

## Transcript for Stress Relief Toolkit

Welcome to a stress relief toolkit. Tips and tools for managing your stress. My name is Jeannie Kuehler and I am your moderator along with my call and the colleague Melanie. Now I would like to turn it over to our speaker, Paula Friedman. Welcome Paula.

Thank you Jeannie. I'm glad to be here. We will cover what we can hear today. But, if things occur to me in the moment that intuitively come to me, or if I happen to side at to answer a question during this, I will switch it around a little bit. We may not get to every single PowerPoint slide. I like to make things a little dynamic. As Jeannie mentioned, you have access to all of the slides. If one is not covered, you will have that for yourself. So, just a little bit about me quickly before we jump into the content. Again, my name is Paula Friedland and I am a licensed clinical social worker. I'm also a certified professional coach. I split my time between individual sessions with people all over the world and in all walks of life. Then I do sessions like this on all kinds of topics. It is possible I may bring in examples from my practice. I will never use any identifying information so I'm not breaching confidentiality. I think real-life examples help. This is not theoretical in all of use can do stress management training because of your own experience with stress. I know that may stress you out, so you don't have to. Just keeping that in mind. Some of this may resonate with you and some of this may not. So, just take what works and discard the rest. Set your intention to take something specific away today. Not 83 things, but one or two things you will commit to putting into practice for a period of time. Small steps is how we make changes if we do them consistently. You can take notes but be listening for something that really resonates. So, just to talk about the basic objectives today. To understand using our body in the alert system and we talk about mindset and then the internal conversation that we have. Of course, practices throughout. What I want to say to begin with is that this is not just about taking a bubble bath and your stress will be gone. That may be one tool in your toolbox, but today, this is not going to be something that is just going to completely boggle your mind. You probably heard versions of some of what I am talking about today, but the point is, are you doing these things you know about? Knowing is potential power and it is what we do with it that makes the difference. Again, set your sights to take something specific away. And, I want to say that stress management is a practice. It is like brushing your teeth. You may not be brushing them as much right now because if you don't have to, you're not going to in the office. Generally, we brush every day. In stress management must be practiced the same way. You do not get fit at the gym if you only go now and then. This takes practice through your lifetime. You know, you could be doing everything else in your life, right? But if you are not managing stress and having active ways of doing that, the others may not make a difference because the stress thinking they say 90% of doctors visits have some element of stress involved. So, that tells you how important this is. The point is to start right now. In this moment. Not like starting at the end of the day or even after the presentation. You can start right now by doing a couple of things. One thing I have said is to set your intention and commit to do something by the end. The other is not to multitask while you are listening. I cannot see you in police you, but it is really important that we all practice coming back to the present moment. We have gotten out of practice with all of our devices and the notifications coming in constantly. We have reduced our ability to focus in our ability to keep our attention span for a longer period of time. In the day and age that we are in, now, more than ever, we need to practice these things and take them seriously. And, in this moment right now is where your power lies. Of course, we will sometimes get pulled into fear, doubt, uncertainty and worry. The point is that as quickly as you are able to come back to this present moment. That is where your power lies. Being able to say something to yourself if you find yourself in fear, dread or anxiety. Do I have a problem right now? If you do have an imminent problem right now, then you need to take an action. Otherwise, the Council is to come back to the present moment where you do not have a problem. I want to plant those seeds for you right away.

