

## Mental Skills Bootcamp: Performing at your Best!

Welcome to mental skills bootcamp. Performs at your best! I'm your mod Ray for today along with my colleague today Melanie. I would like to introduce our speaker, Laura Kirschner. we're privileged to have Laura present for us over the summer and we're thrilled to have her back. She is an expert for the Army resilience director at the Army resilience director that consists of over 250 performance experts working at 32 different ones that. [ Inaudible. ]

Laura is a certified mental performance consultant. Welcome Laura.

Thank you so much. I am so excited to be here with all of you to discuss some skills that can really help us thrive during a pretty tough time. With that being said, we're going to jump right into it. There are three main topic areas I would like to talk about today. The first is talking about a growth mind set, so the mind set in which we approach challenging situations. The second objective or topic that we'll talk about is how to stay motivated, and really specifically how do we overcome the obstacles that stand in our way to getting the things done that we are trying to get done during this difficult time and third, we're going to be talking about how to leverage what sets about us. Instead of tweaking things we don't like, we'll spend time thinking about, what am I pretty great at and how can I capitalize on that part of myself? These three topic areas and these three skills I want to talk about them so we can see what looks like for us to thrive in a stressful period like this last year and this year will be stressful for many of us. You have likely already grown and overcome challenges or obstacles you may have not thought you could overcome in the last year. We're going to spend this next hour to learn skills that we can use to really build a year that we are proud of in 2021.

With that being said, I want to give you a background of where I operate in the field of psychology because I think sometimes when people hear the world psychology, they look at fixing problems or fixing things that are wrong with us. If you think about the field of psychology as a spectrum on the far left side of the spectrum, we have clinical psychology, where you are diagnosed with something that is affecting your ability to function on a day-to-day basis and it is label the as a deficient sy in some way and then your medication or skills to help you get back to average functioning.

Right in the middle of this scale is average functioning which is most of us, right? We're doing fine on a day-to-day basis. We might be experiencing some anxiety. We might be not meeting our goals, but we're doing fine. That is where most of us usually lay, somewhere on this average part of the spectrum. And if you move more to the right, this is really where I operate in the field of psychology and this is the positive and performance psychology realm. so I study research and skills to help people survive, not just get through day to day, accomplish goals, live a satisfied life, have joy and gratitude on a day-to-day basis. They are coming from this positive psychology that we're talking about today and this is all about how to help people flourish. With that being said, we are going to start by talking about what it means to develop a growth mind set. Before we get into the nerdy concepts for my fellow nerds out there, I really want to ask you some questions to get you to think about your own life and what your connection may be to this first skill. I would like you to start reflecting. Reflect on yourself at work, yourself at home, what you do in your free time and I want you to think about something that comes naturally to you, something that you're gifted with, you didn't have to work that hard at its. You're just good at it. I want you to think of something that you do that may not come as naturally to you. You might not feel like you are gifted with that ability. And potentially I want you to think of a time maybe recently that you struggled with something, you failed at something or you have gotten less than desirable feedback. You

