Welcome to Mindfulness in the Workplace. My name is Melanie Ordonez and I will be your host for today. I am pleased to introduce our guest speaker, Dixie Hoyt. Dixie has worked with us in the employee assistance program for 13 years. She is experienced in all debt outpacing counseling and inpatient mental health and substance abuse settings because she has taught psychology, sociology and wellness classes in local colleges and universities. She holds degrees and certifications as a licensed clinical social worker, certified employee assistance professional, and substance abuse a professional. Dixie describes herself to be a mindful work in process. Now I'm going to turn the presentation over to Dixie.

Welcome, everyone. Welcome to our webinar today on mindfulness. I am really excited to bring some information to you today that I have seen to be helpful to so many others and has also been a great benefit to me. I would like to begin our presentation today by taking a poll. If Melanie could bring it over. This poll -- it will give you some information about the experience you have had with mindfulness. I just want to let everyone know, we are not broadcasting or answers. But if you could click the radio button next to the response that best suits you, the question is my experience with mindfulness is and it is either I have no idea what it means to be mindful at work, I understand the concept, but I'm not sure how to put it into action, or I occasionally use mindfulness at work, or I am mindful most of the time but want some additional skills, Or I can teach a class on how to be mindful at work. Again, click the radio button next to your response and we can see your answers being broadcast. It looks like we are slowing down a little bit. I am going to and the pole.

Most people understand the concept that
-- But they are not sure how to put it into action.

Nearly 50% either understand the concept and are not sure how to put it into action, and then some
Of them use mindfulness at work. That is great to know. I hope you will find the information that we resent today useful. I hope that it actually what you're up --

Feeds her appetite. Because it is very helpful. Let's look at some of the objectives. We will look at defining mindfulness and how it applies to the workplace and you personally. I think it needs to apply to personally before it applies to the workplace. We will identify ways to use the skill to help with workplace success. We will describe how mindfulness can impact the workplace. And we will identify sources for additional information. Some of these sources, I am really impressed with. They will come up at the end of the presentation today. Let’s first begin with a definition of mindfulness. We begin to stunts -- study mindfulness, you will see many definitions out there. I actually combined some definitions and so as a combination, of several definitions, I believe that this describes mindfulness as well. A

State of present interpersonal awareness which encompasses cognitive, emotional, and sensory functions to empower an individual to
respond productively to the demands of daily life. So mindfulness is a tool to help with the demands placed on individuals and employees today. Mindfulness has been studied and researched for decades and actually began as a tool to help chronic pain patients. Today it has been adapted to fit many different situations. It is taught in businesses and in schools and universities. And in many high-level businesses, they encourage employees to study mindfulness and use the techniques in the workplace. Additionally, I see mindfulness as a change in attitude and focus to a more positive place. What

