

Challenges of a Post-Quarantine Workplace. Adapting to the "Next Normal"

Welcome to challenges of a post-quarantine workplace: Adapting to the "Next Normal" . My name is Jeannie King and I am your moderator today along with my colleague Melanie Ordonez. I would like to introduce our speaker, Art Maines. Art has been a practicing licensed clinical social worker for over 20 years. He has been a trainer for behavioral health and fortune 500 companies for 15 years. Art is also the author of stand: three steps to help your older parents and yourself. And has spoken extensively on this topic, including cohosting a popular podcast The Scammercast. Art is a preferred Magellan trainer with individual customers as well as business webinars and a variety of health and wellness topics and over the past year, art is been intercooled supporting Magellan EAP members through virtual training on navigating and coping during these unprecedented times. We are is so excited to have our here today. Welcome, art.

You, Jeannie. Welcome, everybody. Happy new year and it is such a pleasure and a privilege to be with you today and to be sharing with you some ideas and practices and mindsets and skills that will help us all as we navigate through whatever is coming next. I'm sure you are all with me. And 2020 is over. That was quite of year. And one we won't forget anytime soon. It probably won't surprise you then that a recent study for MetLife found that 67% of employees are more stressed now than before the pandemic. And being in the new year, that means we have new challenges and new uncertainties. The outlook is certainly broader with the vaccines becoming available. And we still have a ways to go before we get to that somewhat better next normal. Whatever that will look like. Therefore, my intention for the training is that it assist you in handling the giant curveball, it may be multiple curveballs that COVID-19 and everything else is thrown at all of us. Things are not going back to the old normal. At least not anytime soon. We have the challenge of making this situation the best he can be for our sales and for those around us. Remember employers and coworkers play a key role in helping everyone with the adjustments. It is unfortunate and has become a cliché because it really is true. That we are all in this together. To that end, here is the road map. Here is what we will be talking about today. We are going to start with an understanding of where we have been and its effects on all of us. Nobody has emerged from this unscathed. Some people have found it to be preferable in certain ways but most people have had some sort of a reaction to the all the changes and uncertainty. That will bring us to discussing tactical coping and adaptation practices. And also give you information on helpful skills and practices for handling successful transitions. This will be a year of transitions. From one thing to the next. And I predict will we get to the end of this year, we will all be breathing easier. Certainly that is my hope and my intention. I will support you and your colleagues and your family and friends. Making the transition to our next normal. As smooth and positive and as productive as it can possibly be. Let's start with a brief look at the emotional and mental landscape of where we have been in the last year.

The thing is, uncertainty is a major trigger of stress. It can boil over into clinically significant levels of anxiety and this comes to us from Dr. David Merrill. Psychiatrist and director of the Pacific bring health center at Pacific neuroscience Institute and this is been a longer period of disruption and uncertainty

than probably any of us anticipated. And I remember back in March of last year when we started circ working from home, I said I will probably see you in May or June. I didn't think it would be May or June of 2021, but here we are. And the other thing is that uncertainty activates the autonomic nervous system's fight or flight response. Which naturally prepares the body to fight a threat or flee from one one of the biggest challenges is that COVID-19 has proven to be a longer-lasting threat than any of us expected. The ongoing stress and anxiety and frustration and worry, all the phrases going to your headlight, and my washing my hands enough? In my cleaning surfaces enough? Emma going out too much? I am so tired of this pandemic. All of this in our heads has sent our flight or flight responses into overdrive and therefore our stress levels have been higher than we would like them to be. It has really been a kind of chronic stress state which you probably know is bad for us. You also thorough in economic and political turmoil while you definitely know what I'm talking about. To the point of looking all of this, is to set the stage for making your transition a successful as possible. We have all been grieving the loss of our former normal and all of the freedom and it was almost a carefree existence as I look back on it. If you want to go on a vacation, sure, just planet. Or you want to go see your mom, no problem. We didn't have to think about as much stuff. We are all grieving that loss of that pre-COVID life that we all enjoy. And couple that with the uncertainty in fits and starts that we are seeing with the rollout of the vaccine, for example. We have a lot of fear and doubt about next steps. Once again, I hope that when you leave this session today, that you feel better equipped, perhaps even inspired and be able to handle whatever comes along. What happens when we have so much disruption and uncertainty? Is that we tend to have a chronic low to moderate level of depression and anxiety. It is no secret nor surprise that this has been hard. In different ways for different people. One of the things that we have to work with is the isolation triggers restlessness, loneliness and depression and as a result of being quarantined, not only are we disconnected from the people we care about, many of us have had our jobs disrupted. Our routines disrupted and our brains love routine. We are mostly unable to do the things we normally do to blow off steam. Either because it is not a good idea or he is not an option. Things like going out to get restaurants, going to the movies, maybe heating up an in person workout. All that stuff has had big question marks on it. The problem here is that our cortisone levels up into hi while our reward and bonding chemicals have been kind of load. This leaves us more at risk of developing the feelings of restlessness, loneliness and depression during quarantined. Especially if we place a hi value on social interaction. If you have been feeling some of that, I am here to normalize that. If you been feeling it, your normal. Okay.