got some tough feedback. Jeanie will throw three poles polls on the screen that you should be able to type into and answer the question that is most for you. it might be something like public speaking, running, cooking, eating healthy, staying in touch. Maybe it is like being a parent, being a spouse. Maybe it is something you feel like you're great at, you're not so great at. I'll read out some responses as they come in. Something that comes naturally to people I'm seeing public speaking, cooking, problem solving, teaching, writing SO Ps, hiking, sports, friendship, making people laugh, reading. Yes, okay. Let's look at what some of us struggle with. Time management, public speaking, writing, multitasking, emotional intelligence, let's see. Cooking, some people are naturally great at it, some not so much. Asking for help, relationships, changes in your raw teen. Let's look at some of the things we failed at or struggled with recently, so exercising, matte, marriage, a test or an exam, eating healthy. Communication. Public speaking. Team work. Great. Avoiding junk food. Parenting. Losing weight. Absolutely. So I really appreciate these responses. The reason I wanted you to reflect for a moment on -- it is really looking at your own beliefs about yourself. These are our beliefs about what we're good at, what we are not good at. They will influence the mind set that we approach situations with. It will affect the mind set that we approach challenges with and so Jeanie, when you get a chance if you can clear the polls, now I want to start talking about what we mean by a growth mind set. When you think about a mind set, you can think of it as like a framework or a guide. It guides all of our thoughts. Our mind set guides the interpretation process. So anything situation we walk into, it will influence how we think in that moment. Keeping those tasks in mind that you might be great at or struggle with, now I'll talk about this concept and think about how they relate to some of the tasks you just mentioned, so this is based on the work by the doctor. She has a great book called mind set which I encourage you to check out if the topic is interesting to you. It is also a great read for kids if they have middle school, high school reading levels. In her research, she talks about how their tends to be this speck trump campaign of two mind sets that people have when they are in completing a task. One is called affixed might set and one is a growth mind set. A mindset for excellence is going to be more on this growth mind set end of the spectrum but most of us tend to have a lot of thoughts that are reflective of affixed mindset. More than half of the time we have thoughts associated with this fixed mind set. What affixed mind set is, is wanting to appear gifted and talented. We want to look like the people that are naturally good at everything we do. So these mind sets are based around ability. The fixed mind set believes that your ability level is fixed, meaning it doesn't change that much. You have got it or you don't. So when you're thinking about how you're performing at any given moment, you want to look skilled because if you have it or you don't, you want to be one of the people that has got it.

On the other end of the spectrum is the growth mind set. The growth mind set leads to the desire to develop skills. They do not believe our ability is set in stone and instead, they believe that with deliberate effort and smart effort, we can improve and grow and improve our ability. So fixed mind set, your ability is fixed and set in stone, you're either good in something or not. The growth mind set, I might be starting at a certain point but I can get better. if I'm good I can get better and if I'm not so good, I can get better.

I want to talk about those. The first major place where these mindsets differ is in the way that we approach challenges.

So when things get tough, when we're having kind of we're up against the wall or in a tough situation, someone with affixed mind set will want to avoid that challenge. They will not want to take on that challenging situation, because if it is challenging, it means it is hard which means it is not easy for them. They are not skid. They take it as a hit to their ego whereas a growth mind set person will look at it away to stretch themselves, and push themselves and try something that maybe they haven't done before or

that is particularly tough. Another place where these mind sets can differ is how we respond to set back. So we are public speaking or we're cooking or we're communicating with a spouse or a loved one and something goes wrong. Someone with a fixed mind set might give up very quickly because in their head, this didn't work. I failed at this thing. It is not meant for me.

Where someone with a growth mind set, when they experience a setback, they are trying to think what did I learn from this setback? What can I do differently next time? They believe that that is a normal part of the learning process and they do not expect to appear gifted or be gifted in everything they are doing and so they will continue to persist. They will overcome that setback and continue moving forward. So people out there that were working out or running, you have a bad workout or you don't have a good run, fixed mind set. This isn't for me. This is not my thing. Growth mind set, maybe I should change my training plan and do a shorter run next time. Maybe I need new sneakers. They will keep pushing through that setback.

Another place where these mind sets really differ is efforts. Someone with a fixed mind set sees effort as worth less, no matter how much effort I put into this situation, I'm just not good at this. That is why some say matte is not my thing. There is no point putting effort in. Someone with the growth mind set, effort is the key to mastery. If I want to improve how I cook, who I am, that is where you're going to have to leverage effort. It is all about effort. That is a normal part of the development process of flourishing and being the best version of yourself and keep in mind it is not necessarily any effort. It is smart effort. Growth mind set doesn't mean try as hard as you can and you will get there. It means try as hard as you can, if you face a setback, learn from it. Ask people that no. Find a way to get that improvement that you're looking for.

