

Strategies to Navigate Stress and Build Resilience

Hello, welcome to strategies to navigate stress and build resilience. I am one of your moderators today. I'm pleased to introduce our guest speaker Dr. Treva Anderson. She's a Performance Expert with the Army Resilience Directorate, with over 14 years of experience primarily with the military. She earned her doctorate degree in the field of Sport & Exercise Psychology in 2012. Treva has earned numerous certifications, most notably; Certified Mental Performance Consultant, Certified Master Resilience Trainer-Assistant Primary Instructor, and she is listed on the United States Olympic and Paralympic Committee's Sport Psychology Registry. She enjoys helping others improve mental & emotional discipline and achieve their highest potential. Treva and her husband are both originally from Florida, happily raising their 3 children in South Carolina. I am now going to turn it over to Dr. Anderson.

Thank you.

Thank you everyone for logging in and calling in today I'm excited to share some strategies to help each of you build your resilience skills and help navigate stress. This past year has brought additional stressors and potential threat to our resilience. I think this is going to be an excellent topic to cover today.

Our objectives are going to be to talk about optimism and positive emotions, we will talk about how to manage counterproductive thinking. We will talk about practicing mindfulness and lastly we will cover rethinking stress. On that note, I am really curious, at this point, if you can pull up this poll, what is the biggest stress in your life right now that can help to shape the conversation.

Just type in the text box where it says type. Click the icon to the right, it looks like a box with an arrow coming out, that is how we can see your responses. We have a lot of different responses coming in Dr. Anderson. It looks like work, relationships, kids, aging parents, the unknowns, especially related to the beginning of the school year, the Delta variant of COVID, remote working, family stressors, work life balance, parental issues, there are a lot of things here, finances. Thank you all for sharing those. People are also talking about just having to fluctuate so much, being expected to change so quickly.

Thank you so much for answering that. I'm going to end that poll question.

Thank you for handling that.

Thank you everyone for typing it in, that gives me a good idea of what might be top of mind. Of course, we cannot talk about each of them and some of them would certainly require a little deeper dive into how you might navigate them. The goal of the material today is to help you be exposed to strategies to manage these stressors. Keep in mind, some of this is going to be a consistent efforts. One of the things that I really strive for is teaching individual practical skills that they can apply to any situation. I challenge you and I hope each of you are thinking about your personal situation, when you might be able to apply each of these specific skills because there will be a lot of opportunities. I do want to highlight that these are skills, just like you would practice a brand-new skill several times before you start to notice mastery of that skill, there are some things, especially with these challenging stressors. You talk about family issues and COVID, some of you are dealing with really difficult things, it is not going to be an immediate fix. The goal today is not to apply a Band-Aid. The goal is to help you learn new skills to apply to any of these stressors. A little bit about these to use these skills. Often times, there may be what we consider counterproductive thoughts. When you experience counterproductive thoughts, the what if's, the how

will I handle, all of these things we call counterproductive they get us off track mentally and they can start to get in our way when they are overly negative in nature. They limit our energy, they distract us from the solutions that can keep us moving forward. And a lot of times they create an excessive focus on things outside of our control.

When we express emotions that are significant, emotions are okay and often times we do not recognize with some emotions are underlining our resilience and they get in our way you want to think about times when you are experiencing a little bit more anxiety ago you may be more irritable and angry. The only issue with anger is that, we don't think very well on how to solve a problem when we are angry because we are so wrapped up in that emotion. These are good times to consider using the skills that we are going to cover.

Lastly, sometimes our behavior is an indicator when to use some of these skills. When we find our behavior is a little out of character, maybe we are arguing more than normal, maybe some of our healthy habits start to flip. Maybe we were doing a good job of exercising or meal prepping and all of a sudden that feels like too much. Those can also be great indicators that would cue our attention towards an opportunity to process the skills that we are going to cover.

The first concept that we want to discuss is optimism and positive emotion. I am sure all of you have heard the thought, encouraging you to think positively and in some ways that is a bit of a challenge these days because often times people do not understand why thinking positive is helpful. And therefore that positivity is not actually based on reality. The positive thinking can be extremely beneficial, but we want to reveal a little bit about what research tells us about these types of thoughts so that you can gain a much deeper understanding as to what optimism can do for you and how positive emotion can help move you forward. That is the goal of this. With resilience, we want our thoughts to move us forward rather than keep us stagnant or stuck or moving backwards.

