

PLEASE STAND BY FOR REALTIME CAPTIONS.

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>> Welcome everyone. I see we have a few people joining right now. We are going to wait until to minutes after the hour to begin. Again, we will start to minutes after the hour. Please stand by.

>> Before we start, I would like to point out that we will have an opportunity for you to participate in some activities today. That will include writing down your thoughts. I would just suggest for optimal learning that you get something to write with, like pencil and paper. You can use the document on your computer if you like. We get out of this what we put into it, so I highly suggest that you join in the activities and get most out of this as you can. Housekeeping, I want to let you know that below the PowerPoint is a captioning pod and that's for persons with hearing impairment. Captioning will be available throughout the presentation. Please use the Q&A part on the left side for questions and comments. Just type in the text box. Click the little: to the right of the text box. Allison will answer as many of your questions as allowable at the end of the presentation. You can copy a copy download a copy of the presentation at any time. Once you download the Hannah -- handouts you can decide which version is appropriate for you. A certificate of completion will also be available at the end of the webinar. To download, just click on the document to highlight it and go to the bottom of the pod and click on the download files at 10. This will open a new window in your Internet browser. It may be minimized at the bottom of the screen so you might have to search for it. Once you open it just follow the directions to download the handout. You can view this presentation in full screen mode. The full-screen button is in the right-hand corner. It looks like for arrows. I want you to know that when you're in that mode, you cannot use the Q&A part and we are going to have a lot of questions for you today. It is going to be an interactive webinar. In order to engage in those features, just click on that button again and it will minimize the PowerPoint and allow you to use those features. This webinar is recorded and will be on our website into the three weeks. Please stand by while I start the recording and then Allison will begin the presentation.

>> Welcome to grow your resilience and through great. My name is Allison Johnstone. I have been a case manager at Magellan healthcare for the past 21 years. I am a licensed clinical social worker. A certified employee assistance professional. Melanie Ordonez will be hosting. She will be conducting polls and taking you through some activities. You can consider how you can apply that information to your own life.

>> Before we get started, I want to point out that we can talk all day on this topic and still not cover everything. That said, we did not have an entire day to discuss the subject. We have one hour. What we covered today will be a high-level overview. What you can do starting today is to develop the skills if you are serious about developing resilience and great, this is just a start or in addition to what you have already been doing. I encourage you to keep on this journey. To assist you in doing that, we will provide some additional resources. At the end of today's presentation and they are also listed in your handout. Today we will define resilience and grit. Name the characteristics of resilient and gritty people. Discuss the benefits of building resilience and grit. Identify ways to build these skills.

>> Let's start with some definitions to make sure we're all on the same page. I would like to know how you would define resilience. Melanie is going to give a poll question to you. Go ahead and type your answer in the text box. Click on that icon on the right that looks like a little arrow. How would you describe resilience?. When these answers come in and I will start to read some of them to you. It looks like, Allison, we have a lot of people saying a bouncing back, perseverance, toughness, being able to cope with stress and difficulties. Overcoming obstacles. Inner strength. Independence. Recovery from setback. I think we have a pretty smart audience. Great. I am going to and that poll. Thank you so much.

>> Resilience means being able to adapt to life's challenges of misfortunes and set backs. Resiliency is the ability to adapt and bounce back when things do not go as planned. Resilient people [Indiscernible], acknowledged situations. They learn from their mistakes and move forward. One example of resiliency is [Indiscernible] the response of many Americans to September 11, the terrorist attacks and individuals efforts to rebuild their lives. Being resilience does not mean that a person experiences difficulty and stress. Difficulties are common in people who have -- resilience will not make your problems go away but it will help you to better handle stress. It gives you the ability to find enjoyment in life and grow as a result.

>> One way to understand the development of resilience is to visualize the balance scale or a seesaw. Experiences and copies said -- skills on one side. Adversity on the other. Resilience is evidence when you have a positive outcome. Even when a heavy load of factors are on the outcome side. The proactive. Do not ignore your problem. Instead, figure out what needs to be done, take a plan and take some action. Although it can take time to recover from a major setback, dramatic event or loss, elevate your situation can improve if you work at it.

>> Again, and -- I would like to know how you would describe. We are going to pull over a poll. Okay, how would you describe grit? I would like you to type your answers in here. I see tenacity, determination, toughness. Now. We are getting some overlap with resiliency, which is not surprising. Strength. Tenacity. Another great one. Persistence. Perseverance

>> Reporter: Been strong. -- Perseverance, been strong. Ability to withstand an intolerable situation. Willing to get dirty. I look back. Great. Looks like we are pretty much on the same page. We are going to go ahead and hide that.

>> According to the Merriam-Webster dictionary, great is defined as firmness of character, abdominal -- indomitable spirit. Great is perseverance and passion for long-term goals. It is the -- to achieve long-term goals. It is associated with self-control and deferring self gratification. It is sticking with your goals day in and day out. Not just for the week, not just for the month, but for years. Research has been -- given the same intelligence and resources to accomplish more than other individuals. And attempting to define the essence of great, it is discovered that grit can be related to how much you can inspire yourself, accept your passion, and sustain your motivation.

>> [Indiscernible] we demonstrated it wasn't talent that demonstrated who was successful or not, it was more [Indiscernible]. He came up with to simple explanations to explain this cons -- concept. Talent and effort equals skill and skill times effort equals achievement. You can see from the equation that efforts is there twice. That's why I view that SAT scores are not a good indicator of someone's future successes. Is because these scores are missing the most important part of the equation, the

person's effort level. It is the level of persistence and passion. Gritty people hang in there, even if they have repeated failures. They finish what they began because they don't give up.

>> What does that mean for you? It means it is okay if you are not the smartest person in the world. It is okay if you are not the smartest person on the job. It means the effort to expand toward your goal is your perseverance and your dedication throughout your career or life's journey, which is your passion, are what matter more than how you mattered on an IQ test, and entrance exam, or any other type of intelligence value.

>> Considering what you just learned about resilience and grit, I want you to think about what kind of characteristics you would expect a resilient and gritty person to demonstrate? What characteristics would you expect a resilient person to demonstrate? That is what we would like to know. What characteristics would they have? You can put some of those in here. We're getting some coming in. A good attitude. Compassion. Lack of drama. Positivity. Leadership. Patients. Adaptability to circumstances. Bravery. Assertiveness. Composure. We've got a lot of people thinking. Quite a few -- quite a few people saying perseverance, optimistic. Integrity, that's a good one. Someone mentioned stubborn. That's good too. Okay, great.

>> Thank you so much. We got a lot of answers here. Let's take a look here.

>> Under resilience, positive outlook, demonstrate self-regulation, setting solid realistic goals, desire to reach goals, excellent communication and problem-solving skills, empathetic, compassionate, and involved in caring and supportive relationships. Now let's look at the other side. Okay, let's do the same thing with great. What characteristics would you expect a gritty person to demonstrate? Bravery, strong character, self, hardiness, never quit, mental toughness, courage, being true to yourself, never giving in, and you can see a lot of these answers Allison when talking about people's ability. Their ability to get things done even though things are difficult. Thank you so much.

>> All pull up some of the most common characteristics. Being courageous, conscientious, and the ability to follow through, strive for excellence versus perfection, not being so concerned about everything has to be perfect. Showing self-control, the ability to complete tasks no matter what the circumstances are obstacles, and perseverance. You can see there is again a little bit of overlap between resilience and great. I noticed that we have quite a few of our list items within the question that we answered. And then we have some that people did not think about. It seems like people have a pretty good grasp of what these are. I really would like to know if the audience really has a good grasp on the difference between resilience and grit. I am going to pull over a quick quiz for everyone. It's that easy one. What is the difference between resilience and great? You can click on the radio button in front of your answer. It will broadcast the results. I am not broadcasting them now, but in a moment. Number one, resilience is the ability to stick to something over the long haul, while great is the capacity to overcome difficulties. Or number two, resilience is the ability to bounce back from challenges, while great is the drive that helps you reach your goals over an extended period of time. Or three, resilience and grit are the same.

>> I'm going to have that's what I'm going to go ahead and broadcast the results. -- Broadcast these results. 11% said number one. 89% said number 2, and under 1% said number three. The correct answer actually is number 2. Resilience is the ability to bounce back while great is the drive that keeps you going through an extended period of time. Thank you so much for answering that.

>> If it seems like resilience and great are the same thing, you are right. They are intertwined. As a matter of fact, having great requires that you also have resilience. But let's look at some of the subtle differences.

>> The difference is subtle. Resilience is the ability to be optimistic. Or when you fail at something. Great is the drive that keeps you going on with difficult tasks. Now we are going to look at some of the benefits of building resilience and grit. The benefits can include it assists with managing stress. It can build your self-confidence. And increased self-efficacy. It helps us to be more flexible. It helps us to develop staying power. It helps us to learn tolerance towards discomfort. It helps you to reach long-term goals. And it may thwart some mental illnesses, which is depression or anxiety, along that line.

>> Resilience as mentioned can help you against some mental health issues such as depression and anxiety. It can also offset factors to that increase mental health, such as being bullied or previous trauma. If you have an existing mental health condition, being resilient can improve your ability. Take into consideration what you just learned about resilience. I would like to ask you a question.

>> We have time for you to think again. We talked about right now, Allison talked about here are some of the benefits. It does not really matter what the benefits are to someone else. It really is what are the benefits to you? What can you tell if I right now? How is this going to improve your life if you were to build these skills in resilience and grit? How do you think it would benefit you? We have answers coming in. People are writing, it would increase my self-confidence, how me get to's tough times, improve significant relationships. Personal growth, positive mental outlook, manage stress better. Better overcome that times. Allows me to achieve goals. I think a lot of it along the lines is positive outlook and self-confidence. Improve discipline. Character building. Behavior modification through acquiring grit. Preventing burnout and keeping someone interested. Those are great answers. Thank you all for answering that. We have discussed resilience and grit are. Some of the characteristics of resilience and gritty people. Now let's talk about how to build these skills.

>> First we are going to focus on some ways to grow resiliency and then we will talk about a few specific ways you can increase your grit. The first one is to connect with supportive people. Building strong positive relationships with others. Provide you with much needed support. Establishing connections by volunteering or joining a faith our spiritual community and also [Indiscernible].

>> I'm going to go ahead and have you think for just a moment. We talked about having some writing materials available. What I would like you to do is just take a couple of seconds here and I will tell you when to start -- start. Write down as many people in your life that you would call if you had a crisis today. Who would be the first person you a call? Who would be back up? Anybody that you might call. I wanted to go ahead and do that. I want you to do that now and we will give you a few seconds to do that.

>> Okay, now that you have a list, I want you -- I want to encourage you to keep that with you. Actually even consider later writing down what is the best way to contact that person. If you had to get a hold of somebody and you needed those numbers to hand over to an emergency person, let's say. We don't have our cell phone. But if you were in an accident or something happened and you did not have yourself on their, right down or keep a list or have something with you of who you could contact if you were in trouble. Also consider who are the people you are keeping contact with over a period of time. Who would be your network or support? Remember that Brazilian people do not go through life alone.

They develop their support group to help them get through the tough times. Asking for help is not a weakness, it is a sign of strength.

>> Let's look at this, mindfulness, that is a lot you have heard about I'm sure. Is paying attention to [Indiscernible] in a nonjudgmental way. According to research, mindfulness actually [Indiscernible]. A study of 300 undergrads, they completely series of surveys measuring their level of mindfulness, their satisfaction with life, their emotional state, and their level of resilience. Individuals entire mindfulness [Indiscernible] had greater resiliency, thereby including their life satisfaction. Here are some ways to pack his mindfulness. Pay attention to something you do every day. A great way to start is to pick one up to activities that you do every day, such as brushing your teeth, riding the bus, or reading a book, get in the habit of paying attention to what you were doing. Your mind will wander and that is normal. Don't sweat it, just bring your attention back to your teeth or the book or whatever you're doing.

>> Approach situations with curiosity. If you're not sure how to respond to a situation or if you are feeling frustrated, try getting curious about what is happening. You cannot be angry and interested in the same time. Normally affect not only will your curiosity what -- you out of -- it will give you more clarity. You can make informed choice how to move forward. We have talked about mindfulness. I want to ask you, if you practice mindfulness, can you share what you are doing to be mindful today? If you're not doing that, what would you do to be more mindful today? I already have an answer. Prayer, meditate, several people have meditate. Doing affirmations. Yeah, I see several people talking about multitasking. In our society, that is what we do. It is the exact opposite of being mindful. We are so wired in, technology these days, sometimes it is hard to be able to do that. It is so important to try to have a period of time that you just set aside to do that.

>> I want to call on some people who do yoga or something along the lines of meditation. People are talking about being mindful of when they eat. Being -- thinking about taking a bite. There so many ways we can be mindful in a day. Any number of ways. I appreciate that. People took an amount of time to answer this. I like this one, to appreciate a moment in nature. Nature can be a very good stress reliever. Excellent.

>> The next step or bullet point is thought awareness or some people call it journaling. Resilient people don't let negative thoughts dwell on them. They practice positive thinking. There is such a thing as learning helpfulness. If you keep focusing on what you cannot control, you will be overwhelmed. You are thinking negatively when you hear the future, put yourself down, criticize yourself for errors, doubt your abilities or expect failure. Negative thinking damages your confidence, harms your performance, paralyzes your mental. Pay attention to your thoughts and become aware of what is going on. To help you become more aware, you can try it journaling. There are a couple of ways, one way is to allow yourself to have the stressful thoughts and write them down until they run their course. Another option is to journal the negative thoughts over [Indiscernible]. This will allow you to go back and track the most common negative thought. Once you are aware, you can manage these dots by challenging them. Look at every thought you wrote down and rationally challenge it. Ask yourself if the thought is reasonable and doesn't stand up to fair scrutiny. For example, I do feeling inadequate about something, anxious about something, challenge these negative thoughts by creating an affirmation to replace those thoughts. For example, develop specific affirmations which are expressed in the present time. For instance, using the example about feeling inadequate, positive affirmation might be I am well trained for this, I have the experience, tools, and resources that I need. I have thought it through and am prepared

for all possible aches -- [Indiscernible]. The point is to try to take a negative thought and turn it into a more positive, more better thought to help you feel better. Allison, I would like to ask people to think about that right now.

>> I have to admit, I know that this is beneficial. I have seen research. It is hard for me to actually do this, to write it down in a journal. Like you guys -- I would like you guys to think right now, I think we all have one stressful thought running through our head. Think about the most stressful thought you have running to your head right now, and I want you to write it down. If you would like, go ahead and share an affirmation.

>> We have some people writing their affirmations, this -- things like this too shall pass. I'm in control of my future. What would you do if you were not afraid? I have made a good plan and I'm going to follow it.

>> We have a lot of people writing in right now. I am resourceful. If you have a spiritual background, you might say your spirituality is in charge. Take one day at a time. This too shall pass. It worked out before. That's a good one. Things worked out in the past. Sometimes we fret over the same things and then recognize, hey, we've been through this before and it's okay.

>> Thank you. Those were some great responses. Moving on to our next bullet point, which is the flexible thinking patterns. Becoming less rigid in your thoughts and actions allows resilience to blossom. Simply because flexible people do not see problems, they see opportunities for growth. Sometimes we get caught in rigid thinking. We think things have to be done in a certain way. People who are flexible in their thinking [Indiscernible]. The next to skills we are going to talk about will also help you develop flexible thinking patterns.

>> Maintaining a positive outlook . In general, those who are optimists tend to show greater resilience. Optimistic people approach life with a sense of humor. They're able to laugh at themselves. A positive outlook enables you to believe that good things happen in your life. Focus on what you want rather than worrying about what might happen. Also work on developing confidence and your ability to solve problems and trust your instincts. You can do this by recognizing the successes that you have had in the past. If you are successful at something once, you can be successful again in the future. This will help to build self-confidence and also remind you the tools we use to be successful.

>> Allison, let's ask people to think about it. We have all probably best that come through adversity at one time or another in our lives. Would you like to share with us one way you overcame a problem?

>> Okay, so people are talking here about taking baby steps, taking small steps towards resolving the problem. Long -- a lot of people talking about that. Going to counseling. The ability to ask somebody to help. I see people talking about their spirituality, using that to help them and guide them through those times. Talking it out with someone, so that is the support system part.

>> Being assertive instead of keeping quiet. Getting out of the box and looking at things from a different angle. All right, well thank you so much for taking time to think about that.

>> The next step bullet point is maintaining a positive outlook. In general, those who are optimistic tend to be resilient. Up -- optimistic people approach life with a purpose. Also putting things in perspective. You look at situations in your life as being insurmountable problems, and you can't change the fact that

stressful events can change. Don't focus on all the negative aspects. Instead think about the possibilities for the future. Even when facing painful events, try to consider the stressful situation in a broader context. Keep a long-term perspective. Try to avoid blowing the situation out of proportion.

>> Right now, Melanie is going to take you through something that you can use to help you.

>> I am going to walk you through a visualization that is so simple that I can almost guarantee you that you will be able to repeat it again after today. It will be burned into your mind. It can be powerful if you really take time to do it. What I want you first to do is think about a problem that has been bothering you. I would like you to rate that problem on a scale of 1 to 10 with how distressful it is, how distressing it is. 10 being the most and one being the least. Again, think about a problem and think -- and rated on 1 to 10 scale with 10 being the worst.

>> Okay, now if you're comfortable in doing so, you in ahead that's when you can go ahead and close your eyes. I want you to think about this more in your minds eye. I want you to think about your surroundings right now. Think about maybe what is in the room with you, if you are in an office, maybe it is the people that are around you. Maybe it is the people in your entire building. All the other people around you, if you work from home or you are alone, maybe it is the people outside of the building that you are in, your neighbor. Think about some of the struggles they might be [Indiscernible].

>> See a bigger picture, I want you to go outside of where you are and see your entire city that you are living in right now. What are the problems that people of your city are going through?

>> And then zoom out of the state, country, even the continent, and focus on what our people are facing on the opposite side of the world or another continent.

>> Now, assume out as far as you can. I want you to go all the way to the moon. Looking on the whole earth, what are people around the entire world struggling with?

>> Okay, there's a lot of things you could be thinking about right now. There's lots of things happening in the world I want to say, now that you have considered all the problems that are happening, I want you to think about the problem that you will considering at the very beginning. I want you to think about how big it is in comparison to the problems around the world. Did doing this change your perspective? I don't know how big your problem is. It may happen, it may not happen. I would like you to re-rate your distress level again. So on that scale of 1 to 10, how bad the problem is, with 10 being the worst and 1 being the least. If your score decreased, and you raise your hand? The race hand button is on the left-hand side in the black toolbar on the top. I can tell you right now, we have tons and tons of people just raising her hand. Yeah, I can see the number is going up, up, up. Allison, I think it shows, and I hope you understand how easy that is to do. Probably you will have done something similar to this before. It is putting in's perspective. Sometimes we get focused into ourselves and we forget about all the other things that are happening, and how does what we have going on compared to that.

>> Melanie -- as she says, Melanie says perspective is important. You might think of someone who has a bigger problem and that will help with your coping resiliency.

>> Okay cause of the slow -- the next one is taking care of yourself. It seems basic but it is often the one thing to do, is take care of ourselves. You take care of your mind and your body, then you are better able to cope effectively with challenges pick that means tending to your own needs and failings. Use

stress management and relaxation techniques, such as yoga or guidance imagery, or prayer. They can be useful. If you're having trouble how to make changes I encourage you to use your EAP benefits to help you succeed. At the end of this session, you will get information on how to access it.

>> Now that we have learned about building your resiliency, let's find out about building great. -- Great. The first one is pursuing what interests you. It's hard to stick with something over the long haul if you don't like it. The first step to building great is to find something that deeply interests you. It doesn't mean sitting and contemplating on what you might want to do. It is getting out there and try to think about things you're interested in and keep doing them until you find what you are passionate about.

>> That you want to practice. Practice is going to help things get better. Understand betting getter at something -- Betty -- getting better with something that means you have to practice. Part of this practice means you must be willing to take an honest look at what you are doing well and what needs improvement. Evaluate what needs to be done, get better.

>> Learning to accept change. Be open to change. Be flexