

How to Have Constructive and Respectful Relationships During Challenging Times

Welcome to how to have constructive and respectful relationships during challenging times. My name is Courtney Johnson. I am a senior marketing manager here at Magellan healthcare, and I am your host today. Please note that today's webinar is for educational purposes only and not a substitute for speaking with your Doctor. You can find Magellan contact information on [Magellan healthcare.com/contact](https://magellanhealthcare.com/contact) . If you're in an emergency situation, you should do one of the following, call 911, go directly to an emergency room, call your doctor or therapist for help. Now let's move on to the main event. I would like to introduce our speaker, Dr. Raymond Mars. Dr. Mars completed his Masters degree in guidance and counseling at Hunter College in New York. He received his doctoral degree in counseling and clinical psychology with a specialty and multicultural psychology from Michigan State University. Dr. Mars has clinical experience in many areas , including elementary education, veterans, psychiatric services, mental health related services for multicultural populations, judicial system psychiatric assessment and law enforcement. Dr. Mars has been a police psychologist for the past 24 years within two to police departments. He started with the Memphis Police Department and currently works as a police psychologist for the LAPD. Dr. Mars also provides training and consultation for other police departments and businesses in the areas of diversity and race , stress management, emotional intelligence, mindfulness, grief and loss, sleep hygiene, substance abuse and anger management. He is also on call for critical incident response for these organizations. I will now turn over the presentation to Dr. Raymond Mars.

Good morning everyone. Thank you Courtney for your kind words of introduction. The morning to all of you on this webinar. I have been told we have people listening from all over the U.S. Welcome. I am delighted to share with you the next hour, and I hope you will have some takeaways that will be helpful for you as you deal with the twists and turns of 2020. 2020 has been like no other year in recent history. We have never had such a collision of events as has been experienced this year. As we are approaching the Christmas holiday, a time with the kids would watch the classic how the Grinch stole Christmas, I think this year we probably need to have a sequel of how the Grinch stole 2020. We have three objectives to go through this webinar. First, we want to discuss the emotional impact of past and recent ongoing events that we all have been dealing with and continue to deal with in 2020. We want to learn how to constructively and effectively interact with others during these difficult times. How to have a conversation many of us have had and it did not go that well. We want to identify ways, more importantly, of coping with the events. As we try to navigate through, whether it be Covid or the election stress . We will talk about some of these events this year that have rocked us, and we are still trying to keep our bearings and get to the finish line at the end of this year. Those are the objectives today. We have just about maybe 40 minutes or so. Hopefully, we will have enough time for you to ask your questions at the end of the presentation. I will try my best to make sure we have at least one or two questions as we get through the content of the presentation. This year, as I have said, we have experienced a combination of the ongoing pandemic, and still we are in it. we have had racial unrest in California here where I am we have had the fires and natural disasters. We have had the high profile shootings. We have had come of course, the pre-and outpost stress for the election which has resulted immeasurable stress and loss for some people, both physically and psychologically. Even before this year, we had the #MeToo movement that is still triggering some emotions and a lot of people. With the pandemic, some of you may have lost loved ones and friends and are still grieving these losses. Many of you probably weren't able to say goodbye or have a decent funeral to honor your loved ones. The pandemic itself has resulted in another type of loss. We all have lost our way of life and the things we