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Chronic stress leaves the brain swimming and the hormone cortisol. Which research is showing can disrupt the function of the prefrontal cortex. The area of the brain responsible for important things like attention span. Decision-making. Problem-solving and emotion regulation. There comes the brain fall, the apathy, the indecisiveness and the mood swings. Like I heard the statement recently, what day is it today? Is blur state. Because one day blurs into the next one chronic stress also leads to weird kinds of physical symptoms including tingling in the body, digestive problems and more. It triggers physical reactions. So, symptoms symptom clusters is what they call this for these kinds of situations. Includes raising or pounding heart, shortness of breath and often a sense of numbness or tingling among others

as well. Over a long period of time, these reactions can call significant wear and tear on the body. People have reported because of the long haul of the quarantine, we are seeing more lethargy, disrupted sleep and depression. And they tend to sort of negatively work together. Often, this is likely because there is little separation between work and home. People are saying they are working more and putting in longer hours. I think in order to have a way to handle the feelings. It is like I might as well work. I can't do all the stuff when I'm frustrated and restless. It might as well work. Your home is not the sanctuary that it once was. We, most of us are working from home in your home is not the sanctuary it once was. Now that our routines are up in the, and there are no longer cues from our environment like there used to be, that says it is time to decompress, our body is sort of left disoriented and doesn't have an idea of when it is time to take a breather and relax. It is as if our central nervous system has a foot on the gas and the brake pedal simultaneously. Having said all of this, are we adapting to this? How do we adapt to the next normal workplace? We know that there is a next normal coming. We might actually be seeing some of that come up over the horizon right now. We won't start by looking at four major strategies. First of all we will normalize discomfort. And talk about seeking and offering support. We will talk about getting good information and the importance of that. And we will talk about some skills for healthy adaptation. Remember that feeling a variety of uncomfortable feelings during this time is completely normal. Please, don't judge or shame yourself or other people for having a hard time. The pandemic and the subsequent stay-at-home orders and back and forth and up and down art things none of us have experienced before, so our brains don't have the data from past experience that they can draw from to keep make informed decisions. But, keep in mind facing rather than avoiding feelings is the healthier choice for navigating the stress of this time. Always keep in mind as I tell my clients, feelings are real. But not necessarily true. Feelings also have a beginning, a middle and an end. And we have to let them have their process. We have to let them pass through us rather than having them get sticky. In terms of seeking support from others, please don't feel you have to go it alone. We are social creatures. And talking with a trusted person actually reduces the levels of stress hormones in our brains. We often gather important coping qualities such as perspective and strength and helpful mindsets from our interactions with others. And he is very true. That we borrow strength from each other. As a form of what we call a positive emotional contagion. And it is important to be the sort and getting out of ourselves can be very helpful for our own well-being and helps encourage a sense of contribution and even control which releases were ward chemicals in the system and helps us feel better. On the topic of getting good information, I tell my clients all the time. Information plus having a plan reduces anxiety. So be sure you are getting the best information you can find. Look for sources such as the CDC or the national Institute of health. Other institutions like Johns Hopkins University and the Mayo Clinic. Please do not get your news exclusively from social media. And keep in mind the difference between being informed and being immersed in the news. When it comes to news and media stuff, less may actually be more. So, the skills for healthy adaptation look a whole lot like resilience. Let's talk about those next. This is what I think of as your adaptation toolbox. Within your toolbox, you will find it very useful practices and ideas like mindfulness, communication, flexibility, empathy, patience, and my favorite, humor. We are borrowing hear from the research on topics such as resilience, grit, and what we call the growth mindset. That is a really important topic to employee as we move forward is the growth mindset. You can find out more about that. From of the by the author whose name is Carol Dweck. Take a look at that if you are ever so inclined. Is one of the most important mindsets that you can have in general and life but especially whatever changes are coming down the road. Let's begin with mindfulness. You probably have all heard something about this. I've had a number of trainings on this