I am sure many of you have heard of optimism. Often times we do not truly understand what optimism is. Optimism is really a style of thinking. That style of thinking is closely connected to the hope for the future. We want to highlight that this includes admitting something may be rough. When we think about balancing work and family, we don't want to ignore the fact that it might be a challenge. We do not want to pretend that it is an easy thing to do. We do not want to pretend that COVID is not potentially a threat, that does not help us at all to pretend that things are okay. It is important to recognize that it is acknowledging that something may be really rough. Also recognizing that it will not always be that way. That there is some hope for the future, there may be something you can do to make your situation better and the sad thing is not going to last forever.

The research about optimism, this research has been going on for a very long time and there's a very strong body of evidence that tells us that optimists are happier, they are healthier, and they tend to get better from illness quicker. We actually see individuals recover significantly faster when they do get sick. They are often seen as better leaders. Typically we follow people who believe there is a hope for the future. Optimists tend to have stronger relationships. We typically want to be around people who are optimistic. We typically do not want to be around people who are always pessimistic about things. That style of thinking tends to bring success in school and in work. Clearly, based on all of the research, hopefully you are all thinking, yes, that is what I want to think about, optimism sounds wonderful.

One thing I want to highlight is when we are able to think optimistically we can experience a broader array of positive emotions. Those positive emotions help us feel more calm, they help us feel more

control when we are calm, those positive emotions tend to lead to more creativity when we are experiencing those problems. Some of you who are thinking about the worklife balance and some of the work stress concerns, often times when we get stuck in a negative emotion, it is really hard to think about a solution that could be right in front of our face. We know that positive emotions help us to see things from different perspectives, which really facilitates a problem-solving process. We are able to come up with some of those out-of-the-box ways to solve a problem when we experience those positive emotions.

While all emotions are good and valid because we as human beings are emotional beings, I want to clarify that, we do know that we are better off when we experience a larger percentage of positive emotion. One of the things that I want to highlight again, we know that positive emotion helps us in a variety of ways, but we do not want to ignore and never extremes negative emotion. We can truly appreciate joy if we also experience sadness and despair.

How can we experience positive emotions? Hopefully your minds are thinking about that. You have the stressors in front of you, some of the you are thinking of those right now. How can you generate some of those positive emotions so that you can problem solve so that you can have the energy that you like to be able to tackle those challenges. Some of them you may not be able to tackle because they are out of your control. We do want to focus on having the energy to control what we can control which is ourselves. Three different steps that we can go through to help us experience more positive emotions are up on the screen. These include counterproductive response, positive emotion strategy and refocusing on the problem.

We want to notice when we experienced that counterproductive response. Noticing is key, we will come back to this in a few minutes after we discussed a few other things. We first need to notice when our brain goes on that path of counterproductive thoughts, all of the what if's, all of the focus is on things that you cannot control. We want to notice when our brain does that and it tends to lead to worry and anxiety. Just noticing that counterproductive thought process in our brain allows us to pause. Sometimes that pause can allow us to be more resilient.

The second step is preplanning the strategy to give your brain and your body that boost. Having a strategy in place, to shift your emotional state. Again, we will cover some of these in a few minutes. Some of you may have already felt some strategies, think about things that change your emotion towards the positive. We will go over a few great ones today.

At the end of that, having that positive emotion shift allows you to refocus on the problem and make a plan to actually deal with the issue. You have to first noticed the counterproductive response, set your emotional status and then go back and tackle that problem.

The first strategy that we are going to cover is -- to help us generate more positive emotion, is what we call naming three good things. We want to think about things that happened each day, we want to build a habit of addressing three things. Some of you may be asking why three things? Why not just one? What research has found, is when you really focus on figuring out what was really good about your day, that allows you to think about it at a deeper level rather than staying at the surface level of one simple thing. The idea is that you identify three good things, and then you write it down. Writing it down is always an excellent strategy to help you cope with any stress and change your thought process. Your brain thinks about things deeper when you write it down. You write down three good things and then you spend a little time reflecting on what that good thing means to you. What does it really mean? We

have three examples up on the screen, these are some that recently happened for me. I will highlight the third one. I spoke to my best friend on the phone. I mentioned in my bio that I am originally from Florida, my best friend lives in Florida and I live in South Carolina. We do not get to see each other very often and we do not get to talk all the time. When I get to talk to her, that is a wonderful experience for me. We frequently do this for each other. This time in particular she called to check in on me. She knew there were some things that I was working on that I had been a little bit concerned about or a little excited about, a little of both. She called to see how things were going. She also asked about my kids. That friendship that has been maintained for many years always helps me to feel better. It is not just that I spoke to her on the phone that allowed my emotions to shift, it is, anytime I think about how wonderful it is that she and I are still best friends feel great I always get that boost of emotion whenever I think about our friendship. I want to highlight, again, you want to identify those three good things, but it is extremely important to spend a moment to reflect on what that actually means to you. It is that reflection, that boost, that emotional state.

