

## Cultivating Civility in Your Work Environment

Welcome to Cultivating Civility in Your Work Environment . My name is Melanie Ordonez and I will be a moderator . Lacey Burch is our guest speaker. Lacey started with Magellan in 2019 and is a senior EAP consultant for our drug-free workplace program. She is a licensed professional counselor and has taught psychology in Belleville, Illinois. She has also provided intensive outreach care with people with substance use concerns and currently is a private practice specialist specializing in the areas of substance use and personality disorder. I am now going to turn it over to the very talented Lacey. Lacey, go ahead.

Thank you so much, mail Mel. And thank you everyone for attending today. I know this is a topic of interest for a lot of people. I know there have been a lot of questions about civility, not just in the work environment, but as a whole right now in society. I think this is a good topic to discuss and think about. I am hoping this topic and the way we are presenting it today will give you tools to maybe help you and maybe some new ways to look at things. The objective for this training today are to recognize what workplace civility is and what it is not, understand the negative impact of instability in the workplace, recognize the value and contributing to a positive civil work environment and learning how to promote climates of civility starting with yourself at the end of the day, really we can only control ourselves and how we are reacting and responding. That is what we will focus on today. So, what is civility and what is incivility? I think we will dig a little deeper into that. Mel, if you want to pull that first poll question over, what does civility mean to you? We will give people a chance to respond. What do you think that means? The golden rule. Okay. Politeness. Respect. All accurate, some of the answers I am getting in here. Courteous. I like this, treating others with respect, regardless of agreement or disagreement. I think that is a great definition of it. What else is coming through? Human empathy. That is a big part of it. I think that is something we forget sometimes, to show empathy to everyone because we never know what someone else is going through. What are some things that stick out to you, Mel?

I see people say tolerance and a lot of people talk about being respectful and courteous.

Tolerance is a great one too to think about. Tolerance can be brought. And compassion. I think those can both be broad terms, but if we break it down to day-to-day activities, how we handle them, they can really show someone respect. Discussing, rather than arguing. I think that is a great one too. You can have a discussion, does not have to get heated or get personal , especially when talking about our work environments. I think you guys have some great responses to that. What are our training would suggest for civility, it is polite, considerate and respectful. I really like this, a measure of the quality of interactions we have. If you could look at it from that perspective, if you judge each interaction you have with a person, looking at it from your side, how you contribute to the interaction, how we contribute to it and look at it from interaction to interaction I think gives us a way to look at it from our own civility and how we are being respectful of other people. On the flipside, we have incivility. What does incivility look like to you? What does that mean to you? Mel will pull some poll questions over to look at that here this helps us get on the same page and make sure everybody's thinking in the same terms. [ Indiscernible- overlapping speakers ] Yeah, rude came out like 1 million times. Somebody said combativeness. I would agree with that too. Intimidating, for sure. Inconsiderate, yet. Making someone feel less than, that is a really good response. Anytime we are making someone feel less, I think that is uncivil. Condescending, threatening, are there any other ones that are standing out for you, Mel?

Yeah.