over the last year or so. Is truly a master skill. Is a master skill for overall mental and emotional well-being. And let me do a little experience with you. Join in as you feel comfortable doing so. I want you to take a moment and take a normal breath. Just take that normal breath. Then I want you to feel your body wherever you are sitting or standing. Wherever you are. Orient to your body and feel where your body is right now. Feel the chair or whatever you are sitting on beneath you. Feel your feet on the floor. Then I want you to do a check-in on your body. How are you feeling? Feel any tension in your body? Any areas that are tighter uncomfortable? Just observe. And what is going to your mind? Is the thoughts that are going through your mind? Notice how you feel emotionally. Notice your internal climate, if you will. I would like you to turn your attention to your surroundings. Just look around you. Notice where you are. Notice what you see. Notice the shapes and colors, textures. Maybe the sounds around you in addition to my voice. The essence of mindfulness is just paying attention. Is observing without judgment. It is simply observing or witnessing is another way that people describe it and one of the greatest things about mindfulness is that it enhances our sense of control. Because it allows us to get stronger with that pause that happens between what ever occurs and how we respond. It allows us to keep pause between what happens and how would you respond rather than simply reacting. And this helps with emotion regulation. As also aids in the cultivation of patience which we can think of as the marriage of impulse control and distress tolerance. The ability to restrain yourself and feel a little bit of discomfort. Okay? And once again, I see a question. The name of the book. The authors name is Carol Dweck and I think it is mindset. That is the name of the book. Dweck is the authors last name. First name Carol. And once again, Carol Dweck. And I think the title is mounted. If you look up Carol Dweck, it will come right up. So, we are talking about impulse control and distressed tolerance and patience and we will talk more about patience and just a second. Some physical benefit to mindfulness include lower blood pressure, greater heart rate.[Indiscernible] which is a key marker for how well you are doing with stress. Slower breath and heart rate and reduced muscle tension among many others and we are really aiming for preventing or minimizing hitting stuck in a chronic stress state and mindfulness is the key to so much of that. Mindfulness is a skill. Is something that you can develop over time. And we are all training and that. There is a very good training. If you are ever inclined, check with your account executive and we can put something up for you. The next toolbox item is communication.

We know from the research on attachment, how we bonded to each other in relationships. At the core of all human relationships, there are two questions. The first question is, do I matter? And the second question is, will you come when I call? When you communicate skillfully and here we are talking about active listening skills. Things like undivided attention, minimizing distractions, using appropriate body language and voice tone. Paraphrasing. All the sorts of things. You answer yes to both of those. Yes, the person matters and yes, you are they are when they call. So, that is where communication is so important. Especially in times of turmoil and uncertainty. It is also a good idea to brush up on your problem-solving skills. Because I work with teenagers. And if any of you are parents of teenagers or you remember being parents of teenagers, you know that teens do a little bit of drama, we might say. And you may not know it, but there is actually a psychological definition of drama. The definition of drama is, emotionally escalated non- problem-solving behavior. Let me say that again. The psychological definition of drama is emotionally escalated non-problem-solving behavior. Therefore, it stands to reason that problem-solving is the antidote to drama. We all have a teenager still living inside of us. When we get upset, when things change, when uncertainty comes knocking, we can go into drama just