Is mindfulness not? Mindfulness is not a religion, though you might have heard or read about mindfulness in different types of religions. You see such practices as meditation and relax me -- relaxation techniques in different religions and practices. But mindfulness is more than relaxation and meditation. Mindfulness is not a cure all. Learning the techniques are certainly helpful but they will not cure all situations. Certainly, they are helpful though. Mindfulness is not a short-term fix. Mindfulness can be seen as making a lifestyle change. Think of mindfulness being similar to maintaining a healthy diet. You change negative habits and incorporate good and healthy habits to make your life healthier. You learn to incorporate mindfulness into your life and then you practice this routinely and daily. Some steps to becoming more mindful are some concepts listed here. Certainly, this is not comprehensive. You will find more and different concepts elsewhere. But this is certainly a beginning. These are basic steps and concepts towards becoming mindful. You will look at each and eventually and you will see that these concepts ebb and flow into each other also. You do not think of them necessarily as being in steps. However, knowing yourself, that is the first step in the journey towards mindfulness. Take several inventories as you see want listed here. 16 personalities test, believe me, there are many tests out there. If you Google any type of personality test or inventory, you will come up with many of these tests. Most are based on the Myers-Briggs personality inventory. I certainly wouldn't recommending -- recommend paying for it. There are so many tests that are free. I encourage you to take several of them. From your inventory, make a list of what you like about yourself or how you choose some of these traits or characteristics they can help you to succeed. Then make a list of the characteristics or traits that you would like to change or that you feel are negatively affecting you from Succeeding. Later, you might want to expand the list to include what you want to change and then how you want to make these changes. Also, identify your values and beliefs. Rallies you -- your values and beliefs influence what you think. They drive behavior. What you value changes during your life. Even thinking about your career, early in your career you may have been focused on positions or promotions and making money. Certainly, later in your career, or later in your life you are focused on other things. You might value more family time and leisure time. It is a good idea to take an inventory of your values every few years. As you approach problems or avoid them, your inventories and assessments will give you a good education of this. When you are faced with a problem, do you jump right in to obtain information to make the best decision? Approaching a problem is a positive action. You are looking for opportunities when you jump right into find information and to make the best decisions. Avoiding problems is an attempt to protect yourself and
it is usually based on your fear of failure, that you will fail something. That focuses on self-preservation and not the greater benefit for yourself or for your company. Another item that is reflected in your inventory and assessment is, do you receive criticism as an opportunity to learn or as a self-assault? If you see criticism as an assault, then you go on the defensive. In the defensive mode, you are protecting yourself and you shut down for opportunities to learn. Another concept that you will see widely through the mindfulness literature is being present. A Harvard study indicates that we are not fully present for half of our waking hours each day. Really think about that. We are not fully present with ourselves, with others, in our workplace, in our environment, we are not fully present up to half of our waking hours each day. I would like to think that your thoughts can only be in one time zone at a time. The past, the present or the future. Certainly, you can only learn from the past. The future is not yet and you can only work in the present to make any differences. Three situations in which you find yourself being in the present that is certainly being present in the environment. An example of not being present in the environment, one is one that we have all experienced, driving to work or driving somewhere and when we arrive at the destination we really don't remember the journey. We don't remember getting there. We have lost a lot of opportunity to see a lot of things along the way. But what we also possibly have done is place ourselves in danger by not being aware of what is going on in our environment. Being present with others. Are you really aware of other people and Those that are around you? Do we make eye contact and listen to what they are saying? Do we allow distractions such as Internet -- internal or external distractions to interfere with interactions? Do we really know the people that are around us as far as feeling their presence? Being present in herself. You could do that by focusing on your senses and asking questions such as, what is my body doing right now? What am I feeling? What do I see and hear? As you get into the mindfulness study, you will see that there are many exercises to help you to feel more in the present. Certainly, breathing exercises, recommendations for mindful locks and even mindful eating. I would like to take just a moment for us to go through one of these exercises just to show you that it can be effective and it can be done briefly and you can even do it while you sit at your desk. If you don't feel comfortable doing it at your desk, I know some people say if I do this on my desk, someone will see dust think I -- think I am slipping. But you can take a bathroom break even. Psychologists

Have adapted this technique and call it the stop technique. That is STOP. You will find the stop technique adapted too many different types of situations. Anger management, depression management, many different techniques that psychologists

Have adapted for this particular technique. We have our link to this article in our resources. She has adapted to this particular one for mindfulness work. We are going to take a moment and just do this. Remember that you move through each step, do so without judgment. You might find that when you are doing this technique, the thoughts intrude. Simply let the thoughts pass through. I think of it as a conveyor belt. That a thought just comes and passes through. I don’t take or make a judgment about the thought. I don't try to do anything about the thought. I just simply acknowledged that the thought has passed through.
Again, be comfortable and sit comfortably in your chair. Certainly in a relaxed posture. In an open posture. Don’t have your arms or legs crossed. Stop and close your eyes. Take a few breaths. They don’t have to be deep breaths. Just breathe regularly. You are focusing on your breathing, be aware of the air entering your lungs and exiting your lungs. Your diaphragm moving up and down. Take notice of each breath in and out. Focus on your breathing. Observe what your body is doing, observe your body's sensations. Are you warm? Are you cold? Are you comfortable? Are your clothes tight? What are your emotions right now? Are you irritable? Are you angry? Are you happy and relaxed? Just take notice of your emotions that you are feeling. Are you tense? Take note of where you feel tense. Are you tense in your shoulders? Take a few moments to observe that.

As you continue to focus on your breathing, perceive your environment. What is going on around you? Do hear people talking? Are there smells? Are there -- sounds? What is going on around you? Are people close? Are they faraway?

Take a moment and think about that and assess that as you continue breathing. Notice your breath.

Open your eyes and proceed with your day. That is a very simple and very helpful exercise that you can use many times during the day. You might say, when would I use this exercise? I use it when I feel overwhelmed. Or tense. When a lot of things are going on. I can take a moment to take a break and actually focus on my breathing to calm down, to focus and to slow my thoughts down so that I can return to my work and return to the path and focus more completely on what I am doing. Again, that is just one of many exercises that you can learn.