Another way that the mind sets can differ is how we learn through criticism, feedback in general but criticism. Someone with a fixed mind set may struggle with criticism because what they are hearing is you're not gifted. You're not good at this thing. They do not see it as a pathway to get better. They see it as an insult to their ability level. This is how good I am at this thing, period. So those of you asking, the book that really dives into these two mind sets and how they look in relationships for school is called mind set by the author listed at the bottom of the slot.

The last way the mind sets differ is how we view success of other people. So someone with a fixed mind set, believes that people are either good or not good and their ability level is set in stone. If I see someone else teaching and they are doing a really great job, I might find that threatening if I'm in a fixed mind set because if that person is really great and I'm just only kind of great, that person is now a threat to me in what I'm doing. Whereas a growth mind set person will say wow, that is an amazing teach. What can I learn from that presenter. What strategies, what changes can I learn to be more like that person? They are really open to the criticism if you have a growth mind set because that is the pathway to get better. You want that criticism. You want that feedback because it is how you get better and grow. A so keep in mind, when we have a fixed mind set, it causes to plateau early. We don't achieve that full potential. We're limboing our growth and development because we cannot get to that next level whether in communication, cooking, running, exercising, things that we might not be that gifted with, it will prevent us from ever getting better.

at the same time, someone with a fixed mind set can also limit their potential. If I think this comes naturally, I'm great at it and I'm not open to that criticism. I'm not seeing effort as a sign of things going well. If I'm not embracing challenging situations, I'm not going to get as good as I can be. I won't because of my mind set in that situation. On the flip side, someone with a growth mind set, they will reach higher

levels of development and keep getting inspiration from others, feedback, they embrace effort and challenges. They overcome setbacks. This can apply to school, right, like how you respond. A lot of times the jump from high school to college is really challenging for people. The beliefs of how it is comes back to this mind set. Our mind set can shift. It doesn't mean you're 100% fixed all the time or 100% growth all of the time. The mind set can shift based on the setting that you're in so being at work, you might find you're more in a fixed mind set and at home, growth. For me it is opposite. I have a growth mind set in the workplace in what I do but at home in the way I view myself with relationships, I might see that more set in stone. So it can shift on where you are or what you're doing, task by task our mind set can change. This is a spectrum so some of you may listen and say I definitely have been in a situation where I was threatened by the success of others but I was okay with the challenge. So you might identify with pieces of one mind set or another in different situations. The most important thing is that you start to become aware of some of the behaviors and attitudes of someone with a fixed mind set and you look for opportunities to shift into a growth mind set in areas where it is challenging for you.

And so looking at some ways to help us shift from a fixed to a growth mind set. First of all it might be useful to challenge some of the fundamental views we have about ourselves. I'm not a strong communicator. I'm not a good cook. It might be a challenge for those things set in stone and get your brain to think about an area where you have low ability when you first started but you now perform well. Right? That proves that your ability level can improve with deliberate and smart effort.

So sometimes it takes us challenging some of those fundamental beliefs. Also, it can be helpful to put yourself in the mind set to learn from other people. Responding to their feedback, the way we're inspired or threatened by other people, talking about in Securities is a great way to embrace a growth mind set of here are areas that I struggle, here are things I don't know, and I want to learn. That is a great way to help embrace that growth mind set. Knowing that when you get feedback from a peer or boss or supervisor or spouse or friend, notice if you're shutting down the criticism and trying in those moments to use strategies to learn from other people, what are other things I can learn in this moment? It can also be helpful to try and focus on the process instead of the outcome. I think a lot of times we're so concerned with being successful or getting the good grade or the praise or getting the score that we were hoping for, losing the number of pounds we wanted to lose, and we forget to really focus on where we can learn the most which is the process. The outcome is important because it gives us good feedback on how we did, and if we're looking to improve or continually grow, trying to get your brain to get away from the outcome and focus more on the process can be a really effective way to help shift your mind set. That can be even true for a conversation that doesn't go well. Shift your mind set back to what happened in that conversation. What did I say, what did they say, where are opportunities to make a change?