like our teenagers. Problem-solving, problem-solving, problem-solving. Get good at problem solving. Now, let's keep sight of values and goals. Values and goals serve as certainty anchors if you will. They are a kind of Northstar for navigating through troubled times. Some questions to ask yourself in terms of connecting and keeping sight of your values and goals include, what is most important right now? What kind of person do I want to be as I go through this? What kind of world and my creating with my words and behaviors? And why or how could whatever is happening be happening for me? And I want to amplify the connection to resilience in that final question. That is one of the key questions that helps with resilience. How or why. Whatever is happening be happening for me. It gets to you, how does whatever is going on make me stronger or smarter or more empathic. Have greater wisdom or whatever it might be. Now we are going to talk about flexibility and adaptation. Flexibility is less of an and changing personality to a Mara mindset and group of behaviors that can be changed. Everyone is flexible about some things and inflexible about others. When you think of flexibility as something you do, rather than who you are, you discover that you can make lasting positive changes to open up incredible opportunities for better relationships and even a more productive workplace. A mindset of flexibility and adaptation improves situational awareness. You are attuned to how circumstances change and you can think more broadly about what you can do to keep most skillfully a situation. Remember, don't believe everything you think, either. Just let feelings be real. Don't believe everything you think. Your first reaction might not be the best one for a given situation. Because we all have blind spots and biases. Flexibility and asking others for input helps us to see the situation more clearly. As we think about gathering input from others. That brings us directly to our next topic. And there are lots of exercises for how you can become more flexible and adaptive. And we can talk about those at some other time.

So, our next item in the flexibility in adaptation is the power of empathy. So here we are drawing pretty heavily from the field of emotional intelligence. Which we can define as your ability to recognize and understand emotions in yourself and others. And your ability to use this awareness to keep manage your behavior and relationships. This definition comes courtesy of doctors Travis Bradberry and Jean Greaves who wrote the book, emotional intelligence 2.0. Once again, Bradberry and Greaves. Emotional intelligence 2.0. Relationships at work are a key to keep your personal success if you are in a leadership role. And a key to organizational success. It is simply understanding how others feel and being compassionate towards them. According to brain scientist. Empathy happens when two parts of our brains work together. The emotional centers of the brain perceived the feelings of another to kind of pick up on it and the thinking part of the brain then tries to understand what they feel that way. And how they can be helpful to them. Would better remember that the mind runs mostly on perceptions. The logic is that necessarily your first choice on how to emphasize with someone. Emotions are logic art different. When you typically have to connect with the person [Indiscernible] before we can shift to keep logic. The emotional intelligence is strongly related and your ability to adapt and change when needed and persevere when facing challenges. Empathy definitely makes people better managers and workers and not to mention better family members and friends. So empathy can be developed. It begins with putting yourself in the other person's shoes. Whatever is going on is hard for them because just like it is for you. Remember we are not in the business of judging emotions of people. Asked Judge Judy to leave your hand. We want to hire the compassion, empathic coach. If someone's behavior is bothersome, think about while this might be. Remember that behavior is just a form of communication. For example, if it is your teenager, stop by acknowledging that you might feel stretched. Consider what