Our next concept is self-control. I would like to address two elements of self-control here. Again, there are many more but I am addressing these two. Stress and multitasking. Mindfulness can reduce stress. What definition of stress is pressure? Pressure of any kind causes changes. But that the pressure is geological or psychological or whether it is physical, pressure always causes changes. In the individual, stress causes physical changes, cognitive changes and behavioral changes. Chronic stress can even cause severe physical problems. Mindfulness, through mindfulness, you can become more aware of your physical body and what it is telling you. You can begin to recognize tension. Anxiety decreases your ability to focus and concentrate. When we are anxious, our ability to tune into others in the environment is greatly diminished. Multitasking. I certainly have been in the workforce long enough to remember when multitasking was a desirable trait. Applicant put the ability to multitask on their resume. Human resources people, management, they often asked people about the ability to multitask. Recent studies are showing that multitasking actually decreases our productivity rather than increasing it. For example, think about a time when you were trying to focus on a task and just one task and you were interrupted by phone calls and emails and other conversations and by the time you got back to the original task, the information was lost. Good ideas were forgotten. You may have even lost your place of what you were doing at the time. Learning mindfulness can help you to develop ways to limit multitasking, such as learning how to prioritize and setting a time for difficult tasks with minimal disruption. We know that we all do need to multitask.
Becoming aware of when we are becoming frazzled and trying to attend to too many things, that is the first step to help with multitasking and help to deter -- decrease it. Resilience.

Mindfulness can aid in your ability to bounce back after things happen or change overwhelm you. Going back to your assessment and inventory, do you see change as a threat or an opportunity? Dr. Arthur says that we should expect the changes will happen and face those changes on rather than avoiding them. We can often look at situations critically without judgment. Once you attach a motion to a situation, the emotion guides were thoughts. Thoughts guide your actions. Are you able to detach from situations personally? You do not have control over most stressful events. We know that. Are you able to accept your limits of control? Some suggestions for increasing resilience. The first is to build a positive supportive network of friends, coworkers and families.

Certainly, these are the people you can turn to for help. To be able to ask for help is important when you need it. Also, it is important to have people you can vent to when you need to. Learn to have more empathy. Are you able to see a situation from another's point of view? How does the same situation affect others? Many conflicts in the workplace and in your personal lives could be avoided by seeing the perspective of another. Take time to listen to others.

Use active listening skills. Know that you do not have to agree with someone to understand their point of view. Develop troublesome solving skills to draw from when difficulties arise. Certainly, keep in mind how you have successfully solved issues in the past so that you can bring this back to help you now. Consciously make decisions based on facts rather than emotions. Be able to ask yourself, is this, am I reacting to this based on the fact that I know or am I reacting based on my emotions? Learn to be more optimistic. This is something that you can retrain your brain to do, essentially. Be more optimistic. Be kind to yourself. We often become critical of ourselves and we act with fear when we encounter difficult situations. Remember that fear drives anxiety and anxiety increases stress. Under stress, we might react with old patterns of habitual or unsuccessful behaviors. When you’re under stress, we tend to go back to old behaviors. Some of those behaviors have not been productive. Learn to focus on your successes rather than failures. The ability to bounce back includes your ability to be self-confident. Focus, when you focus on the negative, you get stuck rather than moving forward.

Communication skills. Do you see yourself as part of a team to make your employer more successful? Do you work with coworkers and managers as part of a team or are you focused only on your own personal success? How do you feel about your coworkers? Do you wish them success? Use of active listening skills and being present with a person speaking, making eye contact am I thinking about what the person is saying, can you accept what is being said without making judgments? Have you put aside distractions such as your phone? I know in some meetings today, managers are requesting that people do not bring their phones into meetings so that they are not easily distracted. When you’re having a conversation with someone or a meeting, if you’re in a meeting, think about
The personal leaving feeling like they have been hurt. In communication, refused to engage in negative communication at work such as gossip and thinking negatively of others and coworkers. Refrain -- reframe how you see the environment and focus on the positives. What are you grateful for in your life and in any situation? Can you learn to think about what you are grateful for before you enter a stressful meeting? Or as you are walking to work each day? Our brains are capable of focusing only on one idea at a time. You will find some of this, the brain research, the neuroscience research, actually in some of the meetings in mindfulness. Some of the resources that we have provided to you. When you are thinking of what you are grateful for, you are unable to think about what you dread. As you finish each workday, leave thinking of what you have accomplished that day rather than any negative accomplishments or non-accomplishments. So you actually leave the day thinking, what have I accomplished today? Communication can be very different only focus on the positive. Consider making gratitude a priority each morning and night. I know some people do when they wake up, they are focusing on positives. What do I expect to positively happen today? What am I looking for? Then be aware to look for positive things that happen in your environment that day. Then at night, but many people close their days thinking about what they are grateful for. For what has happened. That particular day, in their life specifically.

