

## Managing Life's Micro-Stressors

ALL RIGHT, THANK YOU. GOOD AFTERNOON, EVERYONE. I WOULD LIKE TO THANK YOU ALL FOR ATTENDING THE WEBINAR. I KNOW WE ARE BUSY AND I APPRECIATE YOU TAKING PART OF YOUR DAY TO SPEND THIS TIME WITH A. WHO AM I? MY NAME IS, LISA LEE. I AM A CLINICAL TRAINER HERE AT MAGELLAN. TODAY I WILL BE TALKING WITH YOU ABOUT STRESS. YOU MAY HAVE ATTENDED A FEW WEBINARS IN THE PAST ABOUT MANAGING STRESS FOR WE WILL BE FOCUSING SPECIFICALLY ON MICRO-STRESS. BEFORE WE BEGIN, THERE IS A POLL QUESTION. MELANIE, CAN YOU PLEASE REVEAL THE QUESTION?

I SURE CAN, LISA. LET ME STRETCH IT OUT SO IT IS EASIER TO SEE. I WILL BROADCAST THE RESULTS IN A MOMENT. I WOULD LIKE TO SEE WHO HAS HEARD HAVE MICRO-STRESSORS? THE ANSWERS, I HAVE HEARD ABOUT THEM AND KNOW A FAIR AMOUNT ABOUT THE TOPIC. I HAVE HEARD OF MICRO-STRESSORS AND KNOW A LITTLE ABOUT THE TOPIC. I HAVE HEARD ABOUT MICRO-STRESSORS BUT I AM NOT FAMILIAR WITH WHAT THEY ARE. I HAVE NEVER HEARD OF MICRO-STRESSORS WHAT I AM INTERESTED TO LEARN ABOUT IT TODAY. I AM GOING TO BROADCAST THE RESULTS NOW. LISA, YOU CAN SEE THAT IT LOOKS LIKE THERE ARE A GOOD AMOUNT OF PEOPLE WHO HAVE NOT HEARD OF MICRO-STRESSORS AT ALL.

THAT IS GREAT. THEN I AM HAPPY TO BE ABLE TO INTRODUCE THIS TOPIC TO YOU GUYS TODAY. ALL RIGHT, I THINK IT IS SAFE TO SAY THAT ALL OF US HERE TODAY HAVE PROBABLY FELT SOME SORT OF MAJOR STRESS OR MACRO STRESS IN OUR LIVES. WHAT YOU MIGHT NOT REALIZE, ONE POSSIBLE CAUSE OF THAT STRESS COULD ALSO BE DUE TO MULTIPLE DAILY ENCOUNTERS OF MICRO-STRESSORS. MY GOAL TODAY, TO EDUCATE YOU ABOUT MICRO-STRESSORS AND PROVIDE YOU WITH INFORMATION AND STRATEGIES TO MANAGE THEM IN A HEALTHY WAY, SO THEY DON'T GO TO A POINT WHERE YOU WILL FEEL LIKE YOU ARE NOT IN CONTROL OF YOUR DAILY LIVES. LET'S START BY LOOKING AT OUR OBJECTIVES. WE WILL DEFINE THE TERMS, MICRO-STRESSORS AND DISCUSS HOW IT IS DIFFERENT FROM WHAT MOST OF US CALL STRESS, OR MAJOR STRESS. I WILL TALK ABOUT IDENTIFYING THE COMMON SOURCES AND CAUSES OF MICRO-STRESSORS. FINALLY, TALK ABOUT TIPS AND TECHNIQUES THAT YOU COULD DO ON YOUR OWN IN ORDER TO BETTER MANAGE THE MICRO-STRESSORS IN YOUR LIFE. BEFORE WE START, I WANT YOU TO KNOW WE ONLY HAVE A SHORT AMOUNT OF TIME TO TALK ABOUT THIS TODAY. IT WON'T INCLUDE EVERY SITUATION THAT YOU COULD ENCOUNTER OR INDIVIDUAL CIRCUMSTANCES. ULTIMATELY, I HOPE THIS WEBINAR WILL GIVE YOU THE TOOLS TO HELP COMBAT THE BUILDUP OF DAILY MICRO-STRESSORS, SO THEY DO NOT BECOME A MAJOR STRESS AND SOMETHING YOU ARE NOT ABLE TO MANAGE ON YOUR OWN. AT THE END OF THE PRESENTATION, QUESTIONS WILL BE ADDRESSED INDIVIDUALLY IF NEEDED. LET'S START OFF BY DEFINING MICRO-STRESSORS. STRESS IS SOMETHING THAT EVERYONE EXPERIENCES. IT CAN COME AND GO OR AFFECT US OVER A LONG PERIOD OF TIME. THE STRESS CAN COME FROM SEVERAL DIFFERENT PLACES AND WE CAN OFTEN TRACE IT BACK TO BIG EVENTS IN OUR LIVES. SOMETHING YOU MAY NOT BE AWARE OF, THE WAY MICRO-STRESSORS AFFECT OUR WELL-BEING. WHAT ARE MICRO-STRESSORS? YOU CAN THINK OF THEM AS THE DAILY HASSLES THAT YOU FIND YOUR -- THEY ARE THE SWELLING THINGS THAT PILE UP. THEY DEplete RESILIENCE AND MAKE IT HARDER TO GO ABOUT OUR DAILY LIVES IN GOOD AND