So there are many definitions of stress, but this first one is that it is a feeling. You know, I always get this frog in my throat. My voice is clear until I start speaking. I'm going to tear my throat for a moment here. [ Pause ]. Okay, hopefully the frog has left the building. Stress is a feeling of emotional strain and pressure and it's a type of psychological pain. Small amounts may be desired, beneficial or even healthy. If we do not have stress in our lives, it would be boring. But, excessive amounts of stress can lead to bodily harm. Another definition is that stress is a psychological and physiological response to an event that upsets our parents balance in some way. When we are faced with a threat to our physical safety or emotional equilibrium, the body's defenses kick into high gear and go into the fight or flight response. I want to pinpoint that here because fight or flight is an automatic -- from the autonomic nervous system that kicks in to keep us alive. It is the survival mechanism. The body doesn't necessarily distinguish in that moment whether the event is life-threatening or if it is just a mistake or a missed deadline. Or, you just got startled or went into anxiety, or whatever. We have to start to program ourselves manually to recognize fight or flight. I will talk about symptoms of stress with what is happening before you are in a full-blown stress attack. When we recognize we are in fight or flight, we have to manually insert and work on the relaxation response. We are not automatically wired for this relaxation response. But, if you practice this more regularly, it will become more automatic. So, an example that I might give is that if you have a kid in the little kid falls down. If he is really hurt, he will start crying and you need to take immediate action. But if he doesn't, he may not know that he is hurt or not and it may have scared him. He may look to you to see your reaction. If you react in this inflamed way, Oh my gosh, he fell down, this is terrible. What is going to happen? He will catch that from you. If you remain calm and relax him and say it is okay, let's take a look. No bruises here, you're good to go. You take a breath and send him back out to play. We need to do that with ourselves. When we react recognize this reaction to be able to come back to the present moment and do some breathing. Three deep breaths, we always hear about that but how often are we actually doing that? That's the question. I'm going to give you this tip right away because it is in my head and I think it is important. If you practice stress management during the day and you practice, in this case, your breathing, it is going to accumulate. You are not waiting until the end of the day. So, you take the three deep breaths when you notice. You calm the system down. You can also use a couple of other recipes or formulas for breathing. One formula is that you breathe into the slow count of six and you breathe out to the slow count of six. You can breathe into a slow count of six and hold your breath for 3 and then XL for a slow count of six. You slow your breathing down in your central nervous system. That is one way to program the relaxation response. Let's say that you do this, for example, every hour. There is research showing that if you get up every hour and move around five minutes or even just a couple of minutes, it replenishes the brain and gives more energy in your body. If you were working on a problem that you cannot seem to figure out, if you get up and move around or make a sandwich, or something, you can come back and you have probably had the experience of being calmer and having more access to internal resources. So, using the breathing techniques and doing them several times in a row. Once per hour is a great stress management tool. The other thing to do when you take that break is to check in with your body and see where you may be holding tension. Just unclench. Try that right now. Take an inventory of your body and see where you might be holding your attention. That steals your energy and makes your muscles sore, and all of that. Right?

So, on that note, let's look at what some of the responses we may have to stress. Again, you will notice these as early as possible so you can intervene as early as possible. So, Jeannie, if we could bring over that whole that talks about what are our stress symptoms? On here, you see the three different ways they may show up. Physical symptoms, emotional symptoms and cognitive symptoms. So some of the things coming here might be migraines. I come back to that in just a second. Acid reflex, upper back pain, a tight chest, headaches or overeating or under eating. We usually wish we had the other malady. And other things include fatigue, agitation, confusion and those cognitive symptoms would be confusion

or feeling foggy. Maybe losing your memory and those kinds of things. Physical symptoms are a lot of what you are sending in here. You know, stomach issues in your jaw clinches. Emotional symptoms might be that you are getting irritable or you have a short temper. I think a lot of us may be having that happening right now. You may be prone to crying more. So, thank you for sending those responses. We can hide that now, Jeannie, thanks.

The point is that I will go back to the migraine example. I do not get migraines and I feel very fortunate. I know for those of you listening, I am betting that you find this to be true. I have talked to friends that have had migraines. Migraine sufferers really get very good. They are detectives and are very good at identifying the initial sign that migraine is coming on. It doesn't happen all the time, but if they can really catch that sign, then they can mitigate it with whatever their remedy is. It could be a medication. A friend of mine used to get cluster headaches. Once he knew it was coming on, he would take off running. That quick jolt of energy could sometimes stave the headache off. It is true for you as well. When you program yourself to notice, you do the breathing thing to calm the system down and then you can start to access your internal resources. What I mean by that -- let me give you a model to look at to understand how it works when our stress increases and when it decreases.

So, you can see here on the left side which is where the stress meter is. On the bottom, when you have low stress, you are able to see your problem more clearly and make good judgments. You are able to remember previous solutions that have helped with the program. Also, going through your internal idea where you can get support and whatever it might be. As the stress meter goes up, it narrows our field of perception where we are not able to see the problems clearly. We lose sight of our own clarity or ability to you know, make decisions. So, this is a great model to use. You can post this somewhere. As you take the meter down on the left, your perspective and perception opens up. Right? I hope that makes sense.

So some factors that influence how we react to stress.