Harsh. Someone said Karens. [ Laughter ] we still need to come up with a name for men. I think Kevin has gone around. Yeah, Karens, that is a funny one. Disrespect, no regard for others' feelings, all fall into that category. The definition of incivility, how it is looked at, unprofessional , rudeness, shouting or swearing, intimidation, bullying or threatening and being offensive or humiliating, which I think especially sometimes we may not realize we are being humiliating, we are calling someone out or making them feel uncomfortable. That is a good one. Intimidation. Intimidation does not have to mean getting in someone's face, they can be coming across in a harsher way than we are meaning to. Sometimes it is not the words, it is the tone, the body language, things coming across like that if you are being aggressive right now. Keeping those in mind. That is how we would define civility and incivility. Now, Americans' views on incivility. Let's talk about that for a second. A recent 2019 civility in American research revealed most Americans have deep concerns about the state of instability incivility in our country. Mostly, incivility has risen to crisis levels. I think that is the big indicator of where we are at right now. Over half expect it to slowly worsen. Where we are at right now, they think it will only get worse down the road. Over 30% have experienced incivility at work, which that is a pretty large number to say you are feeling that way at work at times. About a fourth have experienced cyber bullying or incivility online. I know personally for me, even just getting on my next door to check what is going on in the neighborhood or a post about a dog or something, you will see a lot of discourse going on and it used to be the neighborhood at to get recommendations or referrals and you will see people going on tirades, rib berating people over the most basic of things, over half have stopped by from a company due to uncivil representatives. People do have a choice on where to spend their money and you may think you are the only company in town that does what you do or the only place they could go, but there is often other places they could spend that money. I am sure most of us have had that experience at some point, where we want to do something, patronize a certain store and just because of the way we were treated in that store, we did not return. For big businesses, that is money down the drain and for small businesses, that could cost them a customer for life. Remembering how we treat someone with a walk in our door or calling us right off the bat could turn someone away from doing business with us ever again. Looking at a little closer at the negative impacts of incivility in the work environment , nearly nine out of 10 Americans who work in uncivil environments were part incivility is negative consequences in their jobs or personal lives. There were probably 15 or 20 things people listed as negative consequences they have had. The three I pulled out that I thought were maybe the most pertinent it are, hurts my job morale, it makes me want to quit, leads me to call in sick. You, personally, those hurt the company, especially that could hurt your overall job path and career path. Looking at that for a minute, Mel has got a question we will pull over and take a minute to reflect on consequences and loss, whether that is in your personal or work life. What is lost? What is damaged? What are missed opportunities ? Missed opportunities is an interesting way to look at it too. Promotions, for sure. It could cost promotion, career advancement, self-esteem.

I see something about loyalty. Ben yeah, loyalty. Your mental health, definitely.

Camaraderie, trust, protectiveness, motivation.

Someone just wrote growth. That could be a big missed opportunity for growth, whatever we have got that type of environment going on. Motivation. If anyone has ever been in a job where the morale was particularly low, it could cause your motivation to tank. You have no desire to go in, no desire to be there when you are there. They will talk about the Sunday scary's, feeling that stress of not wanting to go into work on Monday. I think that could often come from that uncivil work environment we have been talking about. The good news, after what we just talked about is that same survey, the civility in

America survey, although Americans expressed concerns about the state of civility in our country, many are hopeful about positive change. Respondents reported the individual person as the top driver to improve civility and the vast majority reported a willingness to take personal responsibility and take action toward change. Essentially, kind of what we talked about at the top of this, the culture starts with you. Let's explore a little more about how we can support a climate of civility. At the top, it says assume best intentions. Be mindful about making premature and negative judgments about a personal situation based on assumptions or past experiences. Instead, instead of assuming things are going to go bad, they always go bad, I'm going to have a bad day at work, someone is going to be rude to me, instead of starting a day off like that, what if we turned around and went into a positive direction, assume positive intentions and flooding for a positive outcome . I actually talked with this even about couples, the best intentions of your partner, assume best intentions from your boss, your coworker, but remembering that we are on the same team. If you can keep the same team mentality in mind, whatever you are doing, I want to assume it is for the greater good of the team. If you could assume that for me as well, we will start out from a really good, positive place. Keep an open mind, a related strategy in approaching newer challenges with people in openness and newer curiosity. Coming from a place of trying to understand versus trying to judge, trying to assume, make a genuine effort to understand a person's situation or viewpoint that is different from yours, that takes practice and it takes stepping outside of your comfort zone. If we can come from a place of wanting to understand, wanting to know, wanting to be curious, we are coming from a place of already starting with I want to understand, I want to know. Relying on facts, surely more beneficial to rely on facts than assumption. Seek to understand rather than relying on assumptions, rumors and gossip. I think when we say agreeable forces, that is something we have to look at nowadays. Maybe you found this information online and maybe it is a good source, but maybe you need to dig a little deeper and figure out where exactly that source came from. Before we start jumping in, saying we know something, we are positive about this or that, I was actually talking to Mel yesterday, I have no problem telling someone I don't know . That used to be my biggest fear as a professor. I remember asking my department head, what am I going to do when a student asks me something and I don't know? She was like, that will happen, you will not know. I thought I was supposed to know, these are the topics I'm teaching, I'm supposed to know everything. That is crazy, you need to say I am not sure, let's find out together, let's figure it out. It is okay to say I don't know, I don't have enough information, let me do more research on this. Relying on facts keeps us in a better place than assuming rumors or gossip, especially when we are talking about other people at work, things that work, how credible is the source? Why don't I wait and hear it from my boss before I start reacting to this information. Exploring personal biases. Bias is a prejudgment in favor of or against one person, thing or group. Whether we realize it or not or want to accept it or not, we all have biases based on our own personal experiences. I grew up in a very small town. That could make me feel more favorable towards people from small towns, it could also do the opposite. I could say growing up in the environment I did and seeing people I did, that lets me know everyone from a small town is like this. Those biases can impact judgment and decisions. It is important to understand these biases can be unconscious, meaning we are not even aware of our behaviors, it is just the lens we are looking through. My lens is based on my life, my own experiences, my upbringing, the information I've been giving. This will cloud my view, just like yours will change a cloud your view. It is not bad, it is just a fact of being human. I will say this last part here, don't let five bad minutes ruin five hours, five days, five weeks. Sorry, actually, we just missed something. Let's think about life experiences for a second before we move on. Mel has got a poll question for us about life experiences and some things that might be creating biases in your life if you want to take a second and answer, we will talk for a second about what biases you may see you may have or things that help you in your lives and how you see the world. Childhood, gender, political views, race, money or lack of, definitely. I see some news coverage. What did you say?