HEALTHY HAD SPACES. THE TERM, MACRO STRESSOR, RETURNS TO TRAUMATIZING EVENTS. THE MOST COMMON FOR ADULTS, INCLUDE THE DEATH OF A LOVED ONE. RELATIONSHIP ISSUES. JOB LOSS. MOVING. CHRONIC ILLNESS OR INJURY, AND EMOTIONAL OR MENTAL HEALTH CONCERNS. WHEN LIFE GETS HARD, YOU CAN'T PINPOINT A SPECIFIC MAJOR STRESS IN YOUR LIFE, YOU ARE PROBABLY DEALING WITH A MICRO-STRESSORS. THIS HAPPENS IN MOMENTS AND SOMETIMES NANOSECONDS BUT THEY CAN LINGER FOR HOURS, DAYS, EVEN MONTHS. THEY CAN BUILD UP UPON EACH OTHER. THE PROBLEM, MOST OF US HAVE ACCEPTED THESE MICRO-STRESSORS AS A NORMAL PART OF OUR DAY. WE MAY NOT EVEN NOTICE THEM, BUT THEY ARE WEARING US DOWN. MANY TIMES AS A RESULT AS A WAY WE WORK WITH EACH OTHER AND COMMUNICATE WITH EACH OTHER. LET'S THINK OF AN EXAMPLE THAT I HAVE FOR YOU TODAY. MY EXAMPLE IS ABOUT, NICOLE. SHE IS 45 YEARS OLD. MARRIED. HAS THREE SCHOOL-AGE CHILDREN AND WORKS FULL TIME FOR A RETAILER. SHE KNOWS SHE HAS HER HANDS FULL, BUT TRIES TO MANAGE HER DAY-TO-DAY RESPONSIBILITIES AS BEST SHE CAN. SHE ALWAYS GETS UP AN HOUR EARLIER THAN SHE IS SUPPOSED TO SO SHE CAN MAKE LUNCH FOR THE KIDS AND HELP THEM GET READY. HER HUSBAND WORKS THE OVERNIGHT SHIFT, SO SHE WAS ALWAYS ON HER OWN. AS SHE GOES DOWNSTAIRS ONE MORNING, ONE OF THE LIGHTS HAD BEEN LEFT ON ALL NIGHT AND THERE WERE TOYS LEFT EVERYWHERE. SHE IS THINKING TO HERSELF, DIDN'T I JUST CLEAN THIS YESTERDAY? AFTER PACKING LUNCHES, SHE BEGINS TO WAKE UP THE KIDS. NO ONE SEEMS TO WANT TO GET OUT OF BED. AFTER SEVERAL TRIES OF ASKING NICELY, SHE STARTS TO YELL. EVENTUALLY THEY ALL GET UP AND GET READY. EVERYONE IS GOING AROUND THE HOUSE TO GATHER THEIR THINGS. THERE ARE NO MAJOR ISSUES THAT ARISE, BUT THE MORNINGS AT HOME ARE ALWAYS SO STRESSFUL FOR NICOLE. AS THEY ARE GOING OUT THE DOOR, SHE SEES THERE IS STILL A BIG PILE OF DISHES AND A BIGGER PILE OF LAUNDRY. AFTER SEEING THE KIDS ON THE BUS, SHE DRIVES TO WORK. DURING HER DRIVE, SHE ENCOUNTERS TRAFFIC. SOMEONE CUTS HER OFF. NOW SHE CAN GET AN ANNOYING SONG OUT OF HER HEAD THAT WAS ON THE RADIO. YOU MAY NOT HAVE EXPERIENCED NICOLE'S EXACT MORNING, BUT I'M SURE YOU HAVE EXPERIENCED SOMETHING SIMILAR. INSTEAD OF KIDS, YOU MIGHT HAVE PETS I NEED TO BE TAKEN CARE OF. MAYBE YOU ARE STRUGGLING TO TAKE CARE OF YOURSELF. ALL OF US ARE GOING TO THE ROUTINE OF OUR DAY AND FINDING THINGS LEFT AND RIGHT THAT ANNOY US FOR A FEW MINUTES. SOMETIMES, EVEN FOR JUST A FEW SECONDS. THE SEEMINGLY UNIMPORTANT THINGS ARE THE MICRO-STRESSORS THAT CAN EASILY BUILD UP TO MAKE US EXPLODE OR HAVE A MELTDOWN. LET'S TAKE ANOTHER QUICK POLL TO SEE WHO HERE CAN RELATE TO A DAY LIKE NICOLE'S? THE QUESTION MAY NOT BE REMOTELY SIMILAR, BUT TAKE A MOMENT TO THINK ABOUT YOUR DAY. BEFORE RESPONDING TO THE POLL, ARE YOU ABLE TO RECOGNIZE WHAT YOU FIND IRRITATING AND FRUSTRATING POPPING UP THROUGHOUT YOUR DAY?

OKAY, THE POLL QUESTION IS HERE. THE ANSWERS ARE, ABSOLUTELY, I FEEL LIKE YOU JUST WROTE A STORY ABOUT ME.

KIND OF, I REALIZE THAT I HAVE MICRO-STRESSORS, BUT I TRY TO LET THE FRUSTRATION PASS QUICKLY. NO, NOT REALLY. I DON'T LET THE LITTLE THINGS BOTHER ME. LASTLY, I THOUGHT I DIDN'T LET THE LITTLE THINGS BOTHER ME BUT I HAVE FOUND MYSELF BEING A BIT HARSH TO THOSE CLOSE TO ME AND OR BREAKING DOWN FROM TIME TO TIME. LISA, I WILL BROADCAST THE RESULTS SO PEOPLE CAN

SEE WHAT EVERYBODY IS ANSWERING. IT LOOKS LIKE YOU ARE NECK AND NECK WITH ANSWERS NUMBER TWO.

ALL RIGHT. I LOVE SEEING THESE RESPONSES.

IT LOOKS LIKE MANY PEOPLE RELATE TO THIS OR THEY KIND OF HAVE AN IDEA OF MICRO-STRESSORS THAT PASS QUICKLY. I CAN'T WAIT TO HEAR WHAT YOU HAVE THE SAME UP EVERY