used to be able to do how we did it. Not being able to go out with friends and family. A major loss to everyone. Many parents, and I am sure some of you are parents out there, have had to deal with the stress of kids being at home doing the distance learning saying and at the same time trying to do your work . As we enter the holiday season, many of you were unable to celebrate Thanksgiving because of Covid, were not able to see your family and probably, as we go into Christmas, most of you probably will not be able to go and see your family. We have always had a lot of losses in a lot of different ways because of Covid, the unrest, election, natural disasters and the #MeToo movement. I was watching TV last night and they were talk about the vaccine and some hope there. but at the same time, we learned that yesterday we had 3000 Americans who died from Covid in one day. They are saying that that number is more than the citizens we lost from 9/11. These are the things we are sort of seeing some relief with the promise of a vaccine, but we're seeing more and more lockdowns. Yesterday was very sobering looking at the grim milestone of 3000 Americans dying in one day. So all these events have created immense stress. As I said, there has been a cultural, especially as we talk about the civil unrest in the pre-and post election stress. We are now dealing with a culture of divisiveness and disrespect in some cases and anger. Several months ago, even violence. More recently, in some cities, we still have some elements of that occurring. Today we want to talk about how to cope with the ongoing pandemic, how to cope with dealing with the post election results, how to have some of those difficult conversations as we tried to heal and move forward from some of this divisiveness that has taken a hold of our nation. And so, in order for us to move forward, we have got to heal. We have to forgive. How can we forgive? We are not ready for that. By the way, some people are at different schedules of readiness as we talk about this matter of wounds being reopened as it pertains to racial injustice in this country and some people saying I am not ready, I am not ready to forgive. We need forgiveness at some point in time if we're going to move forward and try to heal as a nation. We have got to be optimistic. I am very optimistic even amidst the divisiveness as I see the people are getting together, whether it be inter churches, dialogues are happening all over the country in homes and churches among friends. Even if some people are not ready maybe to have that forgiveness, we have people who are engaging. We do have a history of forgiveness in this country as we look at the racial divide. We look back at the 60s, the civil rights movement. We have Blacks and whites who marched together who inspired -- in spite of all the injustices done then, we had a coming together for inclusion and justice back then. If they could do that back then, I think we have the opportunity in spite of what is happening to come together and move forward. I am optimistic, and we have to be optimistic that, what we're seeing right now is not what will be for the foreseeable future. We have to have that commitment. Everyone of us, individually, businesses, churches, organizations. We have to have that commitment to want to see changes, to want to see a commitment to equity and inclusion and diversity in workplaces as we try to make that difference in our community. But again, it takes healing, forgiveness. We have to be optimistic, and each of us has to commit ourselves to being a part of the solution or solutions that will make this happen. You know, a good example of forgiveness and the importance of forgiveness was evidenced by Nelson Mandela, who we all know what a hero he was, but we don't think of what he went through and what he said when he left when he was leaving prison, when he was freed. You would think he probably would have come out very better because of the bitter because of the injustices done to him. But listen to what he says. He said, as I walked out the door towards the gate that would lead to my freedom, I knew if I didn't leave my bitterness and hatred behind, I to be still in prison. That is D. Of course he is talking about prison in his own mind. A lot of times as I speak to people about forgiveness and letting go of anger, I tell people all the time that being able to forgive and let go of anger is for you, not the other person. Forgiving the other person, it allows you, it frees you up to move forward rather than focusing on the other person. Someone has said that holding onto anger is like drinking poison and hoping the other person will die. I know when we talk about forgiveness, going back to that for a quick second, it takes a lot to be able to come to the point where you say, you know what? This happened. It probably