News coverage.

Oh yeah.

Bad experiences with government agencies or particular entities.

Here, that is an interesting one. I could think of several people who feel they have that bias. I used to work with community health and I can tell you, I had some people when I would show up say I've had so many caseworkers, no one ever helped me, no one ever did anything weird I have to overcome a lot sometimes of biases they had from being in the system they were working with and frustrations they had. I had to prove myself 1 million times over because they had bad experiences before. Even that, we get a feeling from that, now we are expecting someone to prove themselves to us and we need to give them a fair chance in the beginning. Someone said everything. [ Laughter ] everything can be a bias, right?

If you've had negative experiences, you. People are talking a lot about language or religion. It is the way we communicate with one another, our belief systems.

Absolutely. And positive and negative experiences you have had with other people or other cultures, anything like that. I definitely think that could give us an unfair bias before we even get to know a new person because we are letting that past person cloud our judgment. I would say, almost everyone we know has a thing about certain names even would sound silly. I've had certain bad experiences with a name, like I would never name my child that. I've had several bad repeated experiences with someone with this name, which sounds ridiculous, but even that name could become a bias. Things are just so specific to a person. Now, this last part, don't let five bad minutes ruin five hours, five days, five weeks. If you could take anything away from this training today, this could be the most useful in your day-to-day life, your home life, I talked to clients about this all the time. Someone will come in my office for their weekly session and say, I've had the worst week. Okay, well what was so bad about the week? Let's open it up and talk about it. Often, they did not have a bad week. They had one bad hour, one bad run in with somebody, even one whole bad day at work which was not all that bad. It may seem that way, but somehow that has turned into the worst week. Striving to not let five units with a customer or coworker carry into your next interaction or home life with your partner. Coming home from work and you had a rough last little bit at work, bringing that home with you. Definitely not saying this is easy. It is not easy to have about interaction with a customer of the next customer in front of you, not to carry that over, that is tough, but it is possible to let that go. When we let one negative thing start to cloud our day, it is like carrying around bricks in a backpack. Pretty soon, that cloud of judgment adds more bricks. It is important to find a way to hit that reset button. That will drag you down more than anything. At work, I know it can be hard. How can I reset at work? I can't disappear every time I have about interaction or bad moment with a coworker. There are usually ways in an office environment or even a retail type environment where you can get a minute or two to yourself and take some deep breaths, reset, reframe and get back to what you need to do. Mel has got another poll for us now. What are some ways you can reset your mood and attitude? What are you guys do now that works either at home or work or what are some things you could do at work, resetting your mood and attitude in that moment just gets you to that next interaction in a better my space and it takes about five minutes and keeps it from turning into that, I had the worst month.

I wanted to remind everyone you can answer this poll question by typing in the box within the poll, type your answer here and click on the call out icon to the right. We are getting your results. There are lots of good ones. People talking about going for walks, fitness, mindfulness.