Some benefits of mindfulness for success are right here. Practice mindfulness, it can allow you to grow as a person. That can lead to positive changes in the workplace. Your self-inventory can help you seek any changes you want to make and to identify a plan to make these changes. Knowing yourself, you can be more confident in your abilities. You can honestly look at yourself, to appreciate your skills and your attributes and also acknowledge areas to work on. Being present allows you to focus on what is happening now and not looking at the past. Not looking to the future. I know that as a therapist, I often have worked with people dealing with depression and we spoke about these time zones that people live in. We look at, when you are focused on the past, that is often when you find depression. If you're focused on the future, that is also where you find anxiety. Again, being in the present is the only place that you can honestly work on yourself and your situation.

You will be able to monitor your feelings and emotions and not allow tensions to build in distress. Stress and anxiety can reduce your ability to work in the present. They can cause you to fall back on old and unproductive habits. You can learn to recognize tension and deal with tension before you become angry. Or anxious. Being in the present, you become aware of what you are grateful for now. Each day, you become more positive in your Outlook. Empathy for others encourages teamwork and decreases conflict. When you communicate from empathy, you begin to see situations from others points of views. You don't engage in negative communication or gossip about others. You use active listening skills to decrease conflicts and increase her ability to work as a team. I would like to provide a brief personal testimony just to let you know how working with the might of willfulness -- mindfulness techniques have been productive for me. I think certainly, my increased awareness of time and of others and of myself, the increased awareness and my focus on that awareness has been most prominent in my study and work in mindfulness. I have learned that I am not productive when I feel overwhelmed or I am pulled in too many directions. I know at one time,
in my work, I never left my desk. I ate lunch at my desk. I did not take breaks. I would only get up occasionally to go to the bathroom. I didn’t interact with others. And I have learned that that is certainly not productive. Not productive for me and not productive in my completion of my work. I focus on getting an each hour during the day. Even if that is just for a brief walk away from my desk. To take some deep breaths. To greet someone else, to go and get some coffee or a drink. To speak to someone, engaging conversation with someone. I also used

The stop technique frequently throughout the day. I can tell that I am tense, when I can tell that I'm not focusing, the stop technique can draw you a and bring your focus back. You will find that you can get that several times per day. I can use it several time -- times per day and I find that it helps. I am certainly more mindful of others. I am more conscious of having empathy towards others. I look at what I do and how and what I say and how I say something and how it might affect someone. I think about, what would I want to know about in this situation? I look at, how would I want to be treated in this situation? I consciously and aware early -- with awareness, I use these skills. It is interesting, when you work on the phone a lot, as some of us do, we are not making eye contact with someone. So we might be multitasking while we are speaking with someone. I find that by being aware of that and coming back and actually listening to what someone is saying, that is very beneficial. Sometimes someone is asking you a question and you don’t even realize that someone is asking that question. So, to focus on what people are saying and how they say it, that is something that I have become aware of.

Being present in today.

Being aware of yourself. To focus on what is happening right now rather than thinking about what you are doing when you get home, what you're doing tomorrow, focus on right now. Certainly we have to have goals. Certainly we have to live but we can look at these goals and live with things that can change. Not as

Something that can cause more attention and anxiety. We can prioritize our list. We don't have to holds to those lists that cause more tension and anxiety. I have certainly used my time more wisely. I have learned to be more aware of my thoughts and how my thoughts affect my emotions. I have often said that I can learn to switch. When I find myself thinking negatively, I can switch to thinking more positively. I tried to open each day to look for the positives. I consciously am aware to be more aware

Of positive things that have happened in my life. Even if it is someone smiling at me today. If someone gave me a compliment. Just to acknowledge that and to say that was a positive. To try to focus on my accomplishments, rather than the things that I haven't been able to get completed during the day or any failures that may have happened. To look at the accomplishments. Certainly, to focus on gratitude. It has helped me to begin each day and each day, to realize what I am grateful for.