has continued to happen. We can still move forward and still carry on some of the causes we want to see, the differences in society, changes in the workplace, we want to see more inclusion, but we can do forgiveness at the same time even as we move forward. It doesn't have to be one or the other. We can do both as we make this journey towards bringing our country, bringing people together. Nelson Mandela, I really like that quote. It does bring home the importance of forgiveness versus holding on to bitterness. So as we have these discussions, there are a couple of things we need to be aware of. There are some factors here that we need to have in any discussions if we are to have respectful conversations. The first is civility. We are in a time in our nation where it seems as though there is an absence of civil discourse. It seems that we can no longer disagree agreeably. At its worst we have heard about death threats against people who may have posted something online or someone wearing a hat that was reflective of their political party. We have family members, lifelong friends who have not spoken to each other, believe it or not, in months, because the other person devoted a certain way they disagreed with. Friends for life who have not spoken, or family members. It is unbelievable. Katy Perry, she is a celebrity, recently she posted on Twitter, not that I am a Twitter person, but I just happened to be online and looking at a couple things, she told how she reached out to her family members after the election because she knew that they had voted differently than she had. They had voted for the candidate who did not win the presidential election. She wanted to reach out to them to tell them that she loved them. Her exact words were, the first thing I did when the presidency was called was to text and call my family members who do not agree with me and tell them I love them and tell them I am here for them. # Family first call your family today. You look at that and say that is so sweet. That was a nice thing for her to have done. Well, believe it or not, she received a backlash of angry tweets that people felt she should not have reached out to her family because, of course, they were disagreeing with her family and their political beliefs. You know, I can redo some of the tweets, but it is not for consumption. People were livid. It is her family. She is reaching out to console her family, but people just got really angry. She had such a backlash of really angry comments that were made. Sometimes you wonder, why do people get so emotionally invested in other peoples lives to the point where they are having death threats? People they don't even know? People they probably will never, ever meet. But that is where we are as a country. The incivility . People just being blatantly disrespectful to others simply because another person disagrees with their political orientation, the way you see the world, your beliefs on a number of things. People literally have threatened to hurt other people they don't even know simply because that person disagreed with them. So we have to get back civility. We have to be able to understand that, you know commit even I may disagree with you, you have a right to your opinion without me trying to threaten you because I disagree with you. To be able to do that respectfully, you have to develop empathy. The quote they are by Gavin Adams saying if we want to be humble, we need to take interest in each other, in our stories, and why we feel the way we feel. Empathy begins with interest. What exactly is empathy? Empathy is the ability to recognize , understand and share the thoughts and feelings of another person. The ability to step out of my world and be able to try to understand where another person is coming from. I may not agree with you, but I can see where you are coming from without agreeing with you. Empathy doesn't mean I would agree with you. It simply means I can first of all recognize my world is not your world. The way you are seeing events, the worldview and belief system, is different from mine. While I don't agree with you, I can have you, I can let you know that I understand, and it is okay to have a different opinion. A lot of people have a hard time with empathy. Empathy is something that can be developed. That is a whole area of psychology called emotional intelligence where people can learn, believe it or not, how to be able to step out of their world and be able to understand where other people are coming from. These are listening skills, communication skills that, if you don't have them, you can actually learn how to do them. But again, we have to be civil. We can't have conversations where people are shouting at each other, calling each other names. We can't have a meaningful conversation when there is incivility or a lack of empathy.

Being able to understand that my worldview may not be the rest of the world's view. Then we have to learn how to listen. Listening is a lost art. It means you have to be able to understand that there are other people in the world who may see the world differently than I do. We need to listen to people who do not share our view of the world. The question is, how can we have authentic, genuine, courageous and vulnerability -- when I say that, when we start talking about issues of race and political differences, etc., we make ourselves vulnerable. So how can we have these conversations? Some of this, some of us may have mixed feelings about everything that has happened this year. And that is okay. We may have mixed feelings about the civil unrest among locally and nationally. Even how we refer to them. Protests, anti-police, antiracism. Some of us have found ourselves in discussions in person or in social media with family and friends caught between two sides. I am sure some of us have been put in the position where you are asked a question, are you for the police or against the police? Do you believe that racism still exists in America? You felt you had to choose. The good news is, instead of choosing sides, there is a possibility of doing what we call dialectical thinking. Dialectical thinking is a psychological concept that was born from philosophy. Dialectical thinking involves balancing the truths of two seemingly opposite and incompatible ideas. Allowing herself to be forced into either/or. We can have the both and position. To be clear, a dialectical stance does not mean compromising our principles. It does not mean that. We still hold onto her principles, but it does suggest recognizing that things in life are complex. Life is complex. A lot of things in life are not black and white. Each perspective can have some validity. People - I discovered like with empathy, people have a very difficult time thinking dialectically. We like to see people as being either black or white, not realizing that they can be -- two sets of facts can be true at the same time. For example, something can be true, but it can also be political. All at the same time. It is not either/or. Two sets of facts can be true at the same time. We can be for the police, but we also can want social institutions to treat people fairly regardless of skin color. We don't have to choose for or against. We can be for the police and want a safe world and environment, and we can also want our social institutions, including the police department, to treat all people fairly regardless of skin color. We can see outrage where police are targeted and vilified. We have seen firsthand the effects of our nation's history of racial disparity. We don't have to choose. Civility, empathy and the ability to listen are crucial variables if we are to have that respectful conversation. Let's move the ball a little more and look at some other factors that we need to look at if we are to have constructive conversations. Intent versus impact. Every communication has a speaker, a listener, and there is always a message we send. All day long, whether you intend it or not, we send messages both verbally, nonverbally and sometimes para verbally, meaning the tone or pitch of the voice, people are picking up messages all the time. A lot of times the meeting, the message we were intending to send, whether verbally or nonverbally or para verbally, is not the message that the speaker receives. You know, so the intent of the communication sometimes is different from the impact. Meaning, how the other person receives it from the speaker's side, it came out very differently from what you intended. That is because, believe it or not, not all two individuals see the world the same. When we go across gender, men and women don't see the world the same. Or family background. When we go cross racially. Another variable. Messages are interpreted differently because human beings are so complex. The meaning of the communication is not what the speaker intended to say, but it is what the listener understood the speaker to have said. I mentioned when we go cross culturally. This becomes even more daunting sometimes. I will give you a couple of examples. I used to live, I used to be with the Memphis Police Department. I remember the first day of class the Lieutenant said you people should feel privileged to be here today. On the surface, you look at that and say he is saying that of all the people who applied to the Academy. All of you should feel lucky you got in. I used to do the psych evaluation. So I know it takes a lot to get into the police department. In the class 20 years ago, half the class was Caucasian. There were no Asian Americans or Hispanic Americans in Memphis at that time. Happen the class -- half of the class, who were African-Americans, felt slighted and he was using pejorative language when he said you people. Again, message sent and

not received. Of the intent was not trying to put anybody down. He was simply making a statement that everybody who was there were lucky to get into the Academy. We see these miscommunications occurring all the time, not just cross culturally, but with communications in general because of this intent versus impact. As he tried to constructively converse, you want to make sure you state your intentions. An example would be, can I talk to about something? This -- I have been feeling uncomfortable about our interaction the other day, but it has taken a while to understand why. I have a better sense now. Can we return to our conversation? So the intentions are right up front. This is a very specific incident that occurred that made me feel uncomfortable I would like to revisit and talk about. We're on the same page. A lot of times, people enter into these conversations where their intent is not right up front. So a lot of times we have different conversations because our agendas are different. You want to make sure that you are right up front with what your intent is so that both speaker and listener can be on the same page. As I said, sometimes these conversations fail because two people are entering into the conversations with two incompatible agendas and they perceive two different conversations. Let's make sure we state our intentions. When you start to feel defensive, ask why. What is being triggered? Sometimes these are very hard and difficult conversations to have because they involve people, this year a lot has been triggered by the racial injustice movement that as you have the conversation, you may find yourself being triggered. If you find yourself being triggered, and if you mess up, and by the way, messing up simply means you may have said something the other person, again, intent versus impact, misunderstood. Don't beat up on yourself. Having these conversations are difficult and they will not be perfect. If you made a mistake, it is not the end of the world, you can come back and have the conversation. Sometimes the conversation can get pretty challenging. If at any time you find people are getting upset, someone is getting angry, you probably want to discontinue the conversation that day and step back and come back later to have that discussion. We know that any time the part of her brain we call your emotional brain takes over your rational brain, it is really hard to have a rational conversation. You are having this emotional reaction. And then when the incivility happens, people start attacking each other. And then you can't have a civil conversation. Emotions at high, emotionality, rationality goes down. That is when it is time to have the conversation later. Is not productive to continue down that road if that were to happen. You get narrow focus and lose the big picture and the conversation becomes nonproductive. I am mindful of time. Let's move on. We can say a lot more about having the conversations, but I want to make sure we have -- we cover everything we need to cover. We want to talk about coping now. A very important piece, the last part of the webinar. Coping and specific things we can do to help us to get through the remainder of this year and next year. Just in terms of coping outside of what we experienced this year. Hopefully some of these tips will be helpful to you. Number one, you want to limit media time. This is a dance that we do. You want to keep in touch with what is going on in the world. For example, I tried to catch up with the local news in terms of the spread in Los Angeles and what is being locked down and all that, postelection, what is going on their. But I have come to the point where I have to put limits on how much time I watch TV and just turn it off. At some point in time we have to turn it off. The more exposure that you have, stress levels are going to go up. We start to catastrophize and monopolize things. So yeah, we are not saying don't watch TV, don't watch news, but we have got to put some limits. Know when to turn it off. There are some people who have actually stopped watching the news altogether. I like to make sure I keep in touch. So I would not have a total blackout, but you have to have limits. Use your support system. All the research shows people who have and use their support system cope better, have less stress, or even though they may have stress, they cope better with stress. They have less problems. Only talk about your support system, we are talking about family, friends, your church family or whatever your faith is. Use those people. Women tend to do better at using their support systems the men. Men sometimes like to isolate and keep things inside. I would like to propose today to the men who are listening, use support systems. Call a friend. Of something is bothering you, you watched the news and it left you kind of numb, call

somebody. Put words to what you are thinking and feeling, that will help diffuse some of the fumes so you can cope better. Take care of yourself. We will look at specific things you can do to take care of yourself. Let me talk about knowing when to get professional help. Let me just say here, if you find yourself most days waking up and having a hard time getting out of bed, your mood levels are down every day most of the day, your appetite is gone, you are not sleeping, you are having a hard time focusing and concentrating. If you are experiencing any of these over a period of time several weeks of the month, that is a time when you need professional help. A lot of people are experiencing what we call pandemic stress. It is not a legitimate diagnosis, but with the pandemic and election stress. How are you functioning? You find yourself being irritable and angry a lot of the time? In addition to feeling depressed? Especially some of you that may have lost loved ones and you are dealing with grief and loss on top of all this, you probably need to get some help to deal with the grief and also all the stress we spoke about today. We want to focus -- I like this circle, the circle of concern by Stephen Covey. He does a good job of putting this here. In life we have things we can control and things we can't control. Let's look at the circles. He begins with, first of all, the outer circle. He calls that our circle of influence. And so, the circle of influence -- sorry, circle of concern. These are things that are happening around us. We are seeing the economy going down, natural disasters, all the types of disasters, the numbers. Last night 3000 people dying in a day. Things that happened in your past. People testing positive every day. These are things that are out of your control, even though you're concerned about them as a human being. We call that your circle of concern. But you can't do anything to stop them, to control them. Then we move towards, I will combine the circle of influence and the circle of control because there actually looking at the same things. They are things that you can do something about. For example, was Covid, you are seeing 3000 people dying. I can't stop that number, but I can do my part in terms of social distancing, washing my hands and all that good stuff. There are things under my control, decisions I can make every day, actions I can do that can make a difference in my life. Those are the things we focus on. I know it is hard sometimes not to focus on the circle of concern, but they are out there, and we look at them and are sorry for things happening for people in the world, but we can't change -- there is nothing we can do about them. We really recommend you focus on either the circle of influence and your circle of control. Those are the areas we can make a difference in our lives with as we try to cope with the pandemic, with the election results, and all the things happening in the world today. Focus on what is under your control. The last piece, I have a couple of minutes, I'm going to try to go through it as quickly as possible, but was still giving you content as we look at specifically ways in which you can cope with all the things around us that are happening in life, especially in 2020. We call these mental -- sorry, natural in the presence of life to help us cope with -- or mental immunity behaviors. All the things we talked about earlier on. What are some things we can do that can really help us cope with the stress or stressors that every day things that can get us down and depressed to the point where it begins to affect the relationships or health. Number one, exercise. A lot of times we think about exercise we think about weight loss, but exercise is one of the best ways to manage stress. When you are under a lot of stress, we have a lot of adrenaline dumped into our bodies that makes us feel wired. Our body is going through the fight and flight response. Even though it is not a physical threat, the threats in life are psychological and the best way to get all of that adrenaline out of your system is to burn it up or metabolize it. exercise is one of the best ways to get the adrenaline out. When you exercise, you also trigger endorphins. Those feel-good mood lifters. By the way, the word endorphins has the same root word as morphine. Endorphins are morphine like substances your brain manufactures that lifts your mood. When you exercise you also trigger true neurotransmitters called serotonin that lift your mood and are in antidepressants. When you exercise, you actually are getting a natural lift from the serotonin that is triggered when you do exercise. Sleep is crucial. Most Americans are not getting enough sleep. Of course, some of us have had over the years chronic sleep problems and some of us because of all the stress we are dealing with we go to bed and have a hard time turning it off. All the research shows that