The research, again, this has been thoroughly tested out and the importance of the research has found, if you do this on a regular basis, ideally daily, you will find better health, better sleep, lower depression, greater life status satisfaction, you are reminding yourself of all the great things going on in your life and that leads to optimal performance and better relationships. Sometimes people ask, what if I do not have anything good? Sometimes it is hard to find these good things. I would encourage you not to judge your good things. Don't try to make it something big ago it can be something very, very small. As long as you recognize that it was good for you and it meant something to you, then it is going to have the effect of shifting your emotions.

Again, this is a simple strategy that I highly encourage you to get into the habit of. Find ways to write it down, and maybe share it with your family, I know a lot of individuals I work with share it with their kids, their spouse, their significant others on a regular basis. It is a great way to lift up the entire family.

Moving on to the next strategy.

Of course we all have times when we struggle with counterproductive thinking, we all experience this. I would say I have a lot of individuals who tell me, even you must not struggle with this.

I struggle with this from time to time as well. The only difference is I regularly practice the skills that I teach so I do not stick with the counterproductive thought very long. While it is normal, the focus will be to recognize the counterproductive thought and you, as quickly as possible, shift to a thought that is more effective in order to maintain your resilience. One of the quickest and best techniques to use is what we call air technique. AIR is an acronym for aware, interrupt and replace. It is a process to use anytime you want to move past a counterproductive thought. It starts with being aware of the potential triggers and counterproductive thoughts in the moment. It is helpful with that trigger peace to figure out are there certain times that you are more likely to have a counterproductive thoughts. If you have family issues, if you have workplace issues, if you have individuals around your workplace and any time you see them you will be thinking counterproductive thoughts, those are triggers for counterproductive thoughts and you can become aware that that will likely happen. As soon as you have that awareness, what I like to say is with awareness comes control that awareness really is important. Once you have the awareness, then you want to interrupt the thought. It is most helpful to interrupt the thought with some sort of physical queue or other queue that you will have for yourself. People frequently will prefer a physical queue like taking a deep breath, you can use any that you would like, there is no right or wrong answer. Another common one is to imagine a stop sign so that you are recognizing that the

counterproductive thought needs to stop. The deep breath and the stop sign are the two most common ones that individuals I work with use and interrupt that thought process. That is a process that allows your brain to say, that thought process was not helpful for me in this moment. I need to stop it and I need to go on to replace it. Once you have identified that you need to interrupt it, then you replace it with a thought that is more productive. I cannot define for everybody what a more productive thought will be, that will largely depend on the person. Any thoughts that will move you closer towards staying resilient, closer towards moving forward with whatever your goals are for the day, or that task, that would be considered productive thought. It could be something like, what is the task at hand? I am going to remind myself to focus on that rather than get distracted by counterproductive thought.

I see a question in the chat box that I think is pretty easy for me to answer. The question is what is a good cue to stop thought in the middle of the night? Deliberate breathing is an excellent strategy. We will talk shortly about mindfulness and that will be another good one to come in. I will also tell you, for thoughts that may come at us at nights, one of the reasons why that happens is we go, go, go all day, then we sit down and lay down in our bed and our brain thinks it is time to get hyper with thought. It easy strategy to use is to keep a notepad by the side of your that and jot down your thoughts. Our brain thinks more deeply about thoughts that we write down. Our brain starts to feel like those thoughts will be taken care of and it will be more likely to release those thoughts.

We are going to move on to the mindfulness that I talked about.

