



EP285_Crystal Crump

Lisa Nichols 00:03

Chromosomes, little strands of nucleic acids and proteins are the fundamental genetic instructions that tell us who we are at birth. Most people are born with 46 chromosomes. But each year in the United States, about 6000 people are born with an extra chromosome, making them a person with Down Syndrome. If you've ever encountered someone with Down Syndrome, you know that they are some of the kindest, most joyful people you will ever meet. They truly have something extra.

My name is Lisa Nichols and I have spent the last 24 years as both the CEO of Technology Partners and as the mother to Ally. Ally has something extra in every sense of the word. I have been blessed to be by her side as she impacts everyone she meets. Through these two important roles as CEO and mother to Ally, I have witnessed countless life lessons that have fundamentally changed the way I look at the world. While you may not have an extra chromosome, every leader has something extra that defines who you are.

Join me as I explore this something extra in leaders from all walks of life and discover how that difference in each of them has made a difference in their companies, their families, their communities, and in themselves. If you'd liked this episode today, please go to Apple Podcasts or wherever you listen and leave us a five-star rating.

I'm delighted to have Crystal Crump on the show today. Crystal is a Senior Business Development Representative at LaunchCode. So, Crystal Crump, welcome to the Something Extra Podcast. I'm so delighted to have you here with me today. Thank you so much for even like you're at a conference right now. And you're finding a room somewhere to record this. So, thank you so much for, for making the time. And I'm excited to have you on.

Crystal Crump 02:04

Thank you so much, Lisa. It is so fitting it been St. Louis Tech Week and having so many exciting tech related events happening around town. I am so thrilled to be here with you this afternoon, and also be at a tech conference supporting women in the communications and technology industry.

Lisa Nichols 02:25

Absolutely. And we're going to talk a lot about tech. You and I saw each other last year at the Top Workplaces. Do you remember that? We saw each other at St. Louis Soccer City SC stadium. And we said you know what, we need to get we need to do lunch we need to get together. You and I were finally able to make that happen with our crazy schedules, Crystal. And I was so moved by your story. I said Crystal, I really want you to come on Something Extra Podcasts. I want people to be able to learn from you. So that's you know, how it all came about. And again, I'm just so delighted to have you here with me today. But tell me, let's go back to when you were a little girl. Let's go back to the beginning. Tell me a little bit about how you grew up.

Crystal Crump 03:14

Oh, well. I am born and raised in St. Louis. I grew up in Richmond Heights. And so, if you're familiar with St. Louis communities, I grew up there. A pretty diverse community, I'd say. And then for high school a little bit later, my family moved to University City where I was exposed to even more diversity. It's a great place to raise a family great location, another suburb or like inner part of St. Louis. And just kind of how it's broken up. And so yeah, for a long time have been in St. Louis in different regions. And yeah.

Lisa Nichols 03:55

Well, you know, that's the question, right? In St. Louis. The question where did you go to high school? Where do you go to school? So, thank you for going on and answering that, because I'm from Kentucky and when we moved here, I'm like, I can tell you where I went to high school but I don't think you would know because you know it's in Kentucky.

Crystal Crump 04:14

That's definitely a St. Louis question.

Lisa Nichols 04:18

It's St. Louis question, it is. Would you like to do as a little girl?

Crystal Crump 04:24

Oh, read I just love to read and be outdoors and being in nature riding my bike. I still enjoy biking and hiking and like doing similar things reading one of my favorite activities. And so, hanging out with friends, listening to music still things I enjoy to this day.

Lisa Nichols 04:44

Absolutely. Have you ever done the with the multiple sclerosis the MS ride or do you do any of those kind of long distance rides or more for leisure?

Crystal Crump 04:59

It's more or leisure. I haven't gotten into like long distance riding. But I, maybe one day I see people often, you know, and doing the, the long-distance riding. But yeah, I have not gotten into that.

Lisa Nichols 05:14

I have not either. Mine's more for leisure. Now I have a friend that rides 70 to 80 miles every day. And I'm just like, wow, that's, that's commitment, right? But I, I'm with you, I love just to get out on the Katy Trail. And it's just fun. I love riding the bike. But, now and you still read to this day, you still love to read, Crystal?

Crystal Crump 05:36

I absolutely love to read when I have time. I have so many books by the nightstand or, you know, books that I've started, I have a goal to read, please read two to three books a month. When I have time, though, they're my busy mom and working full time. And then, you know, helping with my kids and their schools and just different things. And so, when time allows.

Lisa Nichols 06:02

Yes, I get it. Well, Crystal, here's one of the many things that I was so moved by your story. When when we spoke, I mean, you were a teen mom. You know, and I love just to talk about that a little bit. I'm sure back then you felt lots of different emotions, maybe even looked at a couple of options. But the option you chose was to keep your baby. And the thing that I was...

Crystal Crump 06:31

Yeah, definitely.

Lisa Nichols 06:32

The thing I was so struck about really, though, Crystal, you know, you said I think it was your mom even that said, you're like, What do I do now? And your mom said, there's this EMS coordinator role over at Missouri Baptist. Maybe look at that. And you know, so I look at you. And I think you use your grit and your resilience. And you, you didn't know anything about that. But you really got in there. And you said, I am going to take this opportunity. And I'm going to learn as much as I can. And that really kind of started your journey for your career. And you've done lots of things since then that we'll talk about.

Crystal Crump 07:09

Oh, my gosh, Lisa. Yes. So being a teen mom absolutely changed the trajectory of my life. Being a teen mom, I had, you know, my son, depending on me to take care of him. And so, like you mentioned, I, my mom worked at the hospital. And she said, there's lots of openings here. Maybe you should consider and I said oh, yeah, I think you know, I never considered healthcare, but that is a good idea. And so, I actually started in dietary, at the hospital and, and working in a small restaurant. And I was like, oh, this is interesting. And working in the restaurant, I got a chance to meet lots of the administrators and employees and family members that were there visiting loved ones, and got to just understand more about the hospital environment, and connect with patients and visitors and just connected with people. It was like, wow, I didn't know that all the opportunities were available here at the hospital.

Crystal Crump 08:09

And so, I worked in that role for one year before moving on to another job, there are so many opportunities and avenues and pathways and healthcare. And so, I stayed in the hospital for 14 years. And like you mentioned, my last role was EMS coordinator, which gave me an opportunity to work with pre hospital providers. And really build relationships between the hospital and pre hospital and ambulance and EMS and EMTs. It was so interesting just to understand how they would call into the hospital and get it medical advice or connect with doctors or you know, just

alert us that patients are coming in. And not, I'm not, I don't have a healthcare background. But I just absolutely love just diving in and learning everything I can. And being in the environment is there's something about being in the environment and working with people that want to, you know, want you to learn and grow. And so, it was an incredible opportunity. And I did that for I was in that role for seven years, really proud of the work that I accomplished along with the ER staff and the ER physicians and the hospital and the ambulance services that we worked with.

Lisa Nichols 08:11

Well, and I think I mean, Crystal, the point that I really want to make here. Number one, you're curious. I mean, you told me usually you love to read as a little girl you're still reading now, you've got a curious mindset. And so, you went into that with this mentality of curiosity and wanting to learn being teachable, all of those things, right? And so, I think about that time, time that you were there, you probably really discovered a lot about yourself. Because you're still young, you know, at that point, you, you, you, you discovered what you were good at, you discovered what you really enjoyed doing. And then you decided to go and get a bachelor's in organizational leadership. And it was probably just because of the time that you'd spent there and what you had learned.

Crystal Crump 10:23

Yes, working in a hospital environment, there were so many pathways, and what I saw is that you have to be curious, you have to, you know, go for the opportunities. You may not always have the qualifications or, but being just, you know, continuing to work at it and having a growth mindset, and also not allowing, you know, things to hold you back. So yes, I'm was a teen mom, and you know, just looking for direction in my life, I believe that all things happen for a reason. And so for me to be with the hospital system, they had, there were a number of programs and collaborations with local universities, where you could be a working adult and working towards your bachelor's degree at the same time. As I was like, there's another opportunity and I can learn and grow while working and, you know, continue to build my education while working. And so just there's so many opportunities and just being open and having that growth mindset.

Lisa Nichols 11:27

That's good. That's really good advice. Well, I know that we talked a lot about your mom and just how supportive she was, and is of you, Crystal. But can you really discuss the importance of support systems? And how have support systems and mentoring been instrumental in your journey?

Crystal Crump 11:50

Oh, my gosh, Lisa, yes. So thankfully, my mom has been my biggest supporter. She still is to this day. But just having me like I, like I mentioned, being a young mom, there's lots to figure out and things to navigate. And so having my mom to help raise my child, get him off to a good start and support me while I'm trying to work at you know, building my career, it's so important to have mentorship. And someone actually, I had a mentor at the hospital that told me how one key piece of advice was to invest in myself, and not just let things kind of go and in an happenstance sort of way, so being intentional and making time to, you know, map out my career goals, and paths and, you know, shoot for the stars and keep learning and growing. It was one key piece of advice that I received early on in career that has stuck with me, and I'm intentional to this day about investing in myself, but also investing in others because of what is important to me.

Lisa Nichols 13:00

Yes, yes, yes, yes, I know that. And I think probably your experiences, Crystal, probably have shaped a lot of what you're doing today, and why you do what you do today, which we're going to talk about. But you know, how are you advocating? Are you doing anything to advocate for teen moms now? In building awareness to others about their needs? Are you doing anything in that space?

Crystal Crump 13:27

I am not. However, I know, I know that the teens and the youth in our city really need support and direction. And so, I'm actually looking for opportunities to get more involved with the youth. I've heard a lot about different programs, career pathways, and accelerators and those sorts of programs that are available. So, I am looking to get more involved with teen mentorship, workforce development, career exploration, those sorts of programs.

Lisa Nichols 13:59

That's great. There may be a listener, Crystal, that calls you after this podcast launches. They're like, they're looking for you, right? You're looking for them, and they're looking for you. So, tell me, you know what, you know, what really motivated you? Or what was the precipice for you wanting to get this degree in organizational leadership? Where, where do you see that taking you? And I'd love to know, in your own words, how that education has really impacted you. Because I do believe education is the key, really, to, to us being able to move forward, right, and education in

many different ways. It's not necessarily just a bachelor's, and we'll talk a lot about what you're doing today. And that's education too. But why did you choose that and how do you think it's really impacted you on your journey?

Crystal Crump 14:53

So, working in healthcare, there are a couple of different there's so many career paths you and bedside nursing care is amazing. And it takes a really special person. But my particular strength is more on the administrative side. And so I've aspired to, early on in career, it's like, oh, man, I want to be a healthcare executive, healthcare administrator, and really help bring quality health care to communities that are where it's lacking, and help improve from a more leadership, executive leadership aspect, to bring the services and healthcare providers to regions in our city that just, you know. I felt like I could use that, sort of guidance. And so, it was a big part of me choosing to take a healthcare administration degree path with a goal to become the hospital administrator or healthcare administrator over a clinic. So yeah, that was kind of a driving reason behind that.

Lisa Nichols 16:04

Awesome. Well, you know what, I really want to move into what you're doing today, because there's a lot there. You know, you are you just got a title change?

Crystal Crump 16:17

Yes.

Lisa Nichols 16:18

Yes, you just got, you've been a couple of different things at the place that you're at, you're at LaunchCode right now, which was launched in 2013. But what are you doing there right now? And then I really want because there were maybe listeners, and we'll take a quick break. And then we'll come back and really talk about what LaunchCode is doing and the mission of LaunchCode because a lot of our listeners may or may not know.

Crystal Crump 16:41

Sure, so at LaunchCode, I've been with LaunchCode for six years. My new title is Senior Business Development Representative. In my role I, in my background, I've had relationship management, program management, consultation. And so, in my role now, I am a trusted talent advisor, helping company partners and career people that are seeking careers in technology to connect and launch new careers and technology.

Lisa Nichols 17:12

Yes, very good. Well, okay, so that's our little appetizer for our listeners. We're going to take a quick break, and we'll come right back. And we're going to tell you a lot more about this program because they're doing amazing things.

AD 17:27

In business, the tendency is to seek out partners who are bigger, faster, stronger. When it comes to IT, you should be looking for smarter, faster, better. That's just a you'll find with the talented technologists at Technology Partners. Our experts develop custom solutions to tackle your most complex challenges, all to simplify your processes in the smartest, most efficient way possible. It's time to be swift and nimble starts now. Go to technologypartners.net/solutions and see what's possible.

Lisa Nichols 17:57

So welcome back to the Something Extra podcast everyone with Crystal Crump. So Crystal, we have we have listeners that listen from all over the world. So, if they're in people are in St. Louis, they may know about LaunchCode. But there are probably a listeners that have never even heard of LaunchCode. So, tell me more about LaunchCode. What does it do? I know it's a nonprofit. That's really helping people. And you already kind of said, launching a career in tech. But tell me more about LaunchCode and how it works.

Crystal Crump 18:28

Absolutely. So LaunchCode's mission is to create pathways for driven people seeking careers and technology. We recruit, educate and place nontraditional individuals that are seeking opportunities, provide an accelerated boot camp training style, with an offer in demand, modern technology skills, career readiness and job placement services to help those individuals get connected and launch careers and technology.

Lisa Nichols 19:01

So how long is the program? Tell me a little bit more about the logistics of the program? Where do, do the students actually go in somewhere? Is it online? Tell me about how long the program is?

Crystal Crump 19:15

Sure. So, in less than a year, you can go from zero coding technology background, to be in job ready and actually in a job. So, there are the primary program that LaunchCode offers is about eight to nine months. It's part time designed for working adults to be able to work during the day and come to class in the evening. It's about 20 hours of coursework a week and so it's a part time, almost a part time job. It is a pretty intensive program, but you'll go again from the foundations of coding and programming all the way to being job ready and being able to utilize your skills, your tech skills on the job in less than a year.

Lisa Nichols 20:04

Right. So, Crystal, you know, what is the process for applying and vetting candidates? Because I'm sure you have a lot of people wanting to be a part of it. But you do have to take people through a process, right? To make sure that they've got the, the agility and, you know, the what it takes to learn what you're teaching?

Crystal Crump 20:25

Yes. So, there is a process, there are a number of individuals that are applying and seeking opportunities and technology, to get the education and to have the opportunity to launch a career in tech. So, there isn't an application, there is a there are a few essay questions that you we ask individuals to respond to. And then a problem solving, critical thinking logic assessment is also part of the application process. And so, we want to be intentional and opening up doors of opportunity for people that are seeking these opportunities. There are no barriers to entry. LaunchCode is a free program. So, it doesn't cost participants anything. And we want also to diversify our workforce, it is really important to reduce barriers. So not everyone has the means to pay for an expensive bootcamp to get trained up and skilled, or obtain a four-year computer science degree. So, with an accelerator program, like LaunchCode you can get the skills, training, build a project, get job interview, training and coaching. And, you know, get a game logic career in less than a year.

Lisa Nichols 21:42

It's a pathway to get your foot in the door, Crystal, and then once your foot is in the door, then other magic can happen, right? But you've got to get that first chance. And I love that you are providing the accessibility for, for all people. So, I just love that. I went back and looked at some of the testimonies and listen to some of the testimonies for LaunchCode and Mark Bernstein with Balto. He's also been a something extra podcast guests, he said that he's hired 100% of his apprentices from LaunchCode that you know, is now working for him. Here's another one, it was hard. This is a testimonial. It was really hard. But it was so worth it. And it's accelerated. So, expect I mean, it's going to be fast and furious, right for that nine-month period.

Crystal Crump 22:35

It is definitely a challenge it is, you know. You have to have the grit that to stick with it. And the time, that's another factor that we look at when considering applications. Do you have the time to commit to this? And do you have support? Because there will be you know, you need their support system, if you just dependent on other things that you have going on, and making sure that we set real expectations with what it's going to take to actually get through the program. We want everyone to be successful and have clear understanding of the time commitment and grit that you'll have you'll face you'll need to get through the program.

Lisa Nichols 23:15

Right. Here's what somebody else said, do it scared. Because it is scary. I mean, you you've may have been doing something totally different, no exposure to tech at all. And so, you know, it is a little scary to do it scared. Here's somebody else that said, Don't overthink it. Just jump in. Here's another beautiful testimonial that I loved. Going through LaunchCode is one of the best things that has ever happened to me in my life.

Crystal Crump 23:42

Wow, we hear those stories often. Like you mentioned, LaunchCode was started in 2013. We recently celebrated our 10-year anniversary. We've educated upwards of 10,000 people and helped launch nearly 7,000 careers. And that 10 years and so it is really transformational to go through the program to accomplish, you know. Getting through the program and also getting a job where many people may have never thought that a career in technology was, you know, attainable? It absolutely is. And I just love being a part of it and being a part of individuals journeys, and going out and helping to promote the program the job opportunities and connecting employer partners and candidates, our learners in the program, with these really awesome opportunities. It's life changing.

Lisa Nichols 24:38

I can only imagine the gratification that gives you to work in that kind of environment Crystal. So, you know, the thing that I really want our people to know too, our listeners. They are not just teaching the tech skills. You're it's the whole

package with you guys. You're teaching the soft skills. You know, we and I probably need to tell you more about this Crystal, but we launched a technology leadership experience in 2019, for mid-market for mid-level professionals. And in that we're not teaching them how to program in Python or Java, it's really teaching them the human side of technology and how to be a leader lead change, that sort of thing. And you guys are, are doing exactly the same thing. So, it's both how important are the soft skills, Crystal?

Crystal Crump 25:27

Professional skills are really important. So LaunchCode, like you say it, we teach the hard technical skills and helping individuals understand the back end and the front end and how things connect. But there's also just communication and collaboration and transferable skills that LaunchCoders have, because typically, these are people in our programs are career changers that are pivoting from other industries and backgrounds. We have a number of people that are maybe baristas, or working retail, a number of school teachers or healthcare workers that are really looking for a change. And so, all the skills from previous careers, professional skills, soft skills, just being able to multitask and coordinate, even like classroom management, or, you know, project management, those skills can lend well, with the newfound tech skills that individuals learn through LaunchCode. So, all those things come together and make, you know, a nontraditional candidate really stand out.

Lisa Nichols 26:32

Very good. Well, for any listeners out there that may be thinking about a career change, make sure that you reach out to Crystal. I mean, right now, and this is just St. Louis, this is regionally. Crystal, the last, the last count was that we have about 70,000 open tech jobs, but only about 6,500 regional employers, you know, there's there is a big gap there. And it is truly one of the largest, fastest growing sectors is IT. So, it is a great, great field to get into. Now you guys also launched the women Plus Program, right? Crystal? So, what is that?

Crystal Crump 27:15

So, Women+ is a flagship LaunchCode education program designed to increase the number of women in technology, or people that identify as female can go through the program. And again, it's about building commit community, and seeing others that look like you. We are all going through similar things, you know, being women or being, you know, the minority in this space sometimes. And so, it's really important for women to support women, and just have a space that is dedicated to increasing the number of women and technology. And so, that program is one of you know, we recently had a Women+ graduation. And it's always so great. There were moms and children. And we had, you know, lots of family support system. So again, it goes back to that support system, and just building community and having spaces to show people like, there, there is a chance you do have a chance there are, you know, groups and people that want to support you're not alone. Right, right, exactly. There are so many people that are going through similar situations.

Lisa Nichols 28:26

Yes. So Crystal, I know you do a move into something completely different here. But if you are interested, if you're an employer, or if you're a possible candidate for the program, make sure you reach out to Crystal and learn more. But I know you do a lot of writing you write for Entrepreneur Magazine, ReadWrite, Talent Culture, and you talk a lot about identifying teachability in new hires. Why is this important? And how, how do you go about identifying teachability? Because I do believe that is so important. If you're teachable, my goodness, we can teach you, right? But if somebody's not coachable, it's difficult at that point. How do you personally, how do you identify the teachability piece?

Crystal Crump 29:11

It's really through just how you approach a problem and looking at critical thinking and having the growth versus fixed mindset. You know, you really have to approach things different and with the critical lens, and be open to keep learning and growing like technology is ever evolving. And what we know is that what you've learned, you know, maybe a year or two ago is going to change. And so, you have to really be open to adapting as the technology adapts. And so, like you mentioned, there are 1000s of open tech jobs, but they aren't the jobs that were open five years ago. The tech jobs are changing and we're seeing lots of AI opportunities or cloud jobs.

Lisa Nichols 30:00

Data scientists, data engineers.

Crystal Crump 30:03

Yes, and I was thinking too, like cybersecurity, and these are roles that are, you know, in high demand. But these aren't the technologies that are the jobs that were open just three to five years ago. And so, it's so important to have

that open mindset and growth mindset to continue learning to stay, you know, on the cutting edge and marketable edge as things progress, and, you know, new technologies evolve, that you're evolving with it.

Lisa Nichols 30:30

Right. And guess what, in five years, there's gonna be other things that we haven't thought of. And other roles, right? So we constantly have to stay ahead of the curve. And that kind of brings me to my next thing I want to talk to you about is offering professional development and, and that's what you guys are doing. But you know, you had a, there was a Talent Transformation Global Impact Report that you had cited in one of your writings, Crystal. And this really just kind of blew me away. The report stated that 45% of employees are satisfied with the learning and development programs in their field. However, 80% of companies believed that their programs were amazing. There's a big gap there. So, only 45% of employees think that the programs are great. But then 80% of the companies think their programs are, you know, satisfactory? You know, so what can we do about this discrepancy as you think about organizations and investing in their people. Because I think that's one of the most important things we can do, as an organization, and as leaders in our organization is invest in our people, right? So, how can we how can we narrow this gap, if you will?

Crystal Crump 31:53

Sure. No, I think it's about just meeting people where they are to understand what they are interested in learning and also meeting, you know, how do we marry that with the business need, and where the organization is going. And so, keeping your finger on the pulse of how your professional development programs are working for your, your staff. What things are missing, and what providers are available to offer some of that to kind of bridge the gap there. And then being flexible with in-person training, also online training and offering different formats, because, you know, I think people want options. And then they want to also, you know, continue to learn and grow with their professional career and development, but also, you know, maybe learn some things are a little bit outside of what they're currently doing to position themselves for the future. So, I think it's really about just having the, the open conversations and evaluating how are your professional development programs meeting the needs of your workforce. That brings me to like the rescaling conversation, there have been having lots of discussion recently about rescaling and helping your current workforce to scale up for the jobs of the future. As we just discussed, the technology's ever evolving. And we want to make sure that people don't get left behind. And so, I think professional development, meeting the business need and also meeting people where they are to offer the rescaling options that work for everyone, or trying to make it work for as many people as possible anyway.

Lisa Nichols 33:34

Yes, that's, that's great. I love that. Because really, as you're talking about, I'm just thinking about this, your current employees already had the domain knowledge, they understand your business, right? Why wouldn't you help them skill up so that, you know they can have the skills that you need in the business, right? Because if they walk out the door, all that domain knowledge walks out with them, and tribal knowledge is what we call it a lot. But you know, there's a lot of benefit. And there's a lot of value, I guess, is what I want to say, Crystal, in that so it works both ways. So, in 2022, I want to talk about this, you went through FOCUS St. Louis. And I believe you were one of 28 people that were selected to go through that. I think to date they've had over 10,000 individuals go through FOCUS St. Louis. Shayla Ford is a good friend of mine. You probably love her.

Crystal Crump 34:31

She is amazing. I was actually in the FOCUS Women and Leadership Cohort 75, What an incredible opportunity to meet other women leaders in the community from diverse sectors and you know, backgrounds is a really incredible program and I would absolutely recommend it transformational as all I can say in my own professional and the opportunity to learn more about myself, building personal boards of directors, just building out things that I needed for myself and that season. It was really an incredible opportunity.

Lisa Nichols 35:13

Right. So, if you're a listener, and you're interested in that, you know, reach out. So, Crystal, I want to ask you this, and we're gonna do a quick lightning round, and then we're gonna talk about something extra. But for you and I, you can share as much or as little as you want. But I mean, you're like, every everybody else. We all go through really hard times in our life and adversity. And I know you've been through adversity, I just want to know, personally for you, how, you know, and you're still through in some adversity, but how are you making it through? I mean, because people need hope. And they need hope that there is life on the other side of whatever it is they're going through. And this could be loss of a loved one, this could be job loss, this could be financial stress. I mean, everybody has something, right? Everybody has a story, Crystal. So, I want to know, for you, how have you, how do you make it through?

Crystal Crump 36:20

No, thank you for asking Lisa. So, in 2023, I lost my son, and he was 25. And he passed away in and then auto accident. It was absolutely tragic for me, and going through that is the most difficult thing I'll probably ever experience in life. But going through that I'm naturally positive. And I just like really had to tap in and try and figure out how do I go on, I don't want to, you know, be sad and, you know, not have a same light and vibrant, you know, lifestyle. So, I was really working to find a path to grieve well, and, you know, honor the life of my son, and also be there to support my other children. And so, just really tapping into my faith community, my family, my colleagues, at LaunchCode were amazing. And so just, I'm so thankful for my support system that really rallied around to show love, and support me through that. And then I'm just finding also just ways to honor him and his life. And so, it's not easy. It's something that I am continuing to work on and be intentional about. But it's really just, I want to keep living, and I know that he would want me to keep living.

Lisa Nichols 37:54

Well, that's I, when you and I met, and you told me the story, you said I did want to live my life without light, because you, you are a light. I mean, there's something you know, when people meet you, Crystal, you're just you're you are a very positive person. You just feel good when you're around, Crystal, right? And so, yeah, I mean, I know it's not easy, but your faith, your faith has been a foundation for you through this right and the support of others so I appreciate that.

Crystal Crump 38:30

I'll also say, there are always going to be ups and downs in life, you know, and as high and great as things can be, you can also have low moments, but just knowing that the low moments won't last always. And you know, just keep, you know, keep going and doing what you can just getting out of bed, putting one foot in front of the other. And talking to somebody you know, if you're in a really low point, call a phone-a-friend or find, you know, counseling services, or whatever the case may be, but talk to someone and try and you know, pick yourself up and try and find a way to keep going. It's so important.

Lisa Nichols 39:06

That's good advice, too. Don't try and do it alone, right? Don't do it alone and make sure you're talking about it. Well, I got a little lightning round for you here. So, you know, you talked about your mom and mentors have been so critical and crucial in your career. What when you think about the wonderful mentors that you've had, Crystal, what has made them special?

Crystal Crump 39:34

Well, I've had a number of really amazing mentors that were open and willing to you know, take the time to listen and give me you know, wise counsel. I think it's so important to have you know, people that have been where you are or can like see your blind spots and just be authentic and, you know, dedicated to pouring into you and, you know, helping you to get to the places where you're trying to go. And so, I think just their authenticity and willingness to their generosity has also really been a key factor.

Lisa Nichols 40:13

Servant. There, yeah. They're their willingness to serve, right? Well, okay, so I know you're a reader. And you may hopefully you can think of one here. But you know, do you have for our listeners, do you have a recommendation for a Top Leadership Book or a Podcast, you know, podcasts besides Something Extra, Crystal?

Crystal Crump 40:38

Something Extra is definitely my fav pop list. But one podcast that I listen to daily, it's The Morning Mindset. I'm not sure if everyone has heard of that. But it's about a seven-minute daily mindset. And it really helps to get my day started and get my mind aligned with, with the truth and the word of God, which is really critical as you go about your day. It's really important for me as a, you know, believer to get my mind and focused and listening to that, it really helps.

Lisa Nichols 41:14

Morning Mindset. Okay, well, I'm gonna put that on my faves now, because I love that. What you know, do you do you have any favorite leadership quotes. Is there like something that you will quote, just right off the top of your head?

Crystal Crump 41:33

There are so many leadership quotes. I've picked up one, it says, The next time you feel slightly uncomfortable with the pressure in your life, remember, no pressure, no diamonds. Pressure is a part of success. So, there's always gonna be that pressure. And you have to sometimes be uncomfortable and lean in. It's part of the growth. And so, you know, be not afraid to fail. And just go for it.

Lisa Nichols 42:03

And so, what comes down on the other side? Diamonds.

Crystal Crump 42:07

I know something so beautiful. Although the heart hardships and things you may have to face, there's going to be adversity, but you know, you have to keep going. And there's beautifulness on the other side.

Lisa Nichols 42:18

Absolutely. That's beautiful. I love that. I love that. Well, what about self-care? How do you prioritize this? Is there? I mean, we already talked about your biking, you get out on your biking? Or is there anything else that you would add to that?

Crystal Crump 42:32

The only thing that add is to be intentional and put time on the calendar for me time, medication, whatever you need to do for you, and make it kind of non-negotiable. There's, you know, there's always things that are kind of vying for your time or attention. But it's so important to take time for yourself. And I believe, you know, I'm pouring out all the time and doing all these things for everyone else. And self-care is self-love, I believe. And so how I show up for me, really matters. And it allows me to do, you know, be there for other people. So, I definitely have to put time block time out on the calendar to do things that I enjoy.

Lisa Nichols 43:15

Great advice, and I love what you said make it non-negotiable. Don't make it one of those things that if I have if nothing else comes up. If nothing else urgent comes up. I'll do it, right? I mean, who make it, I call it like him in a meeting with yourself. You got to put it on the calendar.

Crystal Crump 43:34

You've got to like really set time aside to take care of you in order to take care of others. And so.

Lisa Nichols 43:40

So good. That's so good. Well, Crystal, this is called Something Extra. So, what do you believe? Is the something extra that every leader needs?

Crystal Crump 43:50

Oh, Something Extra. That's a really great question. I think just being people focused, take care of your people and your people will take care of your business. And so just be mindful of how you're showing up and how you're taking care of people it'll like really serve your business, your organization, your leadership. I think at the end of the day, it's the people that really drive the boat, or you know, to make the operation run and so you really have to be mindful and take care of people.

Lisa Nichols 44:22

That's great. Love it. Love it. Well, this has been so much fun. Thank you so much for stepping out of the conference to, to make some time with me here and I cannot wait for our listeners to learn from you, Crystal.

Crystal Crump 44:34

Thank you so much, Lisa. I've had it's been a pleasure. Thank you so much for the opportunity.

Announcer 44:40

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