it is really like to live his life. What his day is like. The isolation and loss of normal activities that he has been going through. The competitive and social pressures he faces. How much homework he has. And how much sleep he gets or doesn't get in certain cases. Okay. Here we are about making it safe to be human. And choosing to be okay. Using mistakes to learn and improve rather than shame and judge people. And we are aiming for good enough for a pandemic. The core of empathy is curiosity and openness to difference. To become more empathetic and asking someone what their life is like and then listening well. Remember active listening skills. You are listening with curiosity and compassion. Some other simple suggestions for increasing empathy include following people who are different for you on social media. Think differently in terms of race, religion and politics and making sure you put away or turn away from other screens when you are having conversations with somebody. This is especially important these days as we are mostly working from home. So just keep that in mind. We can all become more empathetic and empathy is the key. One of the most important keys for functioning relationships and better quality of life. All right. Now, how about give me patience and give it to me now. This is simply the ability to tolerate frustrating situations with grace and restraint. Many stressful situations will yield the time and determination and perseverance. The time. Grief. And remember that this too shall pass. Once again, choose to accept imperfect. Is just a part of the process. And learn from everything. There is a little-known psychological skill that might be helpful here. This is called timing. This is where you take some time in the morning or at the start of your day to adjust her thoughts and emotions. To spend more time in an optimal state. Timing has been studied for year because it can have a major effect on our behavior and habits without our ongoing deliberate conscious awareness. You can do this very simply. By taking a few minutes. Three to five minutes in the morning. To sit and brief. Repeating to yourself qualities that you want to exhibit that day. For example, it might be sitting and doing a breathing exercise and while you are doing that, repeat to yourself patient and lighthearted. Or attentive and resourceful or similar words to that effect. This has an interesting orienting effect on our minds and bodies and it seems to be stronger the more you do it. Check it out. Get experimental. It curious with it. You can also develop patients by seeking out frustrating situations. Such as you know when we are in the grocery store. Choosing the longest line or the longer line at the gas station or deciding to wait on hold while you are waiting for somebody to come back and help with whatever the issue might be. If you ship your attitude and your expectation about waiting, to make it an opportunity to enjoy a little piece or a little time for yourself. It can make you that much more patient. So patience is something that we could all use more of. It is all very workable. It really helps to reduce the stress.

This is of course my favorite. Remember to get laughed. Research shows so many benefits. It is beneficial for your mine. It is beneficial for your heart and for your lungs. It is good in so many ways. It also helps to ease the burden of change and uncertainty we can laugh at the absurdity what if whatever is going on. There has been plenty of absurdity in the last year or so, right? What makes you laugh? Right now, if you have a piece of paper I cannot get through the movie Mrs. Doubtfire without some really good laughs for example. What makes you laugh. Do you have a YouTube playlist? Of silly videos that make you laugh? Incorporate more laughter into your life. So important to get laugh at whatever we are going through. To whatever extent you possibly can. Keep the laughter going and then, it brings us of course to topics around self-care and resilience. I will touch briefly on the basics. We have all heard about making sure that you are eating healthy. Lean proteins and lots of green leafy spirit the Mediterranean diet keeps coming up as one of the best diets. For overall self-care and resilience.