KUDOS TO YOU WHO DON'T REALLY LET THE LITTLE THINGS BOTHER YOU. ALL RIGHT, THANK YOU FOR THAT. LET'S DIVE A BIT DEEPER INTO THE SOURCES OF MICRO-STRESS. MENTAL HEALTH AND WELL-BEING MAGAZINE TO CREATE A HEALTHIER SOCIETY. THE EDITOR AND A MENTAL HEALTH JOURNALIST WROTE AN ARTICLE FOR THE MAGAZINE EXPLORING EXAMPLES OF MICRO-STRESSORS FROM FOUR AREAS OF OUR LIVES. THE FIRST IS YOUR ENVIRONMENT. WE KNOW WE DO NOT ALWAYS HAVE CONTROL OVER THE ENVIRONMENT, AND SOMETIMES THOSE SPACES CAN CAUSE STRESS. IT IS IMPORTANT TO THINK ABOUT THE ENVIRONMENT WE CAN HAVE SOME CONTROL OVER, SUCH AS, YOUR HOME, CAR, AND WORKSPACE. IF YOU HAVE ACCESS CLUTTER IN THESE AREAS, IT CAN BE DIFFICULT TO KEEP A CLEAR HEAD AND CAN ALSO CREATE OBSTACLES TO GO THROUGHOUT YOUR DAILY LIFE. YOU WOULD WANT TO START SMALL AND REALISTIC. IT CAN BE OVERWHELMING TO THINK ABOUT THE BIG PICTURE. MAKE YOURSELF ACCOUNTABLE BY PROMISING YOURSELF TO PUT SOMETHING BACK AS SOON AS YOU ARE DONE USING IT. MAYBE YOU WILL CLEAN UP AS YOU GO, SO YOU ARE NOT STUCK WITH MAJOR CLEANUP AT THE END. CONSIDER DELEGATING DUTIES TO OTHERS IN THE HOUSEHOLD. WE CAN'T AVOID ALL STRESSFUL ENVIRONMENTS, BUT WE CAN PREPARE OURSELVES BY BEING AWARE HOW THESE SPACES MIGHT AFFECT US. SECOND, THE WORKPLACE. ANYONE NOT EVER EXPERIENCE STRESS AT WORK? I THINK IT WOULD BE A SAFE TO SAY THAT WE DON'T HAVE MANY PEOPLE WHO CAN ANSWER, YES, TO THAT QUESTION. WORKING TRIGGER ALL KINDS OF MICRO-STRESSORS FROM DIFFERENT ANGLES. YOU MIGHT FEEL PRESSURE TO PERFORM, HAVE A DEADLINE THAT YOU NEED QUICKLY FOR A PROJECT, OR MAYBE TECHNOLOGY IS NOT WORKING LIKE IT SHOULD. SOMETIMES YOUR VALUES AND INTERESTS MIGHT NOT ALIGN WITH THE COMPANY YOU ARE WORKING FOR. IN 2020, AN ARTICLE PUBLISHED IN THE HARVARD BUSINESS REVIEW LOOKING SPECIFICALLY AT A MICRO-STRESSORS IN THE WORKPLACE TOOK A DECADE OF RESEARCH AND FOUND THAT THERE ARE 12 COMMON THAT ARE INVOLVED WITH THE WAY WE INTERACT WITH PEOPLE. THESE CAN BE SORTED INTO THREE SEPARATE CATEGORIES. STRESSES THAT REDUCE YOUR PERSONAL CAPACITY. STRESS THAT REDUCES YOUR EMOTIONAL RESERVE. AND, STRESS THAT CHALLENGES YOUR IDENTITY OR VALUE. TAKE A MOMENT TO EVALUATE YOUR TYPICAL WORKDAY. IF THE STRESS YOU FEEL IS FROM SOMETHING MORE THAN WHAT IS IN YOUR CONTROL, THE BEST THING YOU CAN DO IS COMMUNICATE AND SET BOUNDARIES AND EXPECTATIONS. A GOOD PLACE TO START MIGHT BE TALKING WITH A TRUSTED COLLEAGUE. YOU MAY FIND THAT THEY ARE ALSO GOING THROUGH SIMILAR SITUATIONS. THE THIRD ON THE LIST, RELATIONSHIPS. SOME RELATIONSHIPS CAN ADD TO OUR STRESS LOAD. WE MAY BE TRYING TO MEET OTHER EXPECTATIONS AND NEEDS, OR WE CAN SIMPLY BE PICKING UP SOME OF THEIR STRESS AND TAKING IT ON AS OUR OWN. UNIDENTIFIED IN THE HARVARD BUSINESS REVIEW, ONE CATEGORY OF MICRO-STRESSORS,