It is important to mention that leaders can have a huge impact on the mind set of those that they lead. It is really important you model that growth mind set of not desiring to look skilled or perfect, but wanting to learn from others to grow and continuously get better, and how you praise other people can have a huge impact on the mind set they develop. If I praise someone for being a natural, for not having to try, to making something look effortless, I'm sending the message you're naturally gifted. Same is true for those with kids. You're so smart, everything you do is great. You're taking their minds away and you might accidentally be shifting them into a fixed mind set because Oh, my gosh, what happens when they struggle? A now what? And so trying to make sure you're praising people's effort, praising the strategies they use can really help people stay connected to what they are learning.

I would like to thin act little about how we can shift our mind sets in different moments and so I would like you all to take a look at this worksheet on the next slide which gets you thinking about a moment in your life where you may experience a growth mind set. sorry. Where you might experience a fixed mind set. So reflect on that moment in time. Maybe it is a challenge you're facing or a setback or a time you know you're going to get feedback or critical feedback, or maybe you set up front that you struggle with that doesn't come naturally to you. I want you to reneck on one of these strategies that you can try in that moment.

Jeanie if you can pull up the polls that reflects on with the challenge you will face and a strategy you can use in that moment, if you can pull both of those polls up, that would be great. When you experience a fixed mind set and what strategy will you use. I'll pause for a second so you have a second to take a response in. What is that moment in team where you had a fixed mind set and what strategy would you pull on?

When people experience a fixed mind set, and from one career to another. Urgent task that comes in at work. Losing weight. Applying for a promotion. A disagreement with a spouse. Interpersonal examples are great because you can think I'm not a strong communicator, I'm not good at staying in touch.

Retirement. Public speaking. Yes. M AT H. Trying to go running. Working on a relationship with an adult son or an adult child. When you're feeling stuck or not getting the results. Now I'll look over what strategies people will use. So working with younger people or different people. Working on your form. Focusing on the process. Great. Doing research. Yes, so being open to learning. Enjoying the process. That is so much easier said than done, but I appreciate that answer. Enjoying the struggle. Enjoying the challenge. Great. Change my paradime, the way I'm thinking. There is a lot of research that suggests that even learning about the growth mind set can shift the way we think in these challenging situations.

Thank you, Jeanie. I am going to keep moving. There are three topics I want to cover. The next topic we'll talk about is motivation which I think icon nicked with personally at this time. Because I'm stuck. I'm having trouble moving forward with those goals. Before we get started again, let's make a connection to our own lives. Come up with a wish A professional or interpersonal or health wish. Something that you could accomplish in the next few days or weeks and something that is challenging but attainable. So think about things like, I want to stop snacking late at night. I want to start running in the morning. I would like to go to bed earlier or have a better bedtime routine. I would like to watch less TV. I would like to read more. I would like to keep in touch more with my friends. I want to spend more quality time with my family. Jeanie, if you would throw up the I wish poll, I would love people to type in like what is your wish? What is something you want to accomplish in the next few days or weeks that might be a bit challenging but you can do it. Work out regularly, read more, get back into yoga. Having a better nightttime routine. Better hygiene. Be healthier. Limiting wine intake. Absolutely.

keeping the office and kitchen clean. There are all these things we would like to do but sometimes we feel stuck. As I'm watching these answers roll in, meet more people, eat less sugar, organize your workload better, put together a business plan idea. Great. So you have these things in your mind that you want to do. With the research shows us about these wishes is that when we spend a lot of time just thinking about how great it would be to lose that weight or write that business plan or have that clean house, they call it positive fantasizing. It is actually pretty harmful to goal attainment when ware only focusing on how great it would be to accomplish that wish. It doesn't motivate us very much and sometimes it deters us or prevents us from accomplishing that goal. Jeanie, if you could throw this poll

off the screen, I want to talk about how we can avoid this danger of the cause of fantasizing and thinking how great something will be.