Fitness, obviously if you can hit the gym. Gardening, pets. Pets are a great boost. I can't tell you how many times I snuggle with my dogs or pet them, five minutes and I feel better. You maybe can't go and pet your dog at work, but you can pull up their picture on your phone or a video of them. Even looking at a photo of your pet or your kid, that makes it like everything is okay. Taking a walk outside, at work you can say I need five minutes, take a walk around your building real quick, walk around the parking lot to your car and back, get a drink of water. Removing yourself from the situation even for a couple of minutes into a lot of good to reset your mindframe.

Someone gave a really interesting answer. They said sometimes they will symbiotically wash their hands or take a nice shower to symbolically wash everything away.

That is a great one. Things like that that are symbolic of something, those are great. I think people forget how powerful something like that can be. I will have clients come in, I just can't even get a minute to myself. Do you have a bathroom at work, surely you have a restroom? Say I have to go to the restroom, no one will argue that point with you. I tell parents that can get a break, go to the bathroom for 5 minutes, take some deep breaths, wash her hands, even use some kind of aromatherapy for a second if you have got a hand washed that smells good, smell that for a second and you can reset and move back into your day without carrying all of that negative interaction with you.

Someone else pointed out that they have a good communication with their spouse and they say, hey, I need a timeout. The other person says, okay, go ahead and have your break. That is a good way to communicate sometimes.

What a refreshing concept, you know what I mean? Just saying what you need, hey, I need a minute before I continue this conversation or I need a second before we figure out what we are going to do for dinner. I just need a minute. Nine times out of 10, if you tell people what you need or ask for what you need, they want to give it to you, sometimes we just forget to communicate. I am feeling overloaded right now, I just need a second. Whether with a coworker or partner, speaking out sometimes can make a difference too.

I think what is good about that, Lacey, I struggled with that sometimes in relationships with people. I have to remember, people can't read my mind or we kind of assume they know what we want. That was a great point someone brought up.

The more direct and open you can be, the more you will get your needs met. None of us can assume that person knows what we need. I had a discussion with a client the other day and he said I had this expectation of my partner, but I told my partner I have that expectation. When it did not happen and I was disappointed, I felt okay saying, I felt like we talked about this and you understood what I was wanting, and yet we did not end up in that place. Yeah, you communicate your needs and asked for what you needed and wanted from that situation. If you had not done that, I don't know if it is fair to be upset or disappointed, but when we had communicated as much as we can, that is the starting point of okay, I am doing okay on my side, there's nothing else on my part I can do for the situation. All we can do is our part and I think that is a great place to start, open and direct munication. Another part of this incivility comes from what others say. You can't control what others say, but you can control what you

say . I used to actually have this on my door in my office, before you speak or act, Inc. of the potential impact. Think. Try this helpful T-H-I-N-K strategy. T, is it true? Did you personally see it or hear it from a third party? That will make a big difference. Is this information true before I talk about it? H, is it helpful, is it helpful to share with others, maybe it is a private conversation. It can be addressed in a different way. I, is an inspiring, is what you are about is a beneficial to your customers, coworkers, team, whatever you are about to bring up? Is it necessary? Maybe a teammate did something wrong, have they already acknowledged it? If so, does it really need to be addressed again? Sometimes I will want to say something and think, yet it is true, helpful and inspiring, but then I will go to the end and go, but is it really necessary? Do I need to be the one that says it? Maybe someone else will be better communicating this message, is it necessary for me to do it? And K, is it kind? Has your words to the kind filter, which is very easy to do. If someone were approaching me and they were going to say what I am about to say, how would I take that in, but I think they were being kind, compassionate and caring? You can be all of those things, direct and still get your point across. I think we used to think, I'm just keeping it real. That is fine, you can also keep it real and keep it kind. Does not have to be one or the other. Mel has got another poll question for us, have you tried any of the strategies before and how the you think stopping to think before speaking can help with civility? Help calm your temper and gives you time to check your anger, for sure. Be more responsive and blessed less reactive, always great. Keeps you from saying things you don't mean. Yes. Asked his yourself if you would want to be told. That is a great one, for sure. I think it helps to formulate kinder response, it helps us carefully consider how we would want to be approached. What you say?

I see people are putting stop, just think of minute, rather responding impulsively out of anger, which is usually something we regret.

Yeah, it is very rarely, when we blur something out, it is very rarely something ends up coming off the way we want it to. Someone just said I often get emails and rewrite them. I don't add an address unless it is complete and civil.