STRESS THAT CHALLENGES YOUR PERSONAL IDENTITY AND VALUES. YOU ARE BEING ASKED OR FEEL PRESSURE TO DO THINGS THAT DO NOT LINE UP WITH YOUR CORE VALUE SYSTEM. THIS COULD BE CREATING COMPLEX THINGS IN YOUR LIFE. RELATIONSHIPS CAN BE A DIFFICULT THING TO MANAGE. WORKPLACE MICRO-STRESSORS, THE KEY TO TRY TO REPRESS THE THINGS YOU ARE FEELING IN A CLEAR, THE KEY, TRY TO EXPRESS THEM IN AN HONEST WAY. IF YOU'RE TALKING TO A LOVED ONE, THE CHANCES ARE THAT THEY WILL WANT TO SUPPORT YOU TO TACKLE THE STRESS, AND YOU MAY BE ABLE TO WORK TOGETHER TO PUT A PLAN INTO PLACE. LASTLY, PERFECTIONISM AND OUR OWN EXPECTATIONS. WE ALL HAVE OUR OWN IDEAL CELLS. THE PERSON WE STRIVE TO BE. RARELY DO WE LIVE UP TO OUR OWN HIGH EXPECTATIONS. WHEN IT COMES TO MANAGING THE STRESS OF THIS, IT'S ABOUT UNDERSTANDING THAT WE CAN ONLY CONTROL SO MUCH, AND THERE ARE MANY THINGS WE MUST BE WILLING TO LET GO. START WITH THE MICRO-STRESSORS THAT AFFECT YOU THE MOST THROUGHOUT YOUR DAY THAT YOU ARE IN CONTROL OF. ULTIMATELY, THIS COMES DOWN TO SELF COMPASSION, LISTENING TO YOUR NEEDS AND ACTING ACCORDINGLY. IT'S THE FIRST STEP IN BUILDING A NURTURING AND KIND RELATIONSHIP WITH YOURSELF. SOMETHING THAT IS ALWAYS WORTH THE INVESTMENT. NOW THAT WE KNOW WHAT MICRO-STRESSORS ARE AND WE KNOW WHERE IN OUR LIVES WE MIGHT SEE THEM THE MOST, LET'S GET TO THE GOOD STUFF AND TALK ABOUT WAYS TO MANAGE THEM. OVER THE NEXT FEW SLIDES, I WILL GO OVER SOME HELPFUL TIPS AND TECHNIQUES TO KEEP ALL OF THOSE MICRO-STRESSORS FROM PILING UP ON US. THEN WE WILL DO ONE OF THOSE TECHNIQUES TOGETHER. WE WILL WASH AWAY ANY REMNANTS OF MICRO-STRESSORS YOU MAY HAVE TODAY. LET'S START OFF WITH TIP NUMBER ONE. ISOLATE AND ACT ON 2-3, MICRO-STRESSORS. THINK ABOUT THE MANY MICRO-STRESSORS THAT COME UP WITHIN OUR DAY. WE NEED TO BE COMPRESSED. HIT THE PAUSE BUTTON. PUT DOWN THE PHONE AND ENGAGE IN AN ACTIVITY THAT YOU LIKE AND MAKES YOU FEEL GOOD. THIS WILL MAKE YOU CLEAR YOUR MIND SO YOU WILL NARROW YOUR LIST OF MICRO-STRESSORS TO JUST TWO OR THREE THAT YOU WANT TO FOCUS ON. OUR STRESSORS LOOK DIFFERENT AFTER WE HAVE HAD A CHANCE TO DISTANCE OURSELVES FROM THE NOISE. NOW THAT YOU HAVE CLEARED YOUR MIND, THINK ABOUT THOSE MICRO-STRESSORS, THEY HAVE BECOME THINGS THAT YOU BECOME NORMAL. YOU ALTER THEM SLIGHTLY TO HAVE THE SIGNIFICANT IMPACT ON YOUR DAILY LIVES. FOR EXAMPLE, LAUNDRY. IT'S A NEVER ENDING BEAST. IN OUR HOUSEHOLD, WE ALL FOLD AND PUT AWAY THE LAUNDRY TOGETHER. IT TAKES SOME OF THE WORK OFF OF ME, BUT IT ALSO TEACHES OUR LITTLE ONES TO BE A BIT RESPONSIBLE FOR THEIR OWN BELONGINGS. ANOTHER EXAMPLE COULD BE PLANNING. WHETHER THAT IS DINNER A FEW NIGHTS A WEEK, YOUR BACK FOR THE NEXT DAY, OR JUST CARVING TIMEOUT FOR YOURSELF. DOING ANYONE OF THOSE THINGS WOULD GREATLY REDUCE THE STRESS YOU NORMALLY FEEL. AS YOU THINK ABOUT THESE 2 TO 3 MICRO-STRESSORS, REFRAIN AND TRY TO SEE THEM IN A DIFFERENT LIGHT. STRESS CAN CREATE EMOTIONAL BUILDUP THAT NEEDS TO BE RELEASED BEFORE YOU CAN THINK RATIONALLY ABOUT IT AND A CONSTRUCTIVE RESPONSE RATE IF YOU COULD TAKE THE TIME TO FIND THE SOURCE OF YOUR STRESS, YOU CAN BETTER CONTROL HOW YOU REACT. FOR EXAMPLE, PLANNING OUT A SIMPLE CONVERSATION WITH SOMEONE COULD TRANSFORM OUR RELATIONSHIP. TIP NUMBER TWO. INVEST IN ACTIVITIES AND RELATIONSHIPS THAT MAKE YOU FEEL GOOD. NO ONE INTENTIONALLY ENGAGES IN ACTIVITIES AND RELATIONSHIPS THAT BRING US STRESS. SOMEHOW YOU FIND YOURSELF ENDING UP THERE. THAT IS WHY IT IS SO IMPORTANT TO RECOGNIZE THIS AND INVEST IN ACTIVITIES AND RELATIONSHIPS THAT BRING YOU JOY AND MAKE YOU FEEL GOOD. YOU HAVE TO BE WILLFUL. SOMETIMES YOU WILL HAVE TO PUT IN A LITTLE WORK. DOING SO WILL DECREASE THE NUMBER OF MICRO-STRESSORS YOU ENCOUNTER. THERE ARE SOME TRULY IMPORTANT MINDFULNESS PRACTICES LIKE, DEEP BREATHING

AND MEDITATION OR GRATITUDE JOURNALING THAT CAN HELP ON THIS FRONT. OF COURSE, MAINTAINING PHYSICAL HEALTH OR EXERCISE, PROPER NUTRITION, AND GOOD SLEEP HABITS ARE PROBABLY THE MOST IMPORTANT THINGS WE CAN BE INTENTIONAL ABOUT. IT WILL HELP COMBAT STRESS. THERE ARE ALSO IMPORTANT RELATIONAL SOLUTIONS. PEOPLE WHO HAVE GREATER DIMENSIONALITY IN THEIR LIVES AND BORDER CONNECTIONS, DON'T EXPERIENCE MICRO-STRESSORS IN THE SAME WAY. THEY'RE ABLE TO KEEP THEM IN PERSPECTIVE. ONLY TALK TO PEOPLE WHO TELL A POSITIVE LIFE STORY, THEY OFTEN HAVE CULTIVATED AND MAINTAINED AUTHENTIC CONNECTIONS THAT COME FROM MANY WALKS OF LIFE. SUCH AS, ATHLETIC PURSUITS, VOLUNTEER WORK, RELIGIOUS COMMUNITIES, BOOKS OR DINNER CLUBS, FRIENDS FROM THE LOCAL COMMUNITY, AND SO ON. INTERACTIONS CAN BROADEN THEIR IDENTITY AND OPEN THEIR EYES ON HOW THEY LOOK AT THEIR LIVES. THE KEY TO WRITING ABOUT THE SEA OF MICRO-STRESSORS, RELATIONSHIPS THAT GENERATE ANSWERS OF PURPOSE AND MEANING IN OUR LIVES. NOT JUST THE NATURE OF EMPLOYMENT, BUT WHAT DEFINES US BEYOND OUR WORDS. TIP NUMBER THREE, PIGGYBACKING OFF THE PREVIOUS TIP, NOT ONLY DO YOU WANT TO INVEST ACTIVITIES IN PEOPLE WHO MAKE YOU FEEL GOOD, IT IS IMPORTANT TO DISCONNECT FROM ACTIVITIES AND PEOPLE WHO CREATE THOSE MICRO-STRESSORS IN YOUR LIFE. OVER TIME, IT IS NOT ALWAYS EASY TO DETECT IF A FRIEND OR COLLEAGUE IS ROUTINELY CALLING YOU STRESS. THAT'S WHAT MAKES IT ALL THE MORE SUBTLE. WE CAN BECOME INTERTWINED BY PERSONALLY AND PROFESSIONALLY, WITH PEOPLE WHO ROUTINELY LEAVE US FEELING EMOTIONALLY DEPLETED. TAKE A STEP BACK AND EVALUATE THE RELATIONSHIP IN YOUR LIFE THAT YOU HAVE SOME CONTROL OVER. WHICH ARE THE ONES THAT CREATE MORE STRESS THAN JOY? IS IMPORTANT TO KNOW THAT STRESS CREATING RELATIONSHIPS ARE NOT JUST NEGATIVE OR TOXIC ONES. THEY CAN BE PEOPLE WE ENJOY SPENDING TIME WITH, BUT THOSE RELATIONSHIPS COULD ALSO BE ENABLING UNPRODUCTIVE BEHAVIORS. JUST TRY TO RECOGNIZE THE RELATIONSHIP EFFECT ON YOUR MENTAL AND PHYSICAL WELL-BEING, AND TRY TO PUT BOUNDARIES AROUND THOSE RELATIONSHIPS. LET'S GO AHEAD AND PRACTICE ONE OF THOSE TIPS AND DO SOME FOCUS ATTENTION MEDITATION. THE FOCUS MEDITATION TECH MAKE IS A COMBING AND CENTERING PRACTICE. REFRAINS YOU FROM JUDGMENT FROM THE PAST OR WORRYING ABOUT THE FUTURE. LET'S START BY FINDING AN OBJECT TO FOCUS ON. YOU CAN FOCUS IN ON WHATEVER IS NEARBY, LIKE A LAMP, CANDLE, OR A SMALL OBJECT. YOU CAN ALSO HOLD A SMALL OBJECT IN YOUR HAND IF YOU PREFER. WE WILL BEGIN BY HAVING YOU CLOSE YOUR EYES AND FOCUSING YOUR ATTENTION ON YOUR BREATH. BREATHING SLOWLY AND DEEPLY. CLOSE YOUR MOUTH AND INHALE QUIETLY THROUGH YOUR NOSE TO A MENTAL COUNT OF FOUR. HOLD YOUR BREATH FOR ACCOUNT OF FIVE SECONDS. THEN YOU EXHALE SLOWLY AND COMPLETELY THROUGH YOUR MOUTH TO A COUNT OF FIVE SECONDS. THIS IS ONE BREATH. NOW, INHALE AGAIN AND REPEAT THE CYCLE. I WILL GIVE YOU A MINUTE TO PRACTICE ON YOUR OWN. THE TIMER WILL BEGIN NOW. OKAY. SLOWLY OPEN YOUR EYES. NOW BEGIN TO FOCUS ON YOUR OBJECT. STUDY THE OBJECT, LOOKING AT ALL THE LITTLE DETAILS. GENTLY CLOSE YOUR EYES ONCE AGAIN. START THINKING ABOUT THE ITEM AND FOCUS YOUR ATTENTION ON WHAT YOU RECALL ABOUT THE OBJECT. IMAGINE THIS OBJECT IN EVERY TITTLE LITTLE DETAIL. WITH YOUR EYES CLOSED, TRY AND RECALL EVERY LITTLE DETAIL OF THIS OBJECT IN YOUR MINDS EYE AND SEE HOW POWERFUL YOUR PERCEPTIONS ARE. RECALL ALL OF THE TINY MINUTE DETAILS DOWN TO EACH CREASE AND EVERY LITTLE BUMP. FOCUS ALL OF YOUR ATTENTION ON THIS PROCESS AND SEE WHAT YOU CAN RECALL WITHIN TWO MINUTES. THE TIMER WILL START NO. OKAY. PLEASE SLOWLY OPEN YOUR EYES. HOW MANY DETAILS OF YOUR ITEM WERE YOU ABLE TO REMEMBER ACCURATELY? THE MORE YOU PRACTICE THIS TYPE OF FOCUSED MEDITATION, THE EASIER IT WILL BE TO RECALL ALL OF THOSE LITTLE DETAILS.

IT WILL HELP YOU TO SHARPEN YOUR FOCUS AND RELEASE SOME OF THE STRESS FROM YOUR MIND AND BODY.

LISA, I WILL PULL UP A POLL QUESTION QUICKLY BEFORE WE MOVE ON. I AM CURIOUS FOR THOSE OF YOU ACTUALLY ABLE TO DO THE ACTIVITY, WHAT YOU LEARNED ABOUT DOING IT? DID YOU HAVE TROUBLE SLOWING YOUR MIND DOWN? WERE YOU MORE RELAXED AND HAD LESS MUSCLE TENSION? IF YOU CAN ANSWER -- SOMEONE SAID, TWO MINUTES IS A LONG TIME. IT FEELS LIKE IT ESPECIALLY WHEN OUR MINDS ARE GOING. ANYTHING YOU FELT AFTERWARDS, IF YOU HAVE TENSION ANYWHERE, IN YOUR MUSCLES, DID YOU FEEL ANYTHING RELEASE? WHAT HAPPENED? I WILL BROADCAST THESE FOR ALL OF YOU TO SEE. SOME PEOPLE GOT SLEEPY. VERY RELAXED. SERENITY. THAT IS SO AWESOME. THINK ABOUT THAT, LISA. THIS MAY BE THE ONLY TIME TODAY THAT SOME PEOPLE GET TO RELEASE. TAKE SOME DEEP BREATHS AND HAVE A MOMENT TO BE CALM. WE LIVE IN A FAST PACED WORLD TODAY.