at least seven or eight hours of sleep is crucial in terms of the body replenishing itself. We need REM sleep. That helps with mood levels. If you find yourself being very irritable, focusing and concentrating, maybe you need to take a look at your sleep patterns. I know some of you are saying, I can't remember the last time I had more than five hours of sleep. You definitely want to try to increase that. One thing I want to mention about sleep is when you're going to go to bed. Turn off devices. We know that the iPad, iPhone, that light emitted is called bluelight. That light that is emitted, it actually inhibits melatonin. And melatonin. Go to your settings, move the night shift over, and you move from bluelight to red light. Believe it or not, when you're watching the screen, you will not have the bluelight which will have resulted in that inhibiting of the melatonin production, which we need to go to sleep. I recommend turning off all that stuff half an hour or so before you go to sleep. But if you have to watch them, do the night shift so you don't look at bluelight. Of course, if you're not eating healthy, you are not going to be able to cope with stress. You will get sick. These days, or the immune system is intact or you want to supplement. We can go over all the supplements we need to take, but take a look at our guides and immune systems. The food we're eating, which can have a negative effect on immune systems, especially in this time of Covid. Practice mindfulness. I wish I had time . Mindfulness is where we are able to spend a quiet time every day where we learn how to focus on our thoughts. Just five minutes. So we are paying attention that originated in Eastern philosophy where people are able to, people say meditation, we are able to learn how to stay with a thought, with a feeling for maybe a few minutes, and how that can help us to deal with better managing negative thoughts and things that happen around us every day. Mindfulness practice. And finally, gratitude. There have been tons of studies on gratitude. I want to spend a few seconds talking about it. we know that people who practice gratitude in their lives -- we're not just saying thank you. We are talking about actively practicing gratitude. We have psychologists right now who have done research on people who are grateful, who practice gratitude and how that helps with their -- how that helps psychologically. There is even a study for example where they had one group people every day, they have them write down or journal three things they were thankful for in their lives and follow them for about six weeks. They had another group that didn't practice or did not actively practice gratitude. At the end of the study, they discovered the people who practice to gratitude, not just writing down things there thankful for, but actually call a family member and tell them how grateful they are for having them in their lives. It has to be an active practicing of either writing it down, calling people, expressing gratitude to friends and family. At the end of the study, the people who actively practice gratitude, their blood pressure was down and all the measures in terms of health. Psychologically their well-being was higher than people who did not practice gratitude. So I know a lot has happened this year. I will close on this note. We look around and say what do we have to be grateful for? People have lost their jobs and family members. There is still a lot to be thankful for that we need to focus on. Most of us who are listening here probably still have our jobs. Every day we watch people getting laid off. Restaurants are opening and closing. People are in food lines not knowing where the next meal is coming from. So we can be grateful for our jobs. We are still alive. We're still healthy. Some of us may have been diagnosed with Covid, but we got through it and are still here. The kinds of things to be thankful for as we go to Christmas. We just went through Thanksgiving. Let's focus as we go through the rest of the year, not on the things that we can't control, but on the things we can control. That we have those conversations. Let's develop and practice the art of gratitude so that we can have the benefit the come from being grateful for the things we have versus the things we don't have. On that note, I will stop. I wish we had more time. I want to thank you for being here. I will turn it over back to my cohosts as we talk about EAP. Thank you.

Why don't we do a take away poll. It seems like a good time after you concluded like that to ask the audience, what are you taking away from today? What will you do differently? What will you do more or less of? What folks have to say about that. Looks like we've got a lot of responses coming in. I will

actively express my gratefulness , forgiveness, practice more gratitude, focus on things I can control, learn more about mindfulness. That is great. Decreased screen time for devices. Someone said they love the impact versus intent piece. I saw that earlier. All kinds of great responses here. I'm going to take away the pole and turn it over to Courtney to talk about the EAP.

Thanks Jamie. Thank you very much Dr. Mars searched for such a great presentation today. We will have time for just one question, but before we get to that, I would like to remind everyone that your employee assistance program is here for you. We are a community of experts to support you, your family, coworkers and employees. Please don't hesitate to reach out here EAP for support and resources. You can access our services by calling your company specific 800-number or the web 24 hours a day. I also want to mention that your EAP number website has specific information and resources on COVID-19 support, community unrest and many other topics. It is continually updated, and we encourage you to check those resources. If you don't know your 800-number or web address, reach out to your human resources department for help. We do have time to take one question today. If you have not submitted a question, please do so in the Q&A pod, and I will turn it back over to you Dr. Mars to answer that question.

Thank you. Let's see.

We have a lot of them coming in. I will take one. This one actually looked like a very popular one. A couple of people asked about this. What are good strategies for conversations regarding civil discourse?

First of all, let me say that time and place is important. Are you ready for the conversation? It is very raw for a lot of people right now. So before you enter into any conversation that are you having this with a friend, a coworker, somebody you met on the street. Before we have -- I would say no to just enter into a conversation extemporaneously without doing preparation. Believe it or not, people enter into these conversations and sometimes have no idea what they're talking about. Make sure you do the preparation yourself. Let's say you want to -- somebody brings up this matter of systemic racism. Does racism still exist today? A lot of people have different understandings of what racism is. There is individual racism that can happen one on one, but a lot of times when people talk about racism today, we talk about systemic racism, structures in place that are discriminatory towards people of color. We just have the structures in place which is different from individual racism. Sometimes you can have a discussion about racism when you are on two different planes. You may not have felt individual racism on a daily basis, but the other person is thinking systemic where we have systems in place that may have excluded some people of color over the years. We need to have changes systemically. I would say, number one, make sure you're ready for the conversation emotionally. These are deep conversations that you need to be prepared for both emotionally and content wise. I will give you one quick example what I mean by this. I have a client right now in my practice. She wants to have this discussion with her husband. She is of mixed race, he is Caucasian. She is actually coming in because she wants to get out some of her anger. Growing up she heard a lot of putdowns in her family about her race and all that. She wanted to be able to come into therapy to be able to get out some of her feelings and process how she will address these issues with her husband, who previously has been dismissive. -- Dismissive. She was preparing with therapy before even addressing it with him. Be prepared both psychologically and content wise before you enter into these discussions because they are heavy duty discussions.

Thank you so much Dr. Mars. Unfortunately, we are out of time. I want to thank you Dr. Mars and everyone for being here today and for discussing such an important topic. We have the exit poll question. As always, we are very interested in your feedback on our presentation. Please rate your

overall satisfaction with today's webinar. Very satisfied, satisfied, dissatisfied, very dissatisfied. There is also the certificate of completion to download and the handouts if you have not downloaded already. I think everyone for prioritizing your health and wellness by attending today's presentation. This concludes our webinar. Thank you again. [Event concluded] [Event Concluded] This message is intended only for the use of the Addressee and may contain information that is PRIVILEGED and CONFIDENTIAL. If you are not the intended recipient, you are hereby notified that any dissemination of this communication is strictly prohibited. If you have received this communication in error, please erase all copies of the message and its attachments and notify us immediately.