I actually do that as well. I don't put a name in the address line so you don't accidentally sent it to the person you are intending it for or someone else by accident. Sometimes I will sit down and be really bothered by something and put together my email, reread it, edit it and get to a point where, yes, this is how I feel weird I feel comfortable sharing this. Nine times out of 10, by the time I get to that point and read through it, sometimes I will let it sit overnight and not sent and look at it tomorrow with fresh eyes and by the time the next day comes, you know it is not that important. I don't think I want to send that. I want to let it go. It is not my battle to fight. It will not be helpful, I will let it go. I encourage clients to do that with anything, writing a letter, an email, putting your thoughts down on paper in some way helps you determine if it is really something I want to tackle.

Somebody wrote to be cognizant of joking or being sarcastic because sometimes people don't have the same type of humor. They may be put off by some of that. That is important to think about too.

That is important too what we find funny sometimes others don't, or someone does not pick up on sarcasm as easy. Then, they can feel left out of the joke or what is being said. Thinking about MI communicating clearly and directly, is this something everyone will understand? Metaphoric can be helpful in upping your communication skills in helping you not have that reactive moment. Moving right along. Let's explore additional actions which can contribute to civility and productive communications in your work life. These are office often strategies that are helpful in your home and work life here there is a lot of information here I think that is very useful outside of work environments as well. Like don't let

five minutes ruin five hours, five days, five months. Also, what we just talked about, T-H-I-N-K. I think T-H-I-N-K applies to other people too. Listen fully. Practice intentional listening without interrupting and removing distractions is a simple, yet powerful way to show your coworkers and leaders you respect what they have to say. In my personal life, my fiance can be kind of guilty of the phone when I am talking to him. A lot of times, that is fine and it does not bother me, but if I am trying to have an intense discussion or something I am emotional about something that has been weighing on me, I've gotten to the point where I say, can you put down your phone for a minute and can I have your full attention. He knows when I ask that, this is a serious conversation and two, I'm asking for your full attention, your full listening right now. I think that is a fair ask. Sometimes we are all guilty of that, yeah, I am listening, but are you really listening to Mark sometimes I will have couples the reflective listening and I will say can you repeat back to them what they said, and often they are not repeating. She says she is mad because, no, she said I wanted to go see my family this weekend. She did not say I am mad we did not go see my family because you know how important my mom is and you never think about what I want, she said I want to see my family this weekend. Did you hear her? Even reflective listening. What I heard you say, you want to see your mom this weekend. Yes, that is what I said. Is there anything else you want to say about that? Giving our full attention, not formulating our response while we are waiting. They are talking, we are not listening anymore, we are coming up with our response. Take a beat. You don't have to respond right away or jumping immediately. Here what they are saying before you formulate your answer. Self-monitoring.

Real quick, they fully agreed with you on that phone scrolling , they do not like that either. [ Laughter ]

It is annoying. I want to pin it on my nephews or teenagers, I want to say that generation, but I tell you what, everybody is guilty of it nowadays. I can hardly remember the last time I had a full one on one conversation when someone's phone was in their hand and they weren't doing something else. You almost have to request, hey, can we put the phones down the next hour and have dinner and communicate the regular old fashion way? It is actually hard I think for some people to let go of their phone even for a simple meal or interaction. It is such a part of our life now. When it is reversed, it feels very dismissive. When you're trying to have that conversation, I try to be respectful when I am having a conversation with someone, I put my phone away because that is what I would like in return and remembering that works both ways. I've been in those moments where I am being hypocritical. I would want someone to do that for me. Let me tell you real quick, someone just taught me a new word, when you do that it is phone plus snubbing. [ Laughter ] I have not heard that one before. [ Laughter ]