The research shows that in order to help us overcome the stuff that gets in our way and gets us stuck, the obstacle if you will that prevent us from achieving those goals or wishes we have, there is actually a lot of power in connecting how to get to put that with the goal or wish that stands in our way. There is a lot of power acknowledging what stands in our way. WOOP is the strategy I want to talk about. If you want to learn more about this strategy, WOOP my life.org is a great resource. He is a researcher who has been driven behind the consent. What she found is when you use this strategy, WOOP, you are more engaged at work, you manage your time better, you're more likely to lose weight, drink less alcohol, find creative solutions to problems, have healthier relationships so people have used this in a variety of context and experienced tremendous success in goal attainment and making progress on the wishes we have for our lives and in a variety of context. WOOP stands for wish outcome obstacle plan. It is a four step approach to a goal attainment strategy. It takes five to eight minutes and you can use it for a variety of different wishes in your life. I might recommend taking them one by one, but the way that it works is, we think about our wish. What is that thing in our life that we would like to achieve in the next few days or weeks. So what you basically named in the last poll is your wish. Right? Something you would like to achieve. Then for the positive fantasizing comes in, the first O, outcome. What would be all of the awesome things about accomplishing that wish or achieving that wish? Then we move to the obstacle phase. What is standing in your way. I have a question I want you to interact using the feature at the top, the sketch status feature the person with their hands raised. Agree or guess agree with this statement. We can be our own biggest obstacle. Agree or disagree?

That we can be our own biggest obstacle? Lots of and going up. Lots of agrees. 100 people, 150 people. Yes, we really a lot of times our thoughts, our mood can sometimes stand in our way. Absolutely there is sometimes external obstacles but a lot of things that get us stuck come from us. So the third step in this model is thinking about your biggest internal obstacle that holds you back. What is that emotion you experience, the beliefs, the bad habit, the thought. What gets in your way? So I want you to take a second and work through this model with me. I'm going to give you an example first because once you figure out what is your wish, what would be great about that outcome, what internal obstacle is standing in my way, now you're going to create your plan, when that obstacle comes up, here is what I will do. That's the power of using our obstacles in goal attainment. You can really acknowledge that you know this obstacle is holding you back, let's expect it and let's plan for it. Let's give my brain a target so when that comes up, I know what to do. For example if my wish was to eat more meals at home, less takeout. That is my wish. And the outcome would be I would feel a lot better. I would save a lot of money. I would probably be sleeping better. I have a sensitive stomach. I would feel better and I would save money. The biggest obstacle that stands in my way, internal, is that I get really tired after work and I want to reward myself with something tasty. That is what gets in my way. So my plan is when I'm really tired after work and I want like a food pick me up, then I will check the list I have on my fridge of quick and delicious meals. So I put a list on my fridge. It has all these ideas of quick things I can make in that moment so when I start to feel like I'm tired, I just want some takeout, my brain knows I want to check that list. There is a lot of power in linking the things that are going to get in our way with how great it would feel if we could follow through. So thinking through your own wish, you can try this model out in five to seven minutes. You can reflect on what is that wish? What is so great about the outcome? What is in the way and what will I do about it when that obstacle comes up?

You link what you want and you have a plan ready. There is also a really great app you can use if you look up WOOP on most cell phones. You can find an app to guide you through this process. Once I have

overcome and I'm starting to eat at home more, maybe I plug in a new wish. Maybe the new wish is I would like to go on a run every morning. It has been effective in many areas of people's lives so I encourage you to check it out.