I would imagine several of you have heard about mindfulness and maybe some of you have practiced it but that would be great. We will spend a few moments talk about building this muscle of awareness. As we talk about being more mindful of our thought, we have to understand what that means. Mindfulness is simply being aware of our thoughts, our feelings, and our body in the present moment without judgment. I'm going to emphasize that again, without judgment. Oftentimes the challenge that we have is we have a counterproductive thought, we realize it and then we judge ourselves for thinking that thought which then sends us down this negative path. Mindfulness is excellent to help minimize the judging. Again, mindfulness is simply being aware. Being aware of the thoughts being aware of your emotional state, and being aware of what's going on in your body. Our mind does frequently wander, as much as 47% of the time. Of course it depends on what is going on for you. Some of you mentioned some really stressful things at work. You may find in those stressful situations your mind may wander a lot more frequently. When we experience some of that stress, that can increase the mind wandering. Mindfulness is a great way to practice getting our brain to be still. The wonderful thing about this is, again, tons and tons of research has found, benefits of practicing that stillness of mindfulness. It has been linked to better health outcomes to include a lower rate of anxiety, lower rate of cardiovascular illnesses, and overall greater ability to respond to stress. The key is awareness with acceptance. That acceptance is key, to just be aware of it and just be okay with it. That can allow you to move on to figure out, do I need to change it? Is the thought counterproductive? Or is it okay and maybe I just need to adjust to it. We are going to cover a few strategies for mindfulness. There are a huge variety, and if you're interested in learning more, I can guarantee you, you can Google mindfulness, look on YouTube and find some guided mindfulness applications. There is a lot of really credible stuff out of there.

We are going to cover three. These are three, typically when individuals are starting to practice mindfulness, these are the three I suggest they start with. Similar to the thought journal that I mentioned related to sleep, anytime you notice your mind starting to wander, write down the thoughts that you notice in your mind, write them down, don't judge them just write them down. The acknowledgment of writing it down allows your brain to separate from that thought which allows you a

better judgment of whether or not that thought was counterproductive. The next strategy is a body scan. This is something that I frequently do, I started practicing this many years ago. It is just deliberately checking in with your body. I do this whenever I get to a stop light. That stoplight is my mental queue to check in with my body. Usually I will include a deep breath and I will imagine what that feels like throughout the body for that oxygen to be moving throughout my body. I will take note of the tension in my neck, my jaw and my shoulder. We frequently hold tension in those areas, that is the reason I go to those. I love to run. Sometimes if I have been working out really hard, I will bring attention deliberately towards my legs to make sure that I am not holding extra attention in those places as well. The body scan is just bringing some deliberate attention towards your body to figure out where is there tension. Where is there places that you might be able to release some of that tension and how is your body feeling? This last strategy with mindfulness focus is bringing your mind to the present moment. It does not matter what you are doing, you could be brushing your teeth, walking your dog, you could be typing an email, just taking a few moments to pay attention to the here and now. Just bring your attention to the present moment. Again, this is a strategy to help you build that muscle. Our minds so frequently are all over the place. Some of you may have seen the meme on social media that a lot of our brains are like the browser with sticky tabs. That is exhausting for our brain and it affects the rest of our body. It is really helpful practice bringing your mind to the present moment and allowing the stillness to be there. Even just for a few moments a day. One great way to practice this focus is with a grounding exercise. I frequently will recommend clients use this when I experience a overwhelming sense of anxiety and they realize their mind is going a mile a minute and they do not know what direction it is going in. It is a really good strategy that falls in line with the three principles, the three good things that we talked about earlier also applies here when our brain is asked to identify three things, that ensures that our attention is more directly on those areas. With the grounding exercise, we want to identify three things you can see in your environment, I have some examples on the slide there. Three things that you can hear and three things that you can feel. Again, those three things, if you identify those, I would encourage you each right now, on your own, identify those three things that you can see, three things you can hear and three things you can feel. Notice how you feel in those moments. Frequently clients tell me that they feel calmer because it gives the brain something to focus on that is very specific and that tends to make them feel more calm.

We are already to the last major concept that I will cover. This is a big one. I am going to cover some high level areas about rethinking stress. There is a lots of interesting ways that we can discuss them. We are going to go into a stress mindset. I don't know you, most of you, I am sure, have been told stress is bad. Stress is bad for you, stress is horrible, you should avoid it at all cost. I am assuming that, because that is what most people are told. We have been told that stress is horrible and we need to minimize as much of that stress as possible. What is fascinating about the research on stress is, when we were told stress was bad for us, there is a really important distinction that was left out of that message, that distinction is that stress is only bad for us if we think stress is bad for us. Over the last 10 years, research has clearly identified that stress is actually neutral. Stress is neither good nor bad ago what matters is our mindset towards stress. If you think stress is bad for you, you're going to experience negative effects. Some of the negative effects include decreased energy, decreased ability to manage your attention, so you may feel your brain being more scattered, and negative health effects. If you think stress can be helpful and enhancing you will find that you have more energy, are more satisfied with your life, have fewer health problems, you are happier at work, and more productive at work, and you find meaning in difficult setbacks. What is key here is our mindset. Some of the benefits of changing your mindset about stress is, if you see a stressor as a challenge, you experience a boost of energy. That challenge response gives you energy, it gives you the ability to focus and that motivates and helps you rise to the challenge that you are expressing. The second benefit is what we call the tent and befriend

response. This response drives us towards our friends and family. When we expand something that we are concerned about, we go to the people that we feel most trusting of our support network allows us to be a part of the group. We feel a sense of belonging with those individuals, and they tend to help us feel like we can tackle the stress with their support.