Remember also that our bodies are built to move. Make sure you're getting some degree of physical activity every day. Depending on where you are. Winter weather and all that sort of stuff. Make sure you are moving every day. Recently I took on this January walking challenge. We are recording this in January. And it is to do 100 kilometers in the month of January. I am on it. I heard this really funny quote recently. And it comes from people in Norway. And the quote is, there is no such thing as bad weather. There is just inappropriate clothing. I believe that we did. I'm not sure that I would want to get out if he is 36 degrees and raining. But if you are so inclined. Also remember the importance of hydration. We often don't drink enough water. So we should be drinking plenty of water and be sure you are prioritizing your sleep. It is impossible to be our best selves. If you are having trouble sleeping, be sure to talk to your doctor. There are a lot of different ways that doctors and psychotherapists can be helpful with helping you sleep better. And stay in touch with your people. Remember that we are social creatures. Therefore social support is essential to carve out time for connecting with supportive people and go to perhaps someone like your counsel or your therapist or mental or spiritual leader. Think about who is your kitchen cabinet. People that you would like to have around your kitchen table if things were really getting a little too interesting. Okay? Who are those people? Think about them now. Who are the people that are your kitchen cabinet? The folks that you would walk around your kitchen table if you are facing a big bad crisis. Think about those people now. Think about how recently you have been in touch with them. Maybe it is time for a phone call or an email or a Zoom Call or FaceTime or something like that. In terms of resilience, we also want to talk about practicing preventive mental health. Would begin that discussion with a reminder to keep practice gratitude. Gratitude practice of some kind. Sometimes it is gratitude journaling. Sometimes he is playing what am I glad for with your kids. Gratitude practice and emphasizing attitude is emerging in the literature as one of the key practices for preventing depression. Now another mindset I would say to keep practice here is perspective. Is the ability to step back from the immediate events and look at it through the longer view or the big review. You can do this with what we call the 10 1010 approach. With this matter in 10 minutes? Will it matter in 10 minutes? Will it matter in 10 years? That is a way to gain a little perspective and you have heard me mention this a couple of times if we have gone through this session today. It is important to challenge your thinking and feelings. Don't leave everything you think and feelings are real but not true. In terms of anxiety, one of the most important court concepts in dealing with anxiety is to approach, rather than avoid. And it takes courage and determination to do that. To do the thing that you are scared to do. We are not talking about danger. We are not talking about running across a busy freeway or something like that. We are talking about if you are scared to do something it might be the thing you need today. Because with anxiety, it is about approach, rather than avoid. And for good guidance for that, you may consider working with a counselor or therapist. Someone who knows a bit about exposure and approach behaviors. And that is something you can offer your kids. What we are aiming for is to keep be there without the scare. That means that we have to face those things and get through them so we realize, it was just some feelings that will never change. No feeling is final. It will all change. Now, let me talk you through a little thought exercise. This is a way you can challenge what we jokingly call the aunt. Automatic negative thoughts. Your first step is right down your biggest worry. What is your biggest worry? And then another two about why you are worried about it. And then skillet from zero to 10. Zero being nothing and attend being, off the charts freaking out. So your biggest worry, what you are worried about it and scale. Second is where we evaluate the accuracy, the usefulness and the helpfulness of those thoughts. We are looking for what evidence do you have that these thoughts are actually true and helpful and useful. To ask yourself these questions. Am I going to set this aside from the facts? And by

focusing on the negative? And minimizing the positive. Remember our brains have the negativity bias. I tell people our brains are like Velcro for the bad and Teflon for the good. We have to train them the other way in the next question is Emma jumping to conclusions? Next, am I taking this to personally? Our next question is Emma putting unrealistic expectations on myself and others? Next is, how cannot deal with this and what are my options? And the 3rd step is take action. Improve upon what you can control and let the rest of it go. Then how you can do this is turning your thoughts into action steps by shifting from why questions. Why is is happening to me question? Into how and what questions. How cannot deal with this? What are my options? How cannot work through this. What can I do? That moves you into what we call active coping style which is also associated with better mental health. Remember, we approach, we don't avoid and we use active coping. And of course, despite everything I have said and everything you may have heard, it could be that you might still be struggling. So, being in a hi stress situation like we have all been experiencing with the coronavirus and everything else is naturally going to raise your levels of anxiety and stress. We know this. However, if you or someone you know has been dealing with one or more of the symptoms I will give you in just a second, on most days, for a period of two weeks or more, you may want to consider reaching out for help and support. Some symptoms that may signal a need for more support include, excessive worry about everyday things are things outside your control. If you have trouble controlling your worries, they seem to have a life of their own, if you know you are worried more than is healthy and useful and you're getting feedback about this from trusted others. If you are having trouble relaxing. Or the inability to relax. Having trouble concentrating and if you are easily startled. If you are having sleep problems. Trouble following or staying asleep. If you are feeling tired, sad, depleted, exhausted. Most of the time. If you are having headaches and low back pain but it is not from an injury or physical cause. If you having muscle aches or digestive and gastrointestinal issues. Having trembling or twitching. Having irritable or excessive sweating or out of breath. If you're having any thoughts of hurting yourself or other people. These are definitely at least yellow light on your dashboard about hurting yourself or other people is a red light on your dashboard. The idea is to reach out sooner rather than later. Letting things go by too long makes recovery that much harder.