The last topic that I want to discuss is about leveraging our strengths, leveraging what is best about us. This research is coming a lot is coming from authentic happiness from the University of Pennsylvania. There is also an organization called via character.org. The researchers are also listed there, Dr. Martin Seligman, and this research I would say is new in the sense that it has been the last 30 years, where a lot of the clinical psychology goes back 100 years. Looking at how people flourish and what is best about people was a pretty novel way to approach psychology and human functioning so the research on character strengths, what is best about us, what do we do really well? That is fairly new. I mean 30 years of research for me is pretty legitimate but in the grand scheme of things, it is newer research. There is a really great survey called the VIA survey. It measures characteristics that we're putting into action on a daily basis. The researchers found 24 strengths that are measured, they are unique from one another. They are consistently valued across time A cross culture, that no matter where you go, these 24 things are valuable parts of your character to have. They are critical building blocks that make up who you are. So I want to show you what the strengths look like on this survey. I really encourage you all to take this survey and check it out. It is free. You will have to make a profile but it is free to complete. It will give you an arrangement of what your top strengths out. Out of those 24 great building blocks, which are you best at, which are you putting into place.

Look at the survey and say what am I weakest at. Then say where am I really strong? The last thing I'll talk about today is how we can apply some of our strengths but I want to show you what the strengths look like. Here is the list of 24 character strengths and they are grouped into different categories, so one category is wisdom. This what you see on the left side of your screen. Wisdom, courage, human justice, Temperance, transference. These are Arjuna's bucket or categories you can group. The character strengths ensue but each listed, creativity, kindness, fairness, leadership, hope, gratitude, are all different strengths that you are likely putting into action on a daily basis. What I would like you to do is take a minute and scan these strengths that are listed on the screen and I want you to pick one out that you think shows up in your behavior on a daily basis. So for me, judgment. In that first row under wisdom. Critical thinker, likes to think things through, open minded. On a daily basis am thinking how do I want to teach this? How do I want to explain this? I use judgment and critical thinking on a daily basis so that popped out to me. That is me. Another strength that might pop out to me is prudence in the second to last row. I'm careful, I'm cautious. I don't like to take risks that I don't need to take. Take a minute. Take a look at this list. I want you to pick a strength that stands out to you as this is me. This is a big part of who I am.

We'll give you a few seconds to scan and pick one out.

Lauer remarks it looks like we're having a little lag on the platform. For those of you that can not see the slide on the screen, it is slide 16 in your handout. If you want to refer to your handout if you're not viewing the slide on the screen, that is slide 16. It is the VIA classification of 24 character strengths.

Thank you, Jeanie.

I'll give people a second to check out slide 16 and I'll read. Creativity, curiosity, judgment, love of learning, perspective, bravery, perseverance, honesty, zest, love, kindness. Social intelligence, teamwork. Fairness. Leadership. Forgiveness. Humility. Prudence. Self regulation. appreciation of beauty and

excellence. Gratitude, hope. Humor. And spiritual Ty. So pick one that stands out to you as who you are. I want you to do a quick exercise with me.

I want you to picture how that strength has helped you in your life, so close your eyes for a moment and think about that strength and think about how it has helped you reach your goals and how it has helped you build relationships and really get a vivid picture of how you have been able to depend on that strength in your life.

Now, I want you to imagine that that strength has been plucked from you. You cannot use it anymore. It is gone. Jeanie, if youth could throw up the next poll. I want you to put into like a word or phrase, what would that feel like if you could not use that strength ever again? Hopeless. Sad. Lost. Empty. Useless. Scary. Devastating. Crippling. Demotivating. Powerless.