As it says on this slide, some factors that are out of our control are what we come into the world with. There are different schools of thought on this, but you know, whatever those things might be that we have no control over. Then there are the circumstances we are exposed to from birth and throughout our lives in the experiences that happen to us. But, the factors that are within our control are our worldview and our development choice in how we deal with change, etc.. We have to look at how we are somehow allowing that first part to influence in a negative way the second part. In other words, let's take our worldview. If something has happened to you, even like the virus right now. If it has really prompted you to go into a feeling that the world is a terrible place, let's say. Let's say you did not have the viewpoint before, or it wasn't that strong. Now, the worldview will cause you more stress. There is a quote attributed to Einstein and I don't know if it is him or not, but it's a good quote, regardless. It is that the most important decision we make is whether we believe we live in a hostile universe or a friendly one. Things can happen to us that change our worldview, but then the question is, how can we find our way back to finding the good? Defining something positive? The truth is, we can always find something negative and something positive. And, you know, so the point is that right now, when you find yourself worried or upset or depressed, or whatever it might be, because of what is happening in the world or your own life, or both, you can find the news which will make it worse. You can sometimes go to social media which is a mixed bag. It may help in one way and then in another way it may instill more fear in you. You can always look online and find inspiring and creative things in funny things. Right?

Or, you can find conspiracies and fear mongering and all of that. So, if in that moment you are able to say, what do I want to choose right now? This is not just something that happens. Just think positive,

this is not Pollyanna stuff. It is how do we find our way back to a place where we have more calm and more power? Where we are able to enjoy our lives more regardless of what is happening around us. The analogy I would give is, let's say you are in a boat. You know, all of the sudden you are fearful or anxious, or whatever it might be. You start to go into this dark place in the water. Toward this dark swamp in a dangerous place to go, metaphorically. Your mind is going down the rabbit hole of negativity, or whatever it might be. Once you recognize it, as quickly as you can, as mentioned earlier, first of all, stop the boat. You're not going to immediately have the boat zip across to the other side of the lake where things are sunny, but what you start with is just turn the boat to face the right direction. That might be changing one's thoughts and neutralizing it. So, let's say you are saying this is terrible and it is never going to end, or whatever? At least you can say to yourself, right now there are good things happening in my life. Or, what I have control over right now is such and such. That turns the boat to face in the right way. Then you look at the next positive thought or action that I can take. Let me look at something funny or go play the guitar. Let me instill in myself an affirmation or a mantra that is helpful right now. Like, here is one. I have everything I need right now. We can get into this. Especially at the beginning with the whole toilet paper thing and people hoarding things because people were in fear. It has gotten a little better now, but at the beginning, I was talking to my friend about this way back when. I don't even know it need toilet paper, but I'm so scared that I can't get any. So, if I could come back to the mantra, I have everything I need right now. If you don't, then you take an action step toward getting it. Right?

So, coming back to the place where you have calm and you are able to focus more and access the positive or the creative or innovative things that will actually send the boat further in the right direction. Because with the negative thoughts that we are having, and I talk about these more specifically. But, there are statistics outlined in this book which is on your resource list in the slides, later that you can access. It is the book called happy for no reason. She talks about how generally we have 60,000 thoughts per day. Generally, 95% of those thoughts are the same ones we had yesterday. And, for the average person, 80% of those thoughts, those habitual thoughts, are negative. Which means you are having 45,000 negative thoughts per day. So, if you don't think that can make a difference on whether your boat is going the wrong way or the right way, there is your proof. Right?

So, we have to work on those thoughts and notice them and see how we can shift those in a way that will help us feel better. All right?

Before we talk about the thoughts, let's talk about control. I wonder how many of you, maybe one or two of you, may consider yourself as having a control issue. Right?

You are not alone in that. It's part of the human condition. Some are more prone to it than others. When being controlling or feeling really, really terrible when things are out of your control. At times like this, it is even worse for people that have control challenges because there is so much out of our control. We use this model in the outside circle is what is out of our control.

Now, that is all kinds of things. It is the biggest circle here for a reason. Most things are out of our control. Different things with the virus in different things with the economy, whatever it might be. The big one here that we have to remember is those darned other people. [ Laughter ]. If it weren't for them, things would be great. You cannot control other people. You may have an experience where you are doing what you feel is right now and then you see somebody else that is not doing that. Whether it is wearing a mask or social distancing. Then you see people on the other end of the spectrum who are thinking you know, I have a client I was talking to yesterday who is not left her house for three months except a handful of times to go for a walk. And, this is not about judging her or anybody else, but it is what you do when you see somebody doing something that you may not feel is right. You cannot control