YES, THAT IS CORRECT.

THE BREATHING REALLY DOES HELP RELAX. IT IS SOMETHING WE CAN TAKE EVERYWHERE WITH US. WE HAVE IT ALL THE TIME AND WE CAN USE IT AS A WAY TO DESTRESS.

ABSOLUTELY. I WAS GOING TO ADD, SOME OF THE MENTIONED THAT TWO MINUTES IS A LONG TIME. ON THE OTHER HAND, HOW MANY TIMES DO WE SAY THAT WE DO NOT HAVE A MINUTE FOR THAT? I CAN'T TAKE THE TIME TO STOP TO DO SOMETHING LIKE THAT. WHEN YOU REALLY STOP, IT MIGHT FEEL LIKE IT IS A LONG TIME. EVERYBODY DOES HAVE A MINUTE OR TWO TO PRACTICE AND EXERCISE LIKE THIS.

THANK YOU FOR SHARING THAT. I AM DEALING WITH LOTS OF MICRO-STRESSORS AS I DEAL WITH THIS SESSION.

THANK YOU, FOR THOSE RESPONSES. IN SUMMARY, MOST OF US WILL ENCOUNTER MULTIPLE MICRO-STRESSORS THROUGHOUT OUR DAY. BUT WE DON'T HAVE TO ACCEPT THEM AS OUR DESTINY. USING THE TIPS AND TECHNIQUES MENTIONED EARLIER IN THE WEBINAR WILL GET YOU OFF TO A GOOD START TO TAKE ACTION AND HAVE MORE CONTROL OVER THE STRESS YOU FEEL. REMEMBER THAT STRESS IS AMBIGUOUS. WE ALL KNOW WHAT IT IS, AND WE KNOW HOW IT FEELS, BUT WE CAN'T FULLY DEFINE IT. IT LOOKS DIFFERENT FOR EVERYONE AND HAS A DIFFERENT IMPACT ON EVERYONE. IF WE ARE AWARE OF THE STRESS AND THE WAY IT IS AFFECTING US, WE CAN PINPOINT THOSE MICRO-STRESSORS TO CHANGE, AND THAT CAN MAKE IMPROVEMENTS IN OUR LIVES. LASTLY, TAKE A TIMEOUT AND TIME FOR YOURSELF. SELF CARE IS NOT A NEW CONCEPT, BUT WE ARE HEARING MORE AND MORE ABOUT THE IMPORTANCE OF IT. AT THE CORE OF THE SELF-CARE MOVEMENT, IS THE NEED TO RENEW

YOUR SPIRIT. TO CHOOSE ACTIVITIES OR A COMPLETE LACK THEREOF, TO HELP YOU FEEL BOTH RELAXED AND REJUVENATED. SELF-CARE IS ULTIMATELY ABOUT TAKING A PAUSE TO DO WHAT YOU NEED TO TO BE HAPPIER, CALMER, AND HEALTHIER. I HOPE YOU FOUND THIS WEBINAR INFORMATIVE AND HELPFUL. OR MAYBE JUST AN HOUR AWAY FROM A FEW MICRO-STRESSORS. WHATEVER YOUR TAKE AWAY AS, I HOPE IT WAS SOMETHING POSITIVE. IT HAS BEEN A PLEASURE TO BE WITH ALL OF YOU TODAY AND I THINK YOU FOR YOUR TIME.

WE TOTALLY APPRECIATED. WE WILL HAVE A FEW MINUTES FOR SOME QUESTIONS. BEFORE WE GET TO THAT, WHAT I WANT TO DO IS REMIND EVERYONE OF YOUR PROGRAM BENEFITS THAT YOU HAVE. YOU CAN GET MORE INFORMATION ON THIS TOPIC OR OTHER HEALTH AND WELLNESS TOPICS. AS WELL, THE RELAXATION EXERCISES SIMILAR TO WHAT LISA WENT THROUGH. WE HAVE AN ONLINE APP THAT YOU CAN USE THAT WILL LITERALLY WALK YOU THROUGH THESE RELAXATION EXERCISES. WE WILL PUT PROMPTS AND REMINDERS ON YOUR PHONE TO REMIND YOU TO DO THEM, IF YOU WOULD LIKE. IT IS IMPORTANT BECAUSE WE ARE ALWAYS RUNNING AROUND THE WORLD SO BUSY IN THE FLIGHT OR FIGHT STATE. WE DON'T TAKE A GOOD AMOUNT OF TIME, MANY OF US, TO SIT AND BE CALM. TWO MINUTES FEELS LONG WHEN WE FINALLY SLOWED DOWN. PLEASE CALL IN TO YOUR TOLL-FREE NUMBER OR GO TO YOUR WEBSITE IN ORDER TO GET MORE INFORMATION. I DO NOT EVERYBODY'S NUMBER TODAY, BECAUSE WE HAVE PEOPLE FROM ALL OVER THE COUNTRY. FROM ALL DIFFERENT COMPANIES. WHAT I WILL DO, IS SHARE WITH EVERYONE HERE -- GIVE ME ONE MOMENT, WHILE I GET THE MESSAGE PRONTO. I WILL SHARE WITH EVERYONE A LINK. THIS IS WHERE YOU CAN CLICK TO FIND YOUR MEMBER WEBSITE. YOU WILL NEED TO PUT YOUR COMPANY NAME IN THERE TO FIND THE CORRECT WEBSITE. IF YOUR COMPANY NAME DOES NOT SHOW UP, IT COULD BE BECAUSE IT IS UNDER YOUR PARENT COMPANY. TRY THAT. IF THAT DOESN'T WORK, YOU WOULD NEED TO REACH OUT TO YOUR HUMAN RESOURCES OR MANAGER TO FIND OUT WHAT YOUR PARTICULAR WEBSITE IS AND THE TOLL-FREE NUMBER THAT YOU CALL IN ON. ONCE YOU GET TO THE WEBSITE, IT WILL GIVE YOU INFORMATION ABOUT YOUR TOLL-FREE NUMBER, AS WELL. THESE SERVICES ARE AVAILABLE TO YOU 24 HOURS A DAY, SEVEN DAYS A WEEK, AT NO ADDITIONAL COST TO YOU. YOU CAN CALL AND HAVE A CONSULTATION. YOU CAN GET COACHING. POSSIBLY VISITS WITH A PROFESSIONAL, IF NEEDED. ALL KINDS OF SERVICES YOU CAN USE. WE DO ENCOURAGE YOU TO USE THOSE SERVICES. LISA, AND LOOKS LIKE WE HAVE A FEW MINUTES FOR QUESTIONS. I WILL PULL UP THE CERTIFICATE OF COMPLETION TO THE HANDOUT POT FOR THOSE WHO CANNOT STICK AROUND FOR THE Q&A. YOU CAN DOWNLOAD THAT NOW. HOVER OVER THE TITLE, CLICK THE DOWNLOAD ARROW, THAT WILL PROMPT YOU TO SAVE THE CERTIFICATE OF COMPLETION TO YOUR COMPUTER. LISA, WE HAVE A FEW MINUTES FOR SOME QUESTIONS. DO YOU WANT TO GO AHEAD WITH THOSE?

SURE. THE FIRST QUESTION, WASN'T MENTIONED THAT A MESSY ENVIRONMENT COULD BE A FORCE OF MICRO-STRESSORS?

YES, IT ABSOLUTELY WAS MENTIONED. THE REASON THAT WE BRING THIS UP, OFTEN TIMES WE ARE SO BUSY IN OUR LIVES. WE OFTEN HAVE LOTS OF OBJECTS THAT WE ARE DEALING WITH, WHETHER OUR OWN PERSONAL BELONGINGS, OR IF WE HAVE PETS OR CHILDREN, OR MAYBE WE ARE THE

CARETAKERS OF OTHER PEOPLE, EVERYBODY HAS THEIR PERSONAL BELONGINGS OR KIND OF SPACE. WHETHER AT HOME, IN YOUR CAR, OR YOUR WORKSPACE. IF YOU HAVE A MESSY ENVIRONMENT OR THESE ITEMS ALL OVER THE PLACE, NUMBER ONE, JUST THE MESS ITSELF COULD BE A MICRO-STRESSORS FOR YOU. IT COULD ALSO BE VERY DIFFICULT TO FIND WHAT YOU NEED AT THE TIME THAT YOU NEED IT. THIS COULD ALSO BRING ON MORE STRESS. ESPECIALLY IF IT IS SOMETHING THAT YOU NEED IT IMMEDIATELY. THAT'S WHY IT IS REALLY IMPORTANT AND SOMETHING THAT IS NOT TOO MUCH TIME CONSUMING. JUST LIKE YOUR DESK OR PERSONAL AREA, PUT A FEW THINGS AWAY. CLEANUP THE AREA, THAT WAY WHEN YOU SEE YOUR DESK, AND MAKES YOU FEEL BETTER FOR THE FACT THAT EVERYTHING IS TIDY. ALSO, IF YOU NEED TO FIND SOMETHING, YOU WILL KNOW EXACTLY WHERE IT IS. WE HAVE ANOTHER QUESTION HERE. HOW DO YOU DISTANCE OR DISCONNECT FROM PEOPLE WHO CAUSE MICRO-STRESSORS FOR YOU IF THEY ARE YOUR MANAGER AND YOU NEED TO HAVE REGULAR INTERACTIONS WITH THEM?

THAT IS A REALLY GREAT QUESTION. I AM SURE IT IS SOMETHING IN AND OF ITSELF IS A STRESSFUL THING. WE TALK ABOUT BEING ABLE TO COMMUNICATE. ONE OF THE MOST IMPORTANT THINGS IF YOU ARE FINDING THAT YOU ARE HAVING SOME DIFFICULTY IN A RELATIONSHIP, WHETHER SOMEBODY AT WORK, OR IN YOUR PERSONAL LIFE, JUST BEING ABLE TO TRY TO COMMUNICATE. YOU KNOW, WE WANT TO MAKE SURE THAT WE ARE DOING THAT DURING A VERY CALM TIME. WE DO NOT WANT TO GO IN AND HAVE A CONVERSATION WITH SOMEONE DURING A TIME WE ARE FEELING UPSET OR NOT OUR BEST SELVES. WE WANT TO TRY TO BE MINDFUL OF THE TIME AND REALLY PLAN OUT WHEN YOU WILL BE, WHEN YOU WILL LIKE TO HAVE A COMMUNICATION WITH THAT PERSON. ONE OF THE SUGGESTIONS FROM THE WEBINAR, MAYBE GO TO A TRUSTED COLLEAGUE OR A TRUSTED FRIEND. YOU COULD KIND OF ROLE PLAY WITH THEM. YOU NEVER KNOW, THEY COULD BE GOING THROUGH A SIMILAR SITUATION OR HAVE HAD A SIMILAR SITUATION AND COULD BE ABLE TO HELP TALK YOU THROUGH THAT SITUATION.

LISA, CAN I JUMP IN? I HAVE PEOPLE ASKING ABOUT THE APP THAT I MENTIONED. WHAT YOU WANT TO DO, GO TO YOUR MEMBER WEBSITE. ONCE YOU ARE ON, LOOK FOR THE DIGITAL WELL-BEING PROGRAM. UNDER THAT, YOU WILL BE ABLE TO FIND THE NEURAL FLOW AT. THAT IS THE APP THAT YOU CAN GET ALL OF THE EXERCISES THAT YOU CAN PROMPT TO REMIND YOU TO DO THOSE. THAT IS WHAT YOU WILL WANT TO DO. IF YOU HAVE ANY TROUBLE FINDING THAT, CALL IN ON YOUR TOLL-FREE NUMBER AND ASK SOMEONE TO WALK YOU THROUGH THE PROCESS. THEY WILL BE HAPPY TO DO THAT.

THANK YOU. I AM SORRY, I AM TRYING TO FIND -- ALL OF THE QUESTIONS HERE. THERE ARE A FEW GOOD COMMENTS. THERE IS A QUESTION HERE, CAN YOU SHARE THE TITLE OF ARTICLES? IS THAT SOMETHING WE ARE ABLE TO DO?

YES. YOU SURE CAN. THAT IS FINE.



OKAY. ANOTHER QUESTION, ANY SUGGESTIONS ON HOW TO POLITELY SET BOUNDARIES WITH A PERSON WHO I REALIZE IS A MICRO-STRESSORS? ABSOLUTELY. THERE IS ALWAYS A WAY TO POLITELY SET BOUNDARIES. AGAIN, I THINK ONE OF THE MAIN TAKEAWAYS FROM THIS WEBINAR IS TO BE ABLE TO COMMUNICATE. MORE IMPORTANTLY, COMMUNICATING WHEN YOU, YOURSELF, ARE IN A GOOD HEADSPACE AND FEEL CALM. YOU KNOW, IT OFTEN DOES NOT HELP IF YOU ARE TRYING TO COMMUNICATE DURING A TIME WHERE THINGS ARE NOT GOING SO WELL BETWEEN YOU AND THIS OTHER PERSON. YOU MAY FEEL LIKE YOU ARE HAVING ALL OF THESE EMOTIONS THAT YOU NEED TO EXPRESS AT THAT TIME, BUT, DOING SO COULD END UP BACKFIRING OR MAKING THINGS A LITTLE BIT WORSE. THE FIRST THING TO DO, GET INTO A REALLY GOOD HEADSPACE. MAKE SURE YOU ARE CALM. THEN, BE PREPARED FOR YOUR COMMUNICATION WITH THIS OTHER PERSON BY WRITING THINGS DOWN AND TAKING THAT INFORMATION WITH YOU. MAYBE TRY TO STICK TO THAT AGENDA. THINGS COULD EASILY START TO BRANCH OFF INTO OTHER AREAS, BUT YOU WANT TO MAKE SURE YOU ARE STICKING TO THE POINT OF WHY YOU ARE BRINGING UP THIS CONVERSATION.

OKAY. WITH AN ELEMENTARY AGED CHILD AND A DISABLED LIFE, IT IS DIFFICULT TO FIND TIMES TO RELAX AND REDUCE STRESS. I SEEM TO NOT HAVE ENOUGH TIME IN THE DAY, AND BY THE END OF THE DAY, I AM EXHAUSTED MOST OF THE TIME. WHAT CAN I DO TO HELP RELIEVE SOME OF THE MICRO-STRESSORS FROM MY LIFE WITHOUT NEGLECTING MY RESPONSIBILITIES? AGAIN, ANOTHER GREAT QUESTION AND POINT. WE ALL HAVE MANY RESPONSIBILITIES THROUGHOUT THE DAY FOR OURSELVES, AND OFTEN TIMES FOR OTHERS IN OUR LIVES. JUST GOING THROUGH THE SIMPLE MEDITATION LIKE WE DID DURING THIS WEBINAR, I THINK IT COULD REALLY HELP. YOU CAN SEE THAT ALTHOUGH THE TWO MINUTES MAY HAVE FELT LIKE A LONG TIME WHEN YOU'RE IN THE MOMENT, DOING SOMETHING LIKE THAT REALLY DOES NOT TAKE MUCH TIME AT ALL. MAKING A SCHEDULE FOR YOURSELF, DO IT THE BEST YOU CAN. IF YOU KNOW THAT 11:00 ON MOST DAYS YOU TEND TO HAVE A FREE MOMENT, YOU MIGHT WANT TO MAKE SURE THAT YOU TAKE THAT TIME OUT FOR YOURSELF, INSTEAD OF CATCHING UP ON AN EMAIL. YOU KNOW, THAT EMAIL CAN PROBABLY WAIT THE TWO MINUTES. YOU CAN TAKE THAT TIME OUT FOR YOURSELF. HOPEFULLY IT WILL HELP YOU RELIEVE SOME OF THAT STRESS THAT YOU FELT THAT MORNING.

LISA, IT LOOKS LIKE WE HAVE A COUPLE MORE MINUTES, PROBABLY FOR ONE MORE QUESTION WE WILL HAVE TIME. CAN YOU PLEASE LIST THE THREE TYPES OF WORK PLACE STRESS? LET ME GO BACK AND FIND THAT REAL QUICK. STRESS THAT REDUCES YOUR PERSONAL CAPACITY. STRESS THAT REDUCES YOUR EMOTIONAL REVERB. AND STRESS THAT CHALLENGES YOUR IDENTITY OR VALUES.

EVERYONE, WE ARE OUT OF TIME TODAY. I KNOW WE HAVE HAD LOTS OF QUESTIONS. THIS TOPIC IS USED FOR THAT IS WHY I WANT TO ENCOURAGE YOU TO PLEASE CALL IN TO YOUR PROGRAM AND ASK THOSE QUESTIONS. WE HAD ABOUT 1000 PEOPLE HERE TODAY, SO WE DID NOT HAVE TIME TO GO THROUGH ALL THE QUESTIONS. WE DO WANT TO ANSWER THOSE IF YOU STILL NEED HELP, PLEASE CALL IN TO YOUR TOLL-FREE NUMBER OR GO TO THE WEBSITE WHERE YOU CAN FIND MANY

RESOURCES THAT CAN HELP YOU ON THIS TOPIC AND OTHER HEALTH AND WELLNESS TOPICS. I WOULD ASK YOU TO PLEASE FILL OUT THE SATISFACTION POLL. CLICK THE RADIO BUTTON NEXT TO YOUR RESPONSE. WE ARE NOT BROADCASTING THOSE RESULTS, IF YOU CLICK THE BUTTON, WE CAN SEE THAT. WE ALSO WELCOME ANY FEEDBACK THAT YOU MIGHT WANT TO LET US KNOW, WE ARE HAPPY TO TAKE THAT. WE APPRECIATE YOU TAKING TIME TODAY. WE KNOW YOU COULD'VE DONE LOTS OF OTHER THINGS. THAT ENDS OUR WEBINAR TODAY. INC. YOU FOR JOINING AND LISA, THANK YOU FOR THIS WONDERFUL PRESENTATION. EVERYONE HAVE A GREAT DAY.