This last benefit of the stress response is the ability to enhance our learning. There is very clear research that shows us, when you experience strong emotions from something stressful, you learn so much more about yourself, and you learn so much more about how that towards other stressors. These three benefits are very clearly there. Again only if you think stress is good for you. It comes down to that stress mindset. In order to rethink the stress mindset, I ask you to think about a recent time that you would describe as stressful it could be some of the input that you provided in the poll at the beginning. Think about that time. Look back and think about some of the benefits that we discussed. Again the benefits challenge response. It gives you a boost of energy. It encourages you to go towards you love and the learning grow response which enhances learning. Look at those benefits and think about which one you may have experienced. It could be multiple. Take those lessons learned and apply that to the next time you are experiencing stress. Again, that could be some of the situations that you are currently dealing with. The next time that you are ready to address that stress, acknowledge that you experienced the stress. Acknowledge it and use some of that mindfulness to figure out where in your body you experience it. That could be a great strategy to add in. Typically when we think about stress we may experience it in our stomach, we may experience tension in our shoulders, just acknowledge the stress whenever you experience it. And remind yourself that you are experiencing that response because it is something you care about. You would not experience a stress response over something you did not care about at all. It is actually a good thing that you are experiencing that and remind yourself of that. Sometimes we need to remember, I am worried about this because it is important to me. And then we want to shift our focus towards what is the meaningful aspect of this stress. Again, the rethinking of the stress is designed to guide you toward taking productive action. When we think stress is harmful for us, we do very little to actually handle the stress.

We are at the end of my portion

Do we have any time for questions?

We do. I want to real quickly talk about the EAP. It was a fantastic presentation. I needed to hear that today. It was great to sit in and calm myself down.

For everyone who is on here, I am capturing -- to share them afterwards. I know some of you were asking specific questions and we want to let you know, this is not the proper platform for some questions. I will direct you to call your EAP to get those handled confidentially and get you the assistance that you need. That would be more tailored directly towards you. Please know your EAP is available for you 24 hours a day seven days a week. You can reach us by phone or by website.

We have companies from all over the nation here. I do not know your specific toll-free number or URL to reach your services. If you reach out to your HR department, you can get that information and ask them what is the number of the employee assistance program, or is what the website is so you can get your question answered. Also on the website there is a lot of information similar to what we talked about today and all kinds of information about worklife balance, finances, legal issues, you name it. We are all going through some kind of a juggle every single day. We are here to help you with your juggles and struggles. Please feel free to reach out.

We do have time for a few questions. I put them over here in the question pod for you, if you could answer some, that would be wonderful.

The first one, I do not believe we will get to every single one, there are a few that I want to comment on. When someone is being particularly stressful what is a good way to approach them without agitating their behavior?

One thing that is important for your personal resilience is to remember what you have control over. We only have the ability to control our self what we think, say and do. We cannot control other people, even though sometimes we would love to, especially our significant others and our children, we cannot control them, we want to make sure when we are around somebody who is experiencing that high level of stress and potentially expressing a harmful mindset, we want to focus on how we approach them in a way that is nonjudgmental and accepting that they may not be aware that they have the ability to control the way they respond to stress. Often times this is not something that people are aware of and they get wrapped up in that response because they do not realize that there is another option. I would encourage you to really focus on what you have control over and gently remind them that you are there in case they need to talk.

Let's see, the next one, I do think this is another common concern, having a hard time unwinding at the end of the day. My suggestions there is to develop a routine and you get to decide when you implement that routine. Some people want to have that routine as a part of their drive or commute home. Sometimes it is helpful to have that time period whenever you are transitioning from work to home, or from home to work. Even if you are working remotely, still think about that time that you are transitioning. Often times we do not give our brain an opportunity to tell it to turn off certain thoughts and to focus on others. Build in a routine and maybe that includes some mindfulness practice. Maybe you will use the air technique where you are practicing awareness. You are recognizing the thoughts do not need to come home with you and you decide that when you reach a certain point in your commute or transition time, that those thoughts get to stop. If you need to write them down so that you can address them later, have a notebook handy so you can come back to those thoughts. A routine to help you with the end of the day will be the best. I would encourage you to play with the components of that routine.