what they do. Right? If you are not aware of that, you should write that down to remind yourself. You look at what is in your control and the big answer to that is you. How you are in the world and how you respond. You know this, it's not rocket science, but we forget. We go into the fight or flight responses. Even judging other people and getting angry, or whatever it might be. So, knowing that you can control your own responses. And, that's what we want to keep focusing on because that will help you manage your stress. I want to point out the middle circle which is dotted for a reason. It's called circle of influence. This is like in between having no control and having complete control. The example I would give is let's say that you have an idea of how something could be done better at work. Now, you could go to your boss and try to control what they do with that idea by trying to jam it down their throat and saying, we have to do this thing. I don't recommend that strategy. They may not do it because of the way you presented it. The other extreme is that if you don't do anything and if you say, they will never listen to me anyway, so I won't say anything. Now, you have lost any possible voice and you become more of a victim. Now you are saying, I don't have any power or control at all in this situation. That is not true and this is where the circle of influence comes. The idea is here that you go to your boss and present the idea. Then, you detach from what they do with it. Detach from the outcome because that's the part you do not have control over. Right? This is about using your voice and choosing how you use it as well. There is an example, and I don't know if you have this where you are, but there is a community forum that people used to ask for a plumber. Or say, my dog ran away, has anyone seen him? Just thoughts on different things. This forum is just a breeding ground for -- or it can be, for all sorts of dissension. There can be inspiring and helpful things, but there are also threads that can be so vicious and mean. People have a short fuse of some kind and so they may use the forum to just be really belligerent and you have a choice there to exacerbate that by fanning the flames and responding in the same kind of way, or you have a choice of not getting involved in that and turning that off because it stresses you out to read it. This is where your choices lie. Right?

I just want to see -- yeah, I want to quickly mention the question, what you do when other people try to control you? I want to address that. That is something I was going to address later, but I will bring it up now. I have an example of two clients that are sisters and I work with both of them. They are in different -- one is on the West Coast and one is on the East Coast. We will call one sister Jessica. Jessica is starting to go out and do things in the outside world. You know, going to meet friends in a park in social distancing. She went to a funeral where somebody in her family or a friend had passed away. Now, the other sister, we will call her Jane. Jane is staying in her house for three months and she is very upset at Jessica that she is starting to do these things. So, every time Jessica mentioned something. Even showing up on the zoom call with makeup on, Jane starts to say, why do you have makeup on? Are you going out? She is very scared and I understand that and I am not judging that at all. That is starting to impact Jessica and she's trying to control. The Council we have been working on with Jessica is expressing herself and that goes back to this example of voicing something and putting a boundary down. Here is a boundary I put down with my friends and saying, do not send me anything unless it is highly researched and help pull. Those are the criteria. Because negativity and fear, we can all fall prey to it. But, if we spread that and it is not helpful or it is not researched, you are spreading a secondary virus that way. Negativity can be that way too. It is contagious. You can put limits down with people. Jessica wrote a script that she could say to her sister. Look, I understand how scared you are and I honor and respect that. I have to do my own life here. I don't want to lie to you about what I am doing, so I will tell you these things, but I will ask you not to comment on them and we can change the subject. There is an example of trying to express something to somebody that may be trying to control you. Hopefully that can kind of help.

All right, I want to talk about stressful thinking and I will only go over a couple of these in the interest of time. In the slide deck, you do have access. You will have access to all of these slides and these are broken down with descriptions so you will be able to understand what each of these is for. I suggest you look to see the ones that you are more prone to and start to work on that. Because our thinking can absolutely create stress for us. This first one is filtering. This is where you take the negative details and magnified them well filtering out the positive aspects of the situation. And, that might resonate with you. This other one is polarized thinking. It's a really big one that can create big stress. This is black or white thinking. Some people are more prone to that, but this is something to work on because that will make you miserable, as some of you may know. It's trying to get better at finding the gray. How is this for stressful? Either I am perfect or I am a failure. Well, no pressure there. Right?

So, finding a different way of looking at the great area there. The other one I want to point out is mind-reading on the top right. This is basically making assumptions like you know so what someone is thinking or why they did something. You are having a relationship with them in your head when you do that. When we do that, we create more stress. The Council here is to get into a discomfort so by checking that assumption out with somebody. Rather than assuming you know why they said what they said or why they looked at you a certain way. Right?