I have not, either. Stop it! I am a true bookworm. I saw a meme the other day that says I always keep a book with me in case I need to aggressively ignore someone. I thought that was cool. I would be much more engrossed when you would try to talk to me than my phone, but I love to read. I always keep a book with me in case I need to tell someone aggressively I don't want to talk to them. Phones have become such a barrier to communication . They help us in so many ways stay in touch, but in some ways, they distract and keep us from having true, authentic communication I think sometimes. The self-monitoring, in all of our communication, monitoring not just the word, but what we talked about earlier, the tone, body language, gestures. Some people talk with their hands. I am doing it right now, you just can't see it . Even keeping in mind, trying to keep a neutral body language going, even that can come off a different way then we are meeting it to sometimes. Sitting with arms crossed, we try to keep open space, open communication. It becomes habit too. Evaluating how others are receiving and responding to an overall message and adjust your approach as needed. Sometimes that could mean something as simple as picking up the phone instead of sending a text or an email. If you can tell the communication is breaking down, pick up the phone. Walked to the persons desk or area and say, hey, I feel like we have

been going back and forth for a while, let's just talk about this quickly. Being respectful in always you communicate. Sometimes it takes picking up the phone or making that walk over to someone else. Try putting yourself in another person's shoes. I think people get sympathy and empathy confuse. Sympathy, pity, feeling sorry. Empathy is saying how would I feel if I were this person? Let me step in their shoes for a minute. Ask yourself if you were there, respond in a similar situation. My mom came into my work and was frustrated about something, asking me for help, how would I want someone to respond and treat my mom? When you don't know the details of someone else's situation, you've been told this person is upset, but you don't know why. When you don't know the details, try matching a stressor that would account for the behavior. I know a lot of things that are popular now, you see someone having a meltdown at a store, the term Karen. I know most people's reaction, they assume, what is wrong with that person, why are they acting like that? My go to thought is what happened to that person, either today, this week, a year ago, why are they so upset? What is going on in their life causing this reaction? I think it is bigger than the target issue at hand. It is probably something outside of that. I try to remember, this person is clearly going through something and try to show that empathy whenever I can. Engaging in acts of kindness. Positive gestures to lift others up, that can be as simple as giving a compliment, offering help to someone else, going the extra mile for a customer. I'm always appreciative when a business goes out of their way. The restaurant forgot to put part of my to go order in my bag and I called and said, hey, I did not get this thing I ordered. They go, hey, it is sitting on the counter. They said, where do you live, we will bring it to you? I said, wow, oh my gosh, okay. They literally drove it to my house. That made me realize this place is willing to go above and beyond. This is a place we will continue to give our business to. Something as simple or the extra mile means a lot to people. Even holding the door for somebody when they are trying to get in, that helps foster that culture of stability civility and positivity. As humans, we tend to avoid or judge what we don't understand or what makes us uncomfortable. If we can practice lending into those differences by striving to understand, be inclusive, seeking, grant and explore how differences can enhance and improve relationships. Personally, everyone has got common ground, even people you think I have nothing in common with this person, you do. Looking for those similarities, versus trying to pinpoint the differences. Working through conflict. Conflict is healthy. We will not never disagree with somebody, that is just not going to happen. Using our civil communication skills can be a big, big benefit. Other things to consider when working through conflict, are you bringing solutions versus problems? What is your part in this? Mel has got another poll question for us on conflict. The way we speak to others can diffuse or inflamed the situation. I'd like to think about how you typically engage with others when you disagree with them. What you say you are an in Flamer, inquirer, influencer, good listener or comedian? Maybe another descriptor comes to mind, what do you think tends to be your role in communication? Listener. Lots of listeners, listener is a great. I like connector. I like that word a lot. I use that word a lot. Understanding. Someone said they are an informer, sometimes you like to provide information. Inquirer, seek to understand and help resolve conflicts. Peacemaker. You know, that could be a good one. I heard a term the other day that women are often expected to be peacekeepers, which sometimes means not speaking up or saying how you feel. This person said, I prefer to be a peacemaker, meaning I have the hard conversation to resolve the conflicts, not to just keep quiet and not speak my mind. Peacemaker sometimes is helpful too.

Lots of people saying ask questions or inquire and seek to understand people so they can better deal with conflict.

Absolutely. Those are all things that are helpful. Collaborator. Like, hey, we are on the same team, let's figure this out together. Lots of answers on that one. The second part of this, what roles do you think Lind more civil communication? Obviously, I would say in Flamer does not lend to that communication.

