what I recommend that there be sessions which are more in person. I would think so. I think there is value to being face to face and being in the same room. Because there is so much that you can just tell absorbed by body language, which is impossible to. Uh. Kind of recognize virtually, but yeah, we met and I think because she came from a trusted source that helped.

M: Right. Right.

R: Ohh, and then we just kind of hit it off and she was able to make an impact almost immediately. But again because I was a believer, you know, I didn't approach this as something that's been thrust upon me.

M: Absolutely.

R: And then I have to do this.

M: Right, right.

R: So she was able to make an impact and then we continued for quite a bit.

M: So like you said, it's almost a year that you you've continued say some 16 sessions. So when you started out, was there a plan in place or it was just let's go from one session to another, how did you feel better?

R: Yeah, there wasn't a plan in place, but I knew that this would mean at least 6-7 sessions. It wasn't like bucket detail but I think I was meeting her.

M: Hmm hmm.

R: Once a week, and then it moved to twice a week, so it didn't go on for a year, so it was very intense.

M: So was this not the COVID period and was it?

R: It was a. 21. No, it was we had moved past COVID.

M: OK, OK. Hmm.

R: Everyone was back at work. Uh, so I was meeting her fairly often.

M: Look OK.

R: If I, if I recall. Yeah, I was meeting her once a week to begin with. And then it moved to once in two weeks before we kind of warmed it down.

M: OK. And so as you said, it used to be one session after the other, nothing planned. But you had a almost a six week kind of 6 sessions, kind of a plan earlier on when you started off.

R: You know, when I say nothing planned, it wasn't that we are going to do 20 sessions or third. No, nothing to that effect.

M:Umm hmm.

R: But I also knew this was not going to be a 1,2,3 session thing that you know, if I really wanted something out of it, then it would mean investment of time and money and effort and all of that.

M: can you give us a little more detail on how this progress because it was, as you said in the beginning 16 sessions over a period of about four months. So, you know, given the first few sessions and then the last batch of session work was the progression like what changed, how did things evolve?

R: So again, as far as I'm concerned for Florida. Remember, there was no curriculum that in the first two or three weeks this is what we are going to do then this is what we're gonna do and then this is what we are going to do. Of course, when we started out, you know she will ask you what are your objectives? What do you want out of this? So and then where do you think your weaknesses are? I think that's standard, but I think all of that gets left behind very, quickly because very soon you realize that what you really want out of this is not what you said in the beginning. That was very superficial right? Eventually you end up what you really want is to get a much better understanding of how what makes you think, what gives you energy, what takes your energy away. So if you start understanding yourself at that level, then you take care of these problems which are very, very superficial. So where we started and where we ended, would be two very different points.

M: Very interesting.

R: However, how each session would flow is we will work on.

M: OK.

R: There was a pattern to every session.

M: Yeah.

R: We will start with an objective, OK. So what do you want to achieve out of this session? So I think that what is established at the start of this session, and because this was insightful, you would spend the week thinking about the session.

M: Right.

R: OK, this is what I learned. Where does this apply? What can I do about it? Is there anything else that's coming to me? So invariably, why don't we get to the next session? I would have something to talk about.

M: Umm.

R: So then we would talk about that.

M: Any examples that you could give? I mean generally as to what were some of these topics you learned? Can you share about if you're comfortable?

R: Umm. I mean, for example, one of the things that I brought to the table was that I generally left very unsatisfied, but I'm never happy with what I have achieved and it turned out that, you know, I will almost habitually would set up goals for myself which were impossible to achieve as a result, so I was never happy with something that I got because I would think, oh, this is easy to get. That's why I've got it so that I would go set goals which were impossible to achieve.

M: Right.

R: And there was this technique by way of which she made me arrive at that point. And that was very, very powerful.

M: Absolutely, yeah.

R: And so then I realized that the problem is not with me, but it's with the goals that I'm setting for myself, and hence the problem is with me.