The next one I want to point out quickly is personalization. That is taking everything personally. There is a book that some of you may know and it's in your resource slide and that you have access to. The four agreements is a helpful resource in managing stress and having a more full milling fulfilling life. That is so you will have an idea of what they are. They are stress management tools as well. One is to don't make assumptions. Another one is to don't take anything personally. Even if you do that 25% more with not taking something personally, you will get 25% more fulfillment in your life. Right. The other two are always to be impeccable with your word. That means don't gossip, don't lie and don't cut yourself down or other people, etc. And last one is to always do your best. That will change, depending on the circumstances. Right?

If you are going for 100%, that is not a reasonable standard. I will talk about that next. You can see these broken out at the end of the slide presentation when you receive that. So, I want to talk about a few of these that I have not talked about. I talked about the first one. Perfectionism is what I started to talk about. If you are holding 100% standards for yourself, which is impossible. I was a Tony Robbins coach for seven years. He's a motivational speaker and he talks about how perfection is the lowest standard you can go for because it is unattainable. So, pick a new standard to make that your new normal. For instance, pick 75% rather than 100%. It is more reasonable and it is smarter. If you go for 100%, you will burn yourself out and those around you as well. Right?

And let's see, there are so many I would love to talk about here. Yeah, let me quickly talk about the one about being self-critical. This could be a year-long training, right? But, we have to work with the voice in our head that is the critic. Most of us have a well developed self critic. We need that for certain reasons, but it is usually louder and meaner than it needs to be in a can be shaming and judging and it doesn't help us. It makes us work deal worse about ourselves. Most of us do not have a well-developed self champion. This is not coddling you, this is the one who reminds you of the goodness that you have in your strengths. Here is my quick assignment that I will give you and I give it to you a lot. I have seen this tool help more than any other tool in the 20 years I've been doing this to raise self-esteem and confidence which is a stress management tool as well. Right? If you feel good about yourself, you you are able to handle things better and may not be as stressed. You can do this now or afterword, but come up with five things about yourself. What are the qualities that are your strengths. Make sure those are focused, or at least several of those on the strengths of who you are. Not what you do. Right? So they

doing strengths would be hard-working, responsible, committed. But, I want you to focus on the ones that are just you sitting on the couch. You have value there. Like, I'm funny, I'm smart, I'm Carine, I'm creative, I'm intuitive. Those are there no matter what the setting is. The reason it is important is because if you focus all your value on what you do, then when the doing thing changes, like things happening now, or you lose your job, or you make a mistake, then your whole self-esteem is like a house of cards that goes down. If you value yourself by who you are, that stays with you no matter what happens to you. I can't emphasize that enough. Once you right those five things down, you say these every morning. I am smart, I am funny, I am innovative, I'm intuitive, I am caring. You say them 10 times in a row every morning. I call them the truth vitamins and they instill another sense of the other part of you the critic does not acknowledge. I can talk more about that, but there is your assignment. I guarantee that if you do this. You can do this and use the truth vitamins every morning or before a meeting or a difficult encounter or maybe during a particularly bad day. Remind yourself of who you are.

So, here is a bunch of things. I've talked about some of these already. I talked about brakes, breathing, truth vitamins and I've talked about avoiding toxicity. So, the bubble relates to that. This is putting a metaphoric bubble around yourself. Like, visualizing a protective bubble or force-field. Some days that might be light and other days it might be steel. This is a good practice when you go out to the grocery store, or whatever. It is also helpful in terms of toxic people. Imagine this bubble around you that keeps toxicity from entering your sphere. This is not a Aryan fairy thing. Athletes have been using this visualization forever. Like the basketball player that visualizes 100 free throws in a row. There is research that shows what a difference that can make. So, envisioning this bubble. Every time you go out, have your mask in your bubble. Also if you have people around you that are negative, where your bubble to help prevent toxicity. And let me see what others I want to talk about here. Having a morning ritual of some kind. You know, this could be just sitting and breathing for a couple of minutes. It could be a meditation practice or doing some writing or reading something inspiring. It certainly include your truth vitamins. If we get up and run into our day, it's like running a marathon without stretching or having water, or whatever. This is an underutilized tool. How do you want your day to go? Maybe you pick a theme like COM or piece, or humor that you are going to focus on for the rest of the day and that is your intention. But, set your day up right by using that ritual. Right?

Okay, so I am going to cover just a couple of other things and then I'm going to take some questions. These two exposure to nature and the unplugging are really key. Getting out into nature when you can. You know that, that there is a book called, and this is in your resource list, it is the nature fix. There are all of these experiments that look at the impact of nature on test taking and on self-esteem and on a lot of things. So, get your dose of nature. Also, it's so important to unplug here and there so you are not hooked into your devices all the time. We are all addicted to devices at some degree and it is stress inducing. Maybe you're waiting for something are on a break, don't pick up your phone. See if you can work at getting better at that with more time between checking your phone. I do not check your phone in the middle of the night when you get up to go to the bathroom. This is key. I hold trainings on sleep and that is a big one. I could talk more about those, but in the interest of time, I have a few other things. So, this is a model for you. This is a great way to use this. You can take these five parts of yourself and break them down into whatever way you want. I think these are pretty thorough. Look at how some overlap.

Meditation helps the body and it helps the mind and it could be a spiritual practice, if that is fitting for you. You could take this as a model as your goalsetting plan. What is one thing I can do that hits on all of these? Or if your emotional body is really, you know, rattled right now, work on that. Have some things in your toolbox to help with your emotions. Right?

So, take this model and add your own tasks and look at it daily. It is a way to structure something without it being completely rigid. Right? Again, small things done consistently.

I just want to point this out. Here is a bunch of books and some of them I have talked about. You can take this and look at some of these and see if they appeal to you. Then, these are some apps. There are so many and I guess you may have some as well that help. These are things that can help with guided meditations and visualizations and keeping our central nervous system COM. Keeping ourselves in the most conducive state to still enjoy our lives even with what we are dealing with right now. It is so important, and that is a muscle. I'm going to take your questions in a moment, but I want you to see a couple of these quotes. So, in terms of dealing with change, I'm an endless philosopher. I put a dollar in one of those machines and nothing changed. The point is that you have to change. You know that, but I have to reiterate it. If we are waiting for something to happen and we are not using our knowledge consciously and intentionally, we are not doing our part. Again, one or two things consistently. Then, it is not the load that breaks you down, it's the way you carry it. You may need to adjust to the load to deal with the circumstances. We are in a tough climb right now and you may need to carry the load differently. Look at how you are carrying the load. It is not the mountain that will take you down, it is the pebble in your shoe. The what the pebble -- deal with the pebble and then you will be better with the mountain. Okay, so that's what I have for you right now. You have access to this, but I do individual counseling and coaching with people. I am not a counselor through Magellan. I do these trainings, but I'm not a provider through Magellan. This would be seeking me out for private practice and I do sample sessions and all of that and I can talk about how I work. There is my contact information, which you have. So, Jeannie, I think that is it right now . Actually, let me do one more thing here. If we could put up the pole about what you are committing to, the one or two things, that would be great. I want to see what you all are taking away. We will spend just a minute on that. I will be looking at some of the questions that are coming in. So, what are you taking away?

The morning ritual? Good. And the five things vitamins. Positive tell self talk is so important. Start the day off right. Picking a theme for the day. I am telling you these things pay off, they really do, but do them consistently at least 21 days to change a habit.

All right, thank you so much for sending those in. We can take that away now and I can hand it over to you to talk about our EMP for a bit. Thank you Jeannie .

All right, thank you Paula . That was a great presentation, as usual. We are so appreciative of you. So, before we get to questions, I do want to remind everyone about your EAP program. It is here for you and a free program offered through your company. We are here to support you and your family and your coworkers and your employees. So, please do not hesitate to reach out to us today for support and for resources. You can access us by calling your company's specific 800-number or the web. 24 hours per day, seven days a week, we are always here and available when it is convenient for you. And if you don't have the number or the web address, reach out to your human resources for assistance. I also want to mention that our website has information and resources around COVID-19 and it is being continuously updated. So, check out the web. It looks like we do have some time for questions. Paula, I'm going to turn it back over to you.