A good place to start might be with your primary care physician. Or check with your EAP or maybe your health insurance for a list of counselors, therapists, doctors. Whatever it might be that would be helpful for you and I will mention here the number for the national suicide prevention hotline. That number is 800-273-8255. Remember there is option one for our veterans. There is also the crisis text line. You can text help to keep 741-741 and, of course, I really want you to keep challenge any self stigma or other various that you may have. Sadly, there is still far too much stigma in the world about getting help for mental and emotional challenges and health issues. Let's dispute that. Let's dispatch that and get rid of it. Because, these are just health issues. They are medical issues like heart problems or diabetes or whatever. They just need to be treated. They don't need to be judged and condemned. All right. That brings us to may whatever circumstances that arise, through the awakening of compassion. And I don't remember who it was but somebody said, we should never waste a good crisis. So, that might be a little bit of a stretch, but the point remains. May whatever circumstances that arise serve the awakening of compassion because he is up to us to make the world a better place. So, remember. Take good care of yourself. Be kind to other people because you don't know what they are going through. And do your part to make the world a better place. So, thank you very much for your time, for your attention. For

your good intentions and for all that you are doing. Make the world a better place and to love the people that matter most to you. All right. That brings me to the end of my material. So Jeannie, what do you have to say to us?

I have all kinds of things to say. But I will keep it or play it straight. Here is the EAP slide. You know, thank you. I feel so much better at listening to you. I'm sure the audience does as well. Thank you so much for sharing your knowledge and great tips and ideas to help us continue to coast and go through these challenging times and now is a good time to talk about the EAP. The EAP is another great resource for everyone. On the call, for employees and coworkers. Household family members. In for your employees if you are a leader. You can access your EAP services 24 hours per day, seven days per week. You can call your 800-number or the lab. If you don't know your 800-number or your web address, reach out to get your company human resources or similar name to department. They can help you with your specific EAP information. It does a very a bit. And I also want to mention on our website, there is specific information that on COVID-19 support. Not as continuously updated. Go out to the web and check out the resources as well. It looks like we do have some time for questions. I'm going to turn it back over to you now for questions.

Okay. Great. So, one of the first questions that I see. Let's see. Someone was saying, thank you for describing the physical side effects of courting and seclusion. I went to E.R. for tingling and heart racing. I hope you're doing better. In terms of book suggestions for empathy. There is a really good book called the war for kindness. Building empathy in a fractured world. I said that again. The war for kindness. Doting empathy in a fractured world. In the author's last name is the a KI. Once again, the war for kindness, building but the in a fractured world. In the author's last name is Zaki and then there is another one that I like also and that, I am not as familiar with. Is the art of empathy. Up complete guide to life's most essential skill. And the author's name is McLaren. I don't remember how that is spelled but it is the art of empathy. Really hard for me to forget that title. And let's see. It says what suggestions you have for engaging [Indiscernible] if you're not doing enough. Enough towards a special. Starting with how we might reframe the experience of how we treat self and how can we do with how the spouse puts us them? I think that is about communication and about listening. Remember underneath whatever the complaints might be there is a dream. Would call that the dream within the conflict. So let's have a conversation about what is really underneath that. Is your spouse feeling pressured or overwhelmed in some way. Listen deeply. Listen deeply. I talked often times. Here the fear as well at the dream. There is a dream within the conflict and also often times really, a fear underneath whatever is going on. Okay. I hope that is helpful. Another question, when you were talking about the first reaction, usually people assimilate that to your [Indiscernible] towards the situation. Can you please elaborate on what first reaction toward her situation imply or mains? Good question. One of the things we have to watch were there and we are talking about first reaction is what is called the anchoring bias. He is like that first thing and stuck. It is like that is how it is going to be any is not necessarily how it will be. First reactions toward the situation usually has to do with something about threat. When we are very good, our systems are very good at scanning for threat. That is what our brain student and our bodies do the same thing. If we know that, and we can allow the first reaction to pass through and be able to go further with it and try to understand it better. If it is a reaction to someone else, what you are looking for is finding the

understandable Park. We are listing for the fear and the dream within the conflict. And I hope that is answering your question. People assimilate that to your real feelings. I think we have to clarify that and say, that is just my initial reaction. It is not what I truly feel upon deeper reflection or upon more time to sort of think about it. So, list of all the books you mentioned. Mindset by Carol Dweck.[Silence]