Feel like you're being robbed. Feel like losing a limb. Feels like it is taking your soul. Limited. Bored. Alone. Yes. So I know that this activity can be a little uncomfortable. It is called mental sur tracks and it can help us appreciate what is best about us. Sometimes we take our strengths for granted so this activity can help boost our appreciation of what is best about us. There is a lot of research that shows when we deliberately capitalize on the things that are best about us, we feel more motivated and satisfied and happier. We're less demised. So Jeanie, if you would move that poll. I want to talk about three ways to capitalize on what is best about you. Again, I really encourage you to take that via survey, the length to take the surveys and the slides because it will tell you what's your top five are and then you can try to capitalize on those strengths. The first way we can leverage our strengths is being more aware and exploring what is best about us. In the research less than a third of people are aware of what their strengths are. Either you haven't spent time thinking about it or way just spent so much time thinking about how to make ourselves better, that we forget to think about where we are strong. So just spending time naming and describing your strengths, exploring how you currently use them, and trying to find new ways to use your strengths. If curiosity is at the top of your list, how can you use more curiosity on a day to day basis. Can you try a new walk than the one you typically do. Can you check out a new artist? Try a new food? Find ways can help boost our well-being. The second way we can capitalize on strengths is spotting the strengths we see in other people. It can really transform our relationships and how we see people.

A lot of the time people at the might have different strengths than us, we can look at that as a bad thing. We can have a hard time understanding someone that's different than us. Self regulation is one of the strengths and I worked with a couple one time where the husband was constantly pushing the wife. You said you wanted to be a dietitian, but you should by going to school. Why aren't you following through? He is following through his strengths of self regulation and persistence stance but hers was about kindness and humility. Their strengths, they were kind of butting heads. Now they took the survey and it helped them understand each other a little better and that the husband was operating from a place to try to support the spouse but it wasn't connecting because they were not attuned to one another.

this is a great way to boost our well-being in relationships. The last strategy you can try and use is trying to figure out how to match your trends and bring them into more of a task you're doing at work. If I again my judgment and critical thinking, where can that come up, administrative work. How can I figure out how to be more efficient or how to fill that out in a more productive way? How can I pull on that strength in the moment? If humor and playfulness is one of your strengths but how can you bring that into the way you're interact with clients, with co-workers. How can you bring more of those strengths into the daily cast you thought to complete? I want to throw the last poll, Jeanie. We have talked

about how to develop a growth mind set. We talked about how to use our obstacles to help us stay on track. We talked about how to leverage what is best without us. I would love if I can hear from you all what stood out from you most today and what do you mean to do more of or less of or differently after the discussion we had today?

We have a few people that are interested in trying out WOOP. That is great.

Stop comparing myself to others.

That will help you and even trying to find away to be inspired and learn from others.

Awesome. Finding character strengths. Yes. Absolutely. Getting more into those surveys.

Trying to leverage other people's point of view more. Stop positive fantasizing. Just roll around in how great it will be. Instead, try to find away to get the obstacles in our way.

Do not take it personally when people are using our strengths. I so appreciate everyone's willingness to share and how to use these strategies in our own lives. There are references to research herbs and websites throughout. I encourage you to check those out to apply and learn more than we could have done in this hour. Thank you very much for your time. I'm going to throw it to Jeanie for a moment and then hopefully, we'll have time for a couple questions. Jeanie, I'll pass it to you.

Awesome. Thank you Laura. So I just wanted to take this time to remind everyone about their EAP. Such a great resource for you, for your family members, for your co-workers and employees who can access our services by calling the company specific 800 number or via the website 24 hours a day, 7 days a week. And our website also has specific CoVid support resources available and they are continuously being updated. Talk to your Human Resources department for assistance there. Lauer remarks looks like we'll have sometime here for some questions. I am going to turn it back over to you for questions.

Awesome. Okay. So I see one question. It is called mind set. I think it is a great book to check out. Also if you look up Dr. Martin Seligman, he has a lot of books on character strengths and psychology that can be really great and he is a researcher in this slide.

What if someone takes criticism as a challenge to get revenge? That, I'll show you type of attitude? Even though it seems on the growth side, I feel like it is -- so I do think something that shows up a lot in the work that I do is people get the misconception that I'm the positive police. And I'm here to tell you, think positively and think happy thoughts and negative emotions are bad. Which is not the case.