So by beginning to be more mindful of yourself and others, you can certainly make changes in the work environment. You can help decrease conflicts and certainly not cause conflicts. You can be a positive agent in your workplace. Maybe you can't change your environment, but you can be a positive change within your environment.
I would like to give you some information here about some apps and some resources. Before we conclude, these are just a few apps that are available to you. I wanted to look like -- for the free ones. There are a lot of free apps on it mindfulness. Some of the resources you have been provided have these applications that are available to. Use them, you can put them on your phone or computer. There are also resources. I am going to give a plug for this particular resource. It is mindful.org. It is a magazine type platform. You go to this site and you can register. You don't have to buy anything. They offer the magazine in a physical form, but you don't have to do that. I actually find that the digital magazine is very convenient and helpful. What this website does is send out several times per week some information to you. In short, it is articles. When I have this on my work computer, these pop-up. I can learn about different parts and different aspects of mindfulness. Again, there are brief articles on mindfulness and anger. Mindfulness and relaxation. But it is an excellent resource for you to use. Again, it is not something that you actually have to go out and look for. It does pop up on your computer and you can take a moment, a break to look at these. You can put them on your phone as well. It also has archives. So you can look for previous articles too. There is one that I believe we have place over here. It is on the Q and a line. The online mindfulness-based stress reduction course. This is interesting. I located this or found this before the deadline. I was past the deadline to put it on the slide but we have placed it here for you to look at. This is an absolute wonderful resource. It is a completely free and self-guided eight week course on mindfulness. There is no registration, they don't charge you anything and the offer of this is credentialed. It is capable of providing this information. One thing, it is an eight week course see you can do it in eight weeks or you can do it sooner. You can also get a certificate that you have completed it. It has many resources and battered in there. Videos, articles, I have really found this to be a great resource. It is completely free. And I did go through this to make sure that they didn't notify me and they did not. This is a good resource for you. Certainly, it is a good resource for me. I still go back into the course and look at some of the videos, which I think are really great. So I am, we are going to take a moment right now. I am going to take you that's ask you to take a moment and reflect on a poll question before we close. Before we have our questioned and answer period. This poll question is simply, name one thing that you will do or do differently after participating in today's webinar.

As some of these are coming up, I am just going to comment on some of them. Focus on accomplishments and positive things. This gratitude. Stop and brace. Use stop regularly throughout the day and assess how I am feeling. That is very good. Certainly to be aware of multitasking. Stop and breathe, again. Practice gratitude in the morning and night.

I'm glad that you feel motivated to look at some of these resources also. All right. That is great. Thank you for your answers. I would like to, before we answer some questions,

In conclusion I will turn it over to Melanie. Can answer some of the questions that you have.
Thank you so much, Dixie. I want to remind everyone, if you want more information on this topic or other health and wellness topics, you have that resource of the employee assistance program. You can contact us 24 hours per day, seven days per week and you will have confidential access. You can talk with a licensed professional if needed. If you're not sure about your toll-free number, please contact your HR department that a. You can also access a lot of information through your member website. Once again, this topic and many other resources are out there and available on your website. If you do not know what your member website is, please contact your HR department to get that information. So Dixie, it looks like we have a few questions here. I am going to turn it back over to you to answer this.

Okay, great. I certainly do invite the questions. I'm looking at when here. How long should a mindfulness exercise last? You will find in your study that these exercises can be as brief as the one that we used today, a few seconds. Moment. Or much, much longer. You can have a meditation session. Some of the mindful literature has, it teaches some yoga techniques. Certainly, the exercise is very varied. You can look at even taking mindful walks. You can take a 30 or 40 minute walk and use the mindfulness techniques that you have cleared your mind that you're focusing on your senses. What you are seeing, hearing, feeling, smelling and not thinking about work issues. This is very helpful to do that. But again, exercise is varied in minutes.

One question that has come up is, what is the best way to deal with a coworker who doesn't like or won't change? I think if we look at that question and that situation, it falls under what we can and what we cannot control. In our environment, we often have very little control over what other people are doing or thinking or saying. In these situations, we may want to model mindful behavior. Certainly not engage in negative communication. To learn to accept that person. Whether they agree with us or not. To learn to accept someone who does things that we do not necessarily like or understand.

One question is, what is the stopped technique?