Can everybody hear me? Raise your hand if you can hear me. Great. We will see if we can get our back on the line here. You can standby. Do you want to call art? In the meantime, I want to mention, we are getting a lot of very specific questions in the Q&A about personal circumstances. Tough issues you are facing. I encourage you to reach out to your employee assistance program to receive a personalized consultation and referrals regarding your specific needs. Is confidential so I encourage you to do that and we will make sure that you get the help that you need and it is a free resource available to you.

Can you guys hear me now? I got cut off all of a sudden.

We can hear you. Go ahead.

it looks like we have a few more minutes.

I don't know what happened. All the sudden I was just gone. Let's see. Next question. I think we talked about the books. If I missed one let me know. I think I got them all. Another --

Art, you are actually cut off when you started on the book. If you want to go through the books again, that would be good.

The first one was mindset. By Carol Dweck. And another one was emotional intelligence 2.0. By Bradberry and Greaves. And the other one was the war for kindness, building empathy in a fractured world. And the authors name is Zaki. And the other one on empathy was the art of empathy. A complete guide to life's most essential skill by McLaren.

I think that was all the books that I mentioned. If I missed one, let me know and I will fill in the gap. So, moving on. I am having difficulty with concentration. Things that used to be almost automatic now seem so challenging. Any tips for keeping focus and concentration at work? One of the first things I would ask you is are you sleeping okay? Are you eating well? And are you staying hydrated? The next question would be, are you physically active? It seems that when we are physically active in some form, helps our brain work better because what we know is what is good for the heart, think the exercise is also good

for the brain. It tends to work better when we are more physically active. Beyond that, I would ask you, are you taking any medication that is associated with brain fog? Is there any interaction that you might be taking with a supplement or medication that could be causing some sort of brain fog. So, in general, we have to look at the whole situation to see what might be impairing it. Sometimes it is as simple as I'm not sleeping well and other times it might be a little more complicated like something to do with medication interactions or stuff like that. I want to point you in that direction but I don't have a definitive answer for you. In terms of keeping focus and concentration at work, make sure that you are doing some physical activity. What I have heard people and sing people do and I have been doing it myself is to make sure that you do some physical activity during your day. Get up and walk every half hour or 45 minutes. Do some stretching. Do some running in place or jumping jacks. Something to get your blood pumping that will tend to wake you up a bit more. And then, what books would you suggest if you are an introverted person from previous hurt. If you want to become more social. If you are an introverted person. You might want to look at assertiveness. There is a book called your perfect right. Is a classic book on assertiveness. It could also be in this book is at my office. I don't have it right in front of me. I think it is called dying of embarrassment. Is a self-help book about social anxiety and I would really recommend that you work with a therapist to design what we call a hierarchy of exposure. Is like step by step. How to keep become more comfortable in social settings. Once again, the name of the book is dying of embarrassment us. I don't remember the author. If you look that up, it is a good one and also, your perfect right. I think the author are Alberta and Emmons. And that book is at the office and I don't have it right in front of me. I hope they give you some ideas.

Thank you, art. Right. We ran out of time. We have been going and going with the questions. Thank you so much and I'm glad we got to some of the questions. Again, if we didn't get your question, please reach out to employee assistance program. Some people are asking for the phone number. Reach out to your human resources department for your specific phone number. Your specific web address. As they do very from company to company. That is the best resource they are. Please fill out the satisfaction survey and rate your overall satisfaction with today's webinar. The choices are very satisfied, satisfied, dissatisfied, very dissatisfied, you can fill up that and we also have a certificate of completion you can download and again, I want to thank all for coming today and sharing his wisdom with us and I want to thank everyone who joined today's call and this concludes our webinar.

Thank you, everybody. Have a great rest of the day and take good care of yourself.

[Event Concluded]