M: Right, so I'm being very harsh on myself actually, yeah.

R: But it yeah, so that was very enlightening. So just as an example, there were four or five such things. The difference between for example, I would always tell myself that I don't like playing politics and I keep away from politics. But I realize that politics is not really a dirty word. It's almost a survival tactic. And so therefore, it is a skill that I don't possess.

M: Yeah.

R: So I went from saying, hey, this is a dirty thing and people who do politics are bad to going to a place that, hey, it's a skill and you don't have that skill. So you know that's the kind of journey. And they were I would say out of 15, not every session was this impactful and this insightful.

M: Of course, yeah.

R: But I think they were a few sessions which were very impactful and very insightful. And I think left a very meaningful impact.

M: Right. Right. So when was it? When you know you felt that after that whole, once a week, to moving it to two, you know one session in two weeks, what led you to take that kind of a step, what did you feel more comfortable about and that you thought you could?

R: I think so after the point I'm thinking about. I failed diminishing returns or there was work that I was supposed to do before a session and I wasn't able to do it.

M: Ah, OK.

R: So you know, she would give you stuff to do. OK, I want you to think about this or make a note. And when we meet next and I wasn't able to come to the meetings prepared. It requires work on yourself and you just can't show up to a session.

M: OK.

R: Uh umm, so I must have felt that, you know, I'm not putting in the work and that's maybe then what led to it dwindling.

M: OK. Umm. Right, right.
And by the end of it, you know, after those four months when you closed uh, uh was what was it a kind of a closure or is the door and window still open for any conversation that you need to have on an ad hoc basis with her.

R: I haven't reached out to her on an ad hoc basis, but as I said I was very impressed by the time I spent and it led clearly to two things. One I nominated 6 people from my own company to get quotes by her and BI was so impressed that I got trained to become a coach myself.

M: Yeah, that's like big, big credentials for Smriti.

R: Ohh. Yeah.

M: Yeah, right.

R: So, but she and I are in touch, but I haven't really reached out to her for a question or something that's bothering me.

M: Sure, sure, sure.

R: But I I'm sure if I want to I could.

M: Alright. So when you decided to become a coach and you got onto that journey, was it a, you know, your continuation of the sessions that you had or was that a completely different?

R: I mean it was a continuation of the process of self discovery and self-awareness.

M: Umm.

R: But I didn't take what I learned in the session with Prithvi into these sessions. No, because we were a class of eight or nine people and then there was a trainer. So the trainer obviously ran the sessions, so this wasn't a one to one. This was a one to many.

M: Umm.

R: We were a cohort.

M: OK.

R: Uh, but again, as I said, more than talking about specific things. It was the change that was being made at a more fundamental at a more grounded level in me, so that person clearly went from here to here.

M: Yeah. Now, that you've all already gone through this and you are a certified coach to say, do you feel that now when you look back at your own experience, the way you know your sessions were structured the way you did things, would you have done things differently now that you know the tricks of the game?

R: No, I don't think so.

M: OK.

R: So one, it's up to the coach to structure and you know you have to submit yourself to the you. You can't be leading those conversations.

M: No, right?

R: It's the coach. That's the coach's job to lead even without, I mean, without wanting to lead.

M: Hmm.

R: But you have to leave. I mean, that's the thing.

M: Right.

R: That's the beauty of being a great coach that you know, ostensibly you're not reading, but you are in, you know.

M: Yeah. So you know in terms of how you worked out the sessions with her and as you said you were expecting a few at which it got extended.

R: Yeah, yeah, yeah.

M: Can you talk little bit about that?

R: You had a person, we had a possession pricing and then she would raise an invoice at the end of the month. Uh, this is the number of sessions I had in that month.

M: OK, OK. OK. Uh, are you comfortable sharing that?

R: That I think I'll leave to Smriti.

M: Ready to take it? OK, fine. I will try and check it from her. OK and then in and around. You know, when you were doing it have you come across any other? Probably a coach or a firm which is doing extensively well when it comes to executive coaching.

R: Offering coaching, but there are quite a few now, so again because I trained with a bunch, most of them are now become full time coaches.

M: Yes.

R: You know, so they had corporate jobs.

M: OK.

R: They've given up corporate jobs there, coaches or they they are and continue to be in human resources in large companies. But you know, they have gotten trained and they are now they have imbibed these and they're instilling these practices of being a coach in, you know in their organizations.

M: Hmm.

R: So I think the level of awareness around coaching and the need for coaching has gone up significantly and if you had mentioned that you're working for a company still looking to get into India, I think there isn't a better time.

M: Yeah, right. But one of the things then that we have also heard is what you referred to now that there's almost anyone and everyone who's becoming a coach, which is somewhere leading to a dilution of the proposition. so if a company says coming from from the US and getting into India, what do you think are some of the key things that they should keep in mind given that now everybody as you said people you know seeing their corporate people, HR people, everybody is into coaching, how does one distinguish oneself or differentiate oneself in this world where everybody's becoming a coach?

R: That's true for any business. It's not true for coaching. It's true for any business you think about, you know, you launch a product thinking you are the only one and then very soon because you do well, everyone else gets into. But I think at the end of the day, good products tend to do well. You know you have to have a product. And so this actually is a marketing question. It's not a coaching question because this problem applies to any and every business.

M: Yes.

R: You have to be very sure about the segment that you are going after. You know if you say that, you know we are only going to do say one to many coaching for the top 100,000 companies in India you have to create a niche for yourself or you're going to say you know, I'm going to do one on one coaching only.

M: Umm.

R: I'm not in the one-to-many space and I'm going to work with, let's say, young adults.

M: Yeah.

R: I think young adults need coaching if I was to plunge into coaching today, I'm going to work with 18 to 25 years old because I think that age group needs the most help. **Colgate Hungara right.**

M: Yeah.

R: So you could. you have to figure out who your target market is and be very, very clear about it. And then do everything around speaking to that target market, you're messaging, your positioning, the kind of coaches you have, the curriculum that you create. All of that has done then you will do well. The good news is India is such a huge, huge market, we will never have enough coaches.

M: There is space for many, but you brought a very interesting angle of one to many and one to one.

R: There is a space and quality will always rise to the top.

M: Now we are seeing a lot of one-to-many exact trainings happening. Very few exact coaching happening right. So as a space, I think volume is there for a one to many like the batch kind of a thing, but value is seen in one to one, you know because every transformation which happens in all the big transformational stories that we were are stories of coaching one to one uh, you know and so so prima facie do you feel an exact coaching firm should actually look at that one to one model or Aone to many model also should be there for them.

R: 24:27
You know the the point is like in my case when I say my case is not I nominated myself, but I did nominate 5 people from my company for one to one coaching.

M:24:37
Yeah.

R: 24:38
Right.
So those people wouldn't have had access to 1 to one coaching had it not been for me.

M:24:44

Right.

R:

24:44

So that you will eventually have to find a sponsor or two inside a company.

M:24:49

Hmm.

R:

24:49

But The thing is, a company will always have more means than an individual, so those individuals on their own may not have nominated themselves for coaching because coaching is expensive.

M:25:00

Yeah.

R:

25:00

It's not.

It's not like going to whatever eat a dosa, right?

It's expensive.

So.

So The thing is, if you if you want to build it as a business then you have to approach companies and companies when they'll say OK, we want to do 10 one on one to many sessions with the leadership team. But here are also the four or five high potential people or people we are struggling with. On the other hand, who I think could benefit from one to one coaching and so I think that's the route you should take.

M:25:28

Right, right.

R:

25:28

So go after corporates go after organizations and offer bought.

M:25:29

Yeah,

yeah.

Both.

Yeah.

Yeah, that's a great.

R:

25:36

And eventually that is what will yield results.

You know you have to work at at the individual level, yet all of them have to come together and see the big picture.

M:25:44

Right, right.
Yeah.
Right.
And if there anything that you have, I'm good.

M:25:50

No, no more questions.
I think we thought everything, just UH-11 last thing is OK.

M:25:53

Great.

M:25:57

When you were going back in time, when you were choosing to become a coach and you were getting onto this journey, what were you looking for when you were choosing this guy?
Right.
How did you narrow down with the place that you went to?

R:

26:10

I think that's a great.
That's a great that's a great question.
And I so first is I went at that time, I had no idea.
Which were the aggregated accrediting organizations, and they were different.
I just went to Google and said coach training.
And then they would have a bunch of companies which came up and then just very fortunately, I must say I stumbled upon CoachArya.

M:26:28

Hmm.

R:

26:34

You must look at CoachArya if you haven't.

M:26:36

We'll do that.

R:

26:37

If you haven't already, just the way they show up the amount of content they have, the number of YouTube videos they have, the day they have presented their coaches, they would just stand out.

M:26:37

Yeah, we'll do that, yeah.

R:

26:51

And then I reached out to them and then somebody got got in touch almost immediately, very professional.
You know, they would listen to you, understand.

And then they suggested, OK, this is I think what makes sense. This is the kind of coach you should get aligned with and so on and so forth. So, but to your point again there are like there are there's anyone willing to become a coach there are any number of organizations or people who are in the coach training business also now and they will make you some sort of a life coach or life guru after you spent five hours with them.

M:27:21

Alright.

Hey.

R:

27:27

But quality will rise quality, you know, for people who are who are looking for quality, they will value it and they will pay a premium for it. It's just a question of discoverability.

M:27:38

Right.

So when you were doing.

M:27:38

Thanks.

M:27:41

Yeah.

So when you were in this process of, you know, going to Kochar, I mean in that Google search phase, were there any key things that were major put offs to you that you didn't want to? Consider those coaching companies or and or any key things. That's stood out for the ones that you did consider. Like Coach RM, you've told us about, but any major photos or any major interesting things that sort of.

R:

28:02

I mean, first and foremost you you would write to someone or call someone and they would respond. That's that that for me again, again, these are business 101.

M:28:08

Hmm.

R:

28:11

This is not coaching 101, right?

M:28:12

Yeah, yeah.

R:

28:13

So respond when somebody reaching out respond.

Is there someone at the other end to have an intelligent conversation?
How do you show up in the digital realm?
Do you have a good website?
Is there content there?
Can I read stuff about you somewhere?
Maybe on LinkedIn or through your website or anywhere else you know which makes me feel good about you
fundamentals basics.
That's it.
There's.
There's only so much you can know sitting outside.

M:28:38

Right.

R:

28:39

Umm.

And I and I think that's where and that's where CoachArya did a fabulous job.
And then once you got in, I continued to remain impressed.
You know, they had a very evolved LMS learning management system where they had a lot of tools, one to
educate, then to measure.
You know how much you have taken away from each of those sessions, so they would have tests so on and so
forth.
There was a great way to submit assignments every class or session we had was recorded and you can go back
to listen to that recording.
So all all of those things were great things.
So they had really given this a thought and.
Everything was right and then.
I I haven't really engaged with people, so they that that's on one end and then on the other end, I work with an
individual like Smriti.
So I I got exposed to two sides.

M:29:29

Yeah.

R:

29:31

Say this was a company.
You know, large company and then there is an individual, you know, like Smith, you know, it's Smithy.
It's one on one.
You know, you get very personalized attention.
Ohh, but then there's no benefit of learning from 20 other people from the experience or 20 other people, which
you'll probably get.
Maybe if you're involved with the larger organization or if you're working with other people at the same time.
But again, two very different intentions.
You're getting coached and then you're training to become well, you know, a coach.

M:30:06

So as a coach, I mean, what would you expect if someone was coming to get coach? What are some of the things you think need to be out there from your end for them to reconsider you as a coach?

What are those 3 four key points?

R:

30:25

I you know, as they say, you know, people will know a few long before they know you, if they ever know you. So how do you create a first grade impression? I mean how how do you put yourself out there? I mean, I must have a website. Uh, I must talk about myself as authentically as possible.

M:30:39

Hmm.

R:

30:43

Umm ohh. I must be present where customers are looking for coaches, so one is just discoverability. You know, as I said, I think once I'm so it's it's like a classic marketing funnel, right? You're first create awareness. You know about yourself and then you have to take the prospect down. You know the funnel till the time he actually commits, so you have to write content. There are some people. I mean, you must look at this guy called. For what sham Shiva Dasan or somebody on LinkedIn? He's a coach, but he puts out an amazing content as an individual. I feel, let me tell you one second.

M:31:19

OK.

R:

31:24

And you know, he's recording himself and creating content and putting it out almost every day. And now he's doing very well. Sham sadasivan do you want me to?

M:31:39

Sure, that's a that's.

R:

31:41

Ohh.

M:31:41

Yeah, I think you have coach. Educator.

M:31:43

I've made a note of his name.

M:31:44

Yeah, we have it.

M:31:45

I can think if I'm not.

R:

31:46

Executive coach, educators. Speaker.

M:31:46

We yeah.

R:

31:48

Author, you know, thin bald guy.

M:31:48

Yeah, yeah.

R:

31:51

You see it?

M:31:51

Right.

R:

31:52

See, I'm salesman.

M:31:52

Yes, yes, yes.

R:

31:53

Yeah, but you should see the kind of content he's even, you know, as you can see, he's even published now.

M:31:56

Yes, yes, yes.

R:

31:59

So he is highly discoverable.

He's putting a lot of content out there and that's how he's creating awareness about himself. And then maybe it helps that, you know, he's also has a corporate background and he's worked in fairly senior positions in, in large American multinationals for a fairly long time. So that again adds credibility.

M:32:20

Hmm.

Yeah, yeah.

R: 32:20

Ohh so that helps.

I mean, again, if you're going in, going after corporates, they would want to work with someone who's worked in a corporate.

So who understands that side of the world as well?

M:32:31

Absolutely. Yeah.

Right, right.

R: 32:32

Otherwise, now there are, you know, there are also people who, because they don't have anything else to do, become coaches, but they don't have real life experiences, right?

M:32:43

Today, right.

R: 32:43

So what?

Someone who's evaluating these are the things they will see.

It's not just about the certificate, but where are you coming from?

M:32:51

Right.

I think we are done, but only just out of curiosity, what is ability.co?

M:32:52

Umm.

M:32:58

What does it do?

R: 33:00

Then go check us out to see what our website but.

M:33:01

We'll do that.
We will do that for sure, but any 2 lines on that?

R: 33:04
We essentially as, as I said, you know we create.
Umm, I did.
Never used to create differentiation for small medium businesses through a hyper personalized content.

M:33:16
OK.
OK, great.

R: 33:18
So we we use a lot of AI in helping small medium businesses you know reach out to their target audience.

M:33:25
Superb.
Thank you so much.
R: I think it was extremely useful and I also thanks Prithvi for connecting us up and yeah great.

R: 33:34
All right.

M:33:35
Yeah.

R: 33:35
Thank you.

M:33:35
Thank you so much.

R: 33:35
All the best.

M:33:36
Thank you.

M:33:36
That will just send you a follow up email with a small token of appreciation.

M:33:37
Bye bye.

M:33:40

So I hope you can accept that.

R:

33:41

OK.

M:33:42

Yep.

M:33:43

Yeah.

M:33:43

Thank you.

R:

33:43

Alright, cheers bye.

M:33:43

Thank you.

M:33:44

Bye bye.

M: Thank you. Have a nice day.