The next question what if we are not naturally positive --. I would say that is a misconception if you are optimistic that you are a Pollyanna. I personally am not one who is overly -- no one would describe me as Pollyanna. I am very realistically optimistic. Remind yourself of what that optimism truly is. It is not pretending that everything is okay, it is going to include reality. Also focusing on what is that little bit of help that you have, what is that little bit of the future that can really be the focal point for you? Optimism and pessimism they both are styles of thinking, they are not personality traits. If it is something that you want to practice, it is like a skill you would want to apply. The more you practice it, the easier it gets. It does not matter how old you are, you can always practice a new mental skill, just put in deliberate efforts and deliberate action.

I am going to take this last one, how can we be hopeful during times of hopelessness such of those that we are expressing in our current doomsday scenario. Absolutely. Again, we have to acknowledge, it is not helpful if you ignore, we have to acknowledge the way the world is right now. Each of you has different things that may be going on that are in that negative side, we have to at first acknowledge it. Part of the reason we need to acknowledge it is the way our brain processes. If we do not express the

negative emotion because of the hopelessness, then our brain will hold onto it until we decide that we are going to acknowledge it and cope with it. It does not go away just because we try to pretend it does not exist. We have to acknowledge the challenges that we have. Then, we decide what we are going to focus on. Of the strategies that we discussed today, that mindfulness again is going to help you understand where your thoughts are, where your feelings are and what is the response in your body. Making sure that you are aware of that and acknowledging, I feel tense and then you can investigate where that is coming from. Some people have chosen to not focus as much on the news these days. Some people have chosen not to include previous acquaintances that tend to be more negative. Those are really hard choices that you would want to think about, sometimes we want to acknowledge, what are we allowing in our life that does not need to be there? What are some things that we can actually minimize so that we are not as focused on all of the bad stuff? Also, the plug again for those three good things. Those three good things are there. They absolutely are there. Our brain experience is something that we call negativity buy-in. It is naturally designed to focus on threats in our environments because our brain was to survive. That is the number one goal, help us survive. Our brain will find the negative around us, absolutely, without trying. Sometimes we have to put more effort into finding the things around us. They are there, sometimes we have to search for them a little bit more. It may be that the hope comes from the three good things. Again, the three good things could be anything. There have been times in South Carolina where it has rained and been 100 degrees with 107 degree heat index. My good thing is, this morning when I woke up it was only 72 instead of 80. That makes me feel a little bit like maybe fall is around the corner. That hopefulness for fall is coming, that makes me feel a little bit better. I would encourage you, if you are stuck in that hopelessness of these days, be diligent in what you are allowing yourself to be exposed to and take a little bit more effort to find the good thing in your life all around you, they are already there, you do not need to create them, they are already there. Just search for them a little bit more.

This last question, this may be the last one we have time for, what if we end up taking on other people's issues and stress level? How do you help knowing you cannot fix? We each need to remember we are not responsible how other people feel. We are not responsible for how other people feel. We cannot control them. We can only influence them. Sometimes we need to stop taking responsibility for other people's feelings because we cannot control their feelings. That is truly up to them and their focus.

Dr. Anderson, that was a great way to end the presentation. I just want to thank you so much. Everyone is giving compliments and comments. I will share those. Thank you for this. I do think everyone for joining. I want to remind you again, if you have questions that were not answered, it might be because this is not the appropriate place to answer those questions I encourage you to go ahead and call in and talk to a consultant. Use the website. If you do not know what those are, contact your HR department or your benefits department and they will give you your EAP toll-free number and website so you can get additional information. Once again, thank you for attending. I want to ask you before you leave to please be sure to write your satisfaction. The survey is on the screen and it says please rate your overall satisfaction with the presentation. Very satisfied, satisfied, dissatisfied or very dissatisfied. Those are the results. Click the icon in front of your answer and it will tally your vote. You will not be able to see them because we are not broadcasting them. We guarantee if you click that button you will see a black dock that shows up and that means that your vote has been tally. I also want to remind you, the certificate of completion is available. You can download it at any time.

Thank you so much for attending and have a wonderful rest of the day. [Event Concluded]