Going back to the exercise that we looked at with Elijah Goldstein, the stop technique, the S would be stop and close your eyes, he is take a few breaths, oh is observe your body, and P is perceive your environment. Again, when you look at the acronyms, you will find more even in the mindfulness study about these. They will be different.

>> Let's see. I am looking to the questions here. Mindfulness is valuable, how do we balance time for our mind to freely wander without judgment. This is also a useful tactic to our mental wellness. It is interesting because, usually when our mind wanders, by just acknowledging that our mind has wandered will bring us back to task. Allowing ourselves the freedom not to have to dwell on that. You can even say, I will not think about that right now. I will put it on the shelf over here. That doesn't mean that you are avoiding the situation but certainly if you are trying to work and you have these intrusive thoughts, you can acknowledge the thought, not attach any judgment or feelings or emotions to it,
simply put it aside and then refocus. Using the stopped technique like we used before, it helps with this too. It allows your mind to be free of it and focus on your breathing. Focus on your environment. As far as how much time do we spent on that, again, as soon as you realize that your thoughts are intruding or that you don't want to dwell on that at this time. Acknowledge it at this time and go back to what you are doing.

All right. What do you do when you can't seem to turn your mind off? Any tips? Racing thoughts, a lot of people have this when they are going to bed or trying to go to sleep at night. Trying to focus on one thing and your mind is racing towards other things. Again, the use of the stopped technique can help with that. Because it slows down your thoughts. You are focusing on your breathing, you are focusing on yourself and your environment. You are not allowing thoughts to stick. You're just allowing them to flow through like a conveyor belt. It certainly can be helpful to use the stopped technique in there.

To focus on your breathing, again, the brain is only able to hold one concept or one idea at a time. It cannot hold complex and thoughts at the same time. If you are aware and focusing on one thing, while you may have intrusive thoughts that flow through the you are able to focus on one thing at a time. To bring your thoughts back. To focus on your breathing, and how you're breathing feels and sounds. That is a good technique.

When here, you mentioned multitasking decreases productivity. There on effective way to multitask when you cannot remove any of the necessary tasks. You know, as I said, we all will face multitasking and be expected to work within an environment that

We are expected to multitask and. I find that making a list and sticking to a list and a task helps with the multitasking. Again, when you find that you are frenzied, when you're divided, when your attention is so divided to different areas. To be able to stop, rest, and by that I mean by -- to rest your thoughts. Then to focus again on one task at a time. That is all our bring can focus on at a time. One task at a time. When you're multitasking, you are rushing from one task to another. You are not very productive. I think we know that. To be able to realize that and to be aware of that and consciously slow those things down. To focus on one task and then the next task and then the next task without turning them in different directions there.

Let's see. Maybe one more question. We will see where we are at that point. I'm looking through. Bear with me please. Let's see, one interesting question here. I am looked down upon when I take a lunch break because my coworker chooses not to. How do I handle that? That is interesting. I think that if we look at what we can control and what we can't control, we can't control if someone thinks that we are not being productive by taking our lunch time. We can't really control what someone else thinks. But looking at that, by taking that criticism, by not assigning any emotion or judgment to it, we have to then focus on ourselves and what we need as far as ourselves, protection, and self-care. To take a lunch break, to get a, two -- a -- a dachshund -- it is helpful to take a lunch break. Explained to them that you have learned something that you need to take a lunch break and how you have benefited from that. How it refreshes you. How it allows you to focus better. You
might have an opportunity to influence others with that. Melanie, how are we on time? >>> Dixie, it looks like we are just about out of time. Probably not enough time for another question. I do want to thank you so much for your wonderful presentation.

Thank you. It has been an honor to provide information and again, I do hope that it is only the beginning of a journey for everyone. That you will look into other information, that you will seek information.

Thank you so much.

You're welcome. I certainly wish you success on your journey.

Wonderful. I want to let everyone know, I did pull up the closing poll question. The certificate of completion is available for download. Please of -- rate your overall satisfaction. Please click the radio button next to your response. We are not broadcasting those results but I will tell you that your response will be tallied. We can see them coming in. Please, again, click on your response. Once again, to get that certificate of completion, on your certificate to highlight it. Go down to the bottom of that pod and click on the download files button. That will open up a new window in your Internet browser and minimize it. The bottom of your screen, open that up. That will allow you to download the handouts. Again, I want to thank you so much for attending today’s webinar. I hope you have a wonderful rest of your day.

[Event Concluded]