Perfect. I wish I could answer all of these, but I will take a few that seem to echo here. One question was around the procrastination peace. That was one of the ways our behaviors can cause stress. So, a couple of things I would say about that. Sometimes, for some of you, if you are a procrastinator, it can be related to perfectionism. I'm not even going to start because I can't do it perfectly and then you end up not doing anything. That is one thing to consider. It is really about do one thing. Just start. Make yourself take that step to just do one thing toward it. Because then you have a start on something and you have

to manage that procrastinator perfectionist in your head. Say yeah, I hear you, now go play in traffic, voice, well I focus on the next step. You have to manage the voice and remind it of your new standard of 75%, or whatever that is. And you know, be a detective about your procrastination. Why am I procrastinating? What is happening? Look at the thoughts that allow you to procrastinate. I will do it later. You can listen to the voice in your head. We talked about the critic and the champion, but there is also a voice that will talk you out of doing stuff. I have programmed myself and it has made a difference over the past year went. When I say I don't have time for doing something like the dishes and that I will do it later. I bring in a voice that says, really, Paula . Really? How long will it take to put the dishes in the dishwasher? I even have a dishwasher and realistically it may take seconds. Do you really not have those seconds? And think about it when starting a habit like meditation. That's another one that I do. I have had a meditation practice on and off for years. I'm not just starting and you have to build up to it. My goal is to meditate every day. The voice will come in that I don't have time today. Maybe once in a blue moon, I don't, for whatever reason. But most of the time, I can bring that voice in. You don't even have one minute? If I just sit down, I've done my meditation it is like punching a clock. One phrase around that is to shovel while the piles are small. Otherwise they become insurmountable. Right?

I will take a couple of more here. Somebody talked about, is it one of the behaviors that is catastrophize in and making everything a catastrophe. Now, we have some pretty challenging times right now. Right? The question was, is it catastrophize in if we imagine the worst? That's a great question and there is no exact answer to that question. It depends on you. It is your stress meter. If imagining the worst makes you feel worse and paralyzes you, don't do it. Right?

But, if it makes you feel better, I know a friend of mine thinks of the worst case scenario because then he feels he can see it and so he has more influence. Right? So, monitor whatever choices you make. Does it make me feel more stressed or less stressed?

Let's see, I might have another one. Do you think nonconfrontational people struggle more with internal issues of control? Do you think it might be harder for people who don't mind confrontation?

That's a good question. One thing I would say about that is that most of us hate conflict. It is not pleasant. But getting better at dealing with the conflict doesn't mean it will ever be fun, but if you get better at it, like my client Jessica who I helped come up with language to confront her sister. It feels achy and uncomfortable but you have felt that before. If you can sit in the feeling, it doesn't feel good, but you go forward and remember why you are doing the confrontation. It can be really helpful. So, we are about at our time here. So, I wish I had more questions I could get to. This shows you the slides I talked about before with all of the things broken out. I want to point out this quote really quickly. This is called the Stockdale Paradox. He was a POW in Vietnam almost 8 years. He was interviewed by an author that wrote the book, good to great, if you are interested in that. You can google this. The paradox is that you must confront the brutal facts of your reality, whatever they may be in at the same time retain the faith that you will prevail in the end, regardless of the difficulties. I think it is so powerful right now with this. We do have to face the brutal reality that is happening right now. It is not normal and it will be a while before we get back to what things felt like before. You have to look it in the eye and retain the faith you will get through it. It is not just about prevailing in the end, it is about how your prevailing each day? How are you prevailing each day?

Some days you will not do well. All right, notice that and get up and dust yourself off and go back in the next day. Are or it could be hour to hour. This last thing here is, how do we choose to live? Again, we can enjoy our lives in this moment. Even though other people are suffering, this is not minimizing the suffering, but it is recognizing that you being miserable is not helping that person feel better or get a job. Right? You have a responsibility to this beautiful life of yours to live it and to find moments of love

and beauty because they are always there. Then, finally extra kindness and extra grace for yourself as well as everybody else. We are all fighting this fight, right?

Okay, so Jeannie, that is it for me. Guys, it was a pleasure to be here with you today . Do something consistently with this and you will build that toolbox. Jeannie, I will pass it back over to you .

Thank you Paula . I am standing here smiling and listening to you. I really appreciate all your words of wisdom, as I'm sure the audience does. So, thank you for taking the time to put this together and to share with us today. And, I have pulled up our questionnaire if folks wouldn't mind filling that out. It is just to rate your overall satisfaction with today's webinar. Very satisfied, satisfied, somewhat dissatisfied or very dissatisfied. Click the button next to your response and that will send your response to us. I appreciate you feeling that out. We also have the certificate of completion that is available for download. And, the handouts which are a copy of the slides. There was a lot of good stuff in the slides, so be sure to download the handouts and the book references in the quotes. And, the content from your presentation itself. If you cannot download the handouts, for any reason, you can get them on the web when the recording is posted in the next 2-3 business days. So, we are out of time and I would like to thank everybody for attending today. This concludes our webinar. [ Event Concluded ].