Informer can, inquirer can, good listener can, even comedian Ken, I think, if you are using that comedy to break the tension in the moment or lighten the mood and provide levity to situation. I think that is a crucial situation to take a breath and asked everyone realize, we are all okay, we will get through this and we are on the same team here. Other things to consider when working through conflict, focusing on the problem, bringing solutions to that problem, not just the problem. Past mistakes, negative experiences, using your reset button strategy when needed to get through that conflict. Striving for acceptance. Acceptance can be a huge game changer. We often go three motions trying to change something or something we have no control over. Sometimes, just accepting. I know people that hate this race, it is what it is, I have a friend that personally hate that phrase. He hated so much, I found a coffee mug with it on there and send it to him for Christmas. He will be having a bad day and he will say it is what it is and take a picture of the coffee mug sometimes it is just what it is. In those moments, when you're forced to realize I can't change that, I can only work on myself and accepting it here at working towards accepting the challenges instead of focusing on what you can't control, accepting things as they are instead of flying against it can free up a lot of energy and bring you a lot of peace. I like this quote from Michael J Fox, he was diagnosed with Parkinson's and has been living with Parkinson's since his late 20s. This quote on acceptance I thought was great. It does not mean resignation, it means understanding that something is what it is and there has got to be a way through it. It is not me throwing in the towel, giving up, I guess we are just going to live like this forever. Acceptance means this is a part of my life right now maybe going forward and I have to find a way to accept that and keep moving through that. It is not giving up. This last part is important, practice stress management. Take the responsibility to recognize and proactively manage stress. It is not helpful when we wait until the house is on fire to start dealing with whatever is causing the fire. If you can put it out before the whole house is on fire, that is a better option. This can be especially important in challenging relationships, customer interactions, certain times of high stress. Sometimes , we do this in the moment of stressful circumstances, other times it is a maintenance practice. I think if we could always be working on taking care of our stress, that leads us to show up in the morning with our best foot forward. Our best positivity, everything if we are taking care of ourselves outside of that. Mel has one last poll question I think, how are you managing your stress now and what would you do in the future to manage your stress? Showing up without taking care of ourselves is our best selves, coming to work, coming to our relationships, coming home at the end of the day, journaling, meditating, talking to my dog. My poor dog. If he could tell you the conversations he has to listen to. Yeah, gratitude. I have a lot of clients who I do gratitude journals, that has been really helpful. Yoga was great. I saw something that said, not taking on too many projects. It is okay to say no. You are better say no and having some time for yourself. You have to go. I have become a mindfulness master over the past few years. When I am done with work, it is gone from my memory. Now, I work at home, so I don't have to do it as much, I still go into the office, but I worked a real stressful job at one point and had a bridge I had to drive over everyday. My goal for myself, when I hit that bridge on my way home, work was on the other side of that bridge. I did not think about it until I hit the bridge in the morning. I've got to have this time for me, otherwise, work was taking over my home life and nothing was enjoyable. I think all of that was really great. Yoga, meditation, playing with your dog, your kids. I know it is hard to carve out time. I struggle with it often. I can do about self-care all day and go, what did you do today? You did not do self-care. Making it a frequent part of your life, if it can be daily, even 10 minutes a day, setting aside the time for you to take care of yourself is really important. And then, you may already be thinking about things you want to change, do more of or less of based on these discussions. I encourage you to take some time and identify the specific tips. Everyone, take a second to type what changes will you have going forward to contribute to civility in your work and personal life ? Exercises are great, we did not get to talk as much about that, that is great too. Listen more. Some said think. Think before speaking. Short breaks during the work day, there important to take a breather. Everyone is entitled to that. Everyone needs that. Be a

yes person, I don't know if that means you will stop being a yes person or start being a yes person, but I like it.

Short breaks, just taking time away, short breaks.

Very necessary, yes.

Someone mentioned the THINK acronym. I heard that a couple of times already .

Me too. I think assuming best intentions, I always say start with that, start assuming your partner is coming from a good place, your boss is coming from a good place, whether the delivery was good or not, we are on the same team . Same team mentality. Let's see what else. Then, someone puts don't let five minutes ruin five hours, five days, five weeks. I think those two takeaways, the THINK, and the not letting five minutes ruin the rest of the day, even ruin your evening. Why drive that into the next interaction with another person? It is not serving you. I think that is all I have got for today. I will let Mel take it from here .

Yeah! It looks like we will have a few minutes for a couple of questions. I first of all want to remind everyone about the EAP that is available to you. Household members can reach your EAP by calling the toll-free number or visiting your company's website. If you are not sure of what that number is or what the website URL is, please reach out to your human resources department and ask for the EAP contact information. We have several companies here today, so I can't give you your specific information. We are available 24 hours a day, seven days a week to help with this topic or many other resources. Some people were asking me about stress management resources. We have tons of those on the website. You can also call and talk to a professional and have a consultation, get coaching, all kinds of benefits that are at no cost to you. I encourage you to do so. It looks like Lacey, we may have time for a few questions.

Yeah. So someone said, what do you do if your coworkers don't believe the facts? Oh man, I think in this current environment, that is a tough one. I have people in my own family I am like, but I can show you all of these things, but yet we are still on the same path if you don't believe what I am saying. Everyone has got their own views right now and I think they are all coming with their own information from different sources. If I want to prove a theory, I can find 300 things to back it up online, as well as a person with a counterpoint can find 300 things to prove me wrong. I think that is a tough one right now. If you are talking specifically at your job, then it is, I know for a fact this is our policy or this is what our boss has said, and confirming that with the boss. Sometimes that is all you can do is just no and I have gotten to the point with certain situations, I am not going to argue with a brick wall. I guess we just don't agree on that. You would think you don't have to agree on facts, but somehow there seems to be a discourse in the facts right now. That is a tough one. I like this one, Mel. How do you turn around the negative Nelly's? Do you have any thoughts on that? [ Laughter ] how do you turn around the negative Nelly's?

Isn't that right? We can control everyone else, and there are some people that have that. It seems you try to turn it around and they argue for their side. Sometimes, I just have to accept what they say and not try to keep arguing with them.

On the negative Nelly's, I used to be pretty pessimistic, but I done a lot of work on myself and now I will never say I am an optimist, definitely not Pollyanna. I have gotten myself to a more baseline, realistic. I

don't go to the sky is falling , chicken Little everything is scary immediately like I use to. I also will never be the person sinking the sun will come out tomorrow. I try to live in my realistic thought that sometimes things don't go well, but sometimes they do. Sometimes those negative Nelly's, Debbie downer's in our work or home life just say, I get this is hard, you are feeling a lot of down feelings about this, you can't always turn them around, but you can say, hey, I don't know, I still have some faith or hope that things will be better or different, we will get through this. Sometimes, just trying to get yourself through that realistic middle ground and have that person go from negative to realistic, because you may never get them from negative to positive, just have to get someone in the center with you. Returning to work and morale seems down, what you do to keep a positive attitude, that is a tough one. I am sure that is happening in a lot of places right now. People coming to work and morale is kind of love. All you can do is focus on yourself and the more you are bringing that positivity to work, the more infectious that is for others, the more you try to keep things in a good place, not feeding into the negativity or letting it drag you down. All you can do sometimes in those moments is keep your attitude up and hope that positivity becomes just as infectious as negativity can at times. The little things we talked about earlier too, giving a compliment, going the extra mile for a coworker or customer, that definitely helps morale.

It looks like we've got about two minutes left. We might have time for one more question, Lacey.

Okay. Let's see. How do you handle bosses when they are dismissive or condescending? That is an interesting one. That is a rough one. I think in those situations, you know, you're probably not going to change that boss. You can try having a conversation. I always encourage people to speak up and have a conversation. That is a good place to start. Can we talk about how I have been feeling lately? If that does not work, you have choices in terms of what makes sense for you and what you need to do to take care of yourself. We've all had that experience of a negative boss or negative person. I try to keep that separate and keep it at work. If they are going to continue to be that way, whether I have had the conversation or not, sometimes you have to make choices about what is best for your mental health and what you need to do for you if they are not going to make changes.

Very good point. I want to remind everyone, we had lots of people join today. Many questions are probably more appropriately dealt with over the phone with a consultation. Do call in and speak to someone if your question was not answered today because you had some really good situations you are talking about, but we want to give you the proper attention you would need and that would mean someone listening in, give you background information to be able to answer your question. If you are not sure of your toll-free number or website for your EAP, reach out to your HR department and ask for that contact information and we encourage you to use your benefit. I thank you for joining today. Lacey, thank you for sharing your expertise on this topic. We really enjoyed it. This will and our webinar today. Thank you, everyone. Have a wonderful rest of your day.