Our thoughts, the emotions we experience, it depends what they do for us. If this I'll show you mind set or thought if that motivates you to work hard and learn from other people, then I think that absolutely can line up with a growth mind set. At the same time, like I'll show you, might cause you not to be open to feed back and want to look skilled and not want to look like you're struggling, so It depends what those thoughts mean to you and how they impact you. Being positive thought; I've got this. I'm great at this. That can lead you to affixed mind set and lead you not to put effort in. It can lead you not to receive feedback from other people so it totally depends on the person and situation and how those thoughts impact you.

If you're still open to learning from other people from taking feedback, from persisting across challenges, then it absolutely can still be effective.

Another question we got here is, how do you differentiate a growth mind set and impostor syndrome?

Interesting question. I think impostor syndrome is a really interesting concept. I'm not an expert in that area, but my understanding of it is it is feeling like you don't belong somewhere. It is feeling like you actually don't have the skillsets or qualities that you're supposed to have in the environment that you're in. I think if it impacts you to feel like your ability level is fixed and you're not going to be able to grow the skills you need or fit into the environment, that could align with a fixed mindset and prevent you from getting feedback, feeling okay struggling in a new environment. That's okay. That is expected when you're in that growth mind set. I think in the way I'm interpreting impostor syndrome, it is more in line of I don't belong here with the fixed mind set but it depends on the person whether or not that impostor syndrome in fact fires them to work hard and I know I can work hard and get this done.

Okay. I also see a question here how do you be aware or ask yourself, questions to shift your mindset in the moment?

That is a good question. There is research that just suggests being aware that there are these two mind sets can help you notice when you're in a fixed mind set because you're like this is weird, I'm not open to this feedback. Or wow, Okay, I'm worrying about appearing perfect in front of my management. I think I saw another question here about how you can help make yourself feel more comfortable when you are presenting to stakeholders. One, letting go of that perfectionist attitude can be a game changer. It can help you build relationships if you're open to reflecting on insecurities or seeking advice. It can help bring you closer to people than farther away.

I also think that embracing the fact that you may not feel comfortable in situations like presenting to other people is also really critical. A lot of the work I do, we talk about energy regulation. And ideally I would feel super calm and relaxed and cough different before I started this Webinar. Sometimes I feel nauseous. The huge part is embracing that physiological response. Fight or flight is kicking in because my body is trying to help me get the energy to get this done. It is about I care about presentation I'm about to give so sometimes you can really embrace feeling uncomfortable and just accept that as a part of performing. The last question I'm seeing is, isn't identifying your own strengths subjective?

I may feel like I have social intelligence but others may not feel that way. That is a great point. I think in this Webinar, I asked you to pick out a strength that you think you have. If you take the survey, you'll notice that it is asking you about behaviors, so it stands for values in action. Not necessarily what is important to you, but what you're putting into action. So I recommend taking the survey and you can always have a loved one or friend take the survey on your behalf and see if they line up. Thank you so much for your time today. I'll pass it back to Jeanie so she can wrap up, but I hope you have a great rest of your week and hope you'll check out some of the additional resources.

Thank you, Laura. Just amazing. We appreciate you coming in and sharing all your wisdom. I do have our satisfaction survey pulled up here. It reads rate the overall satisfaction with the webinar, very satisfied, satisfied, dissatisfied. Very dissatisfied.

It's just click it one time. That is sufficient. We have the certificate of completion available for download. Click on that document and follow the download instructions. We have the handouts here if you want. If

anybody wasn't able to download the handouts, they are and the transcript and recording will be available on the member website and I know some people had additional questions. If you different get your questions answered and you want more conversation, call your EAP and we can connect you with a consultant who can have your own personalized consultation. I thank everyone for joining to days. I thank Laura for taking out of her what is a very busy day to join us. This concludes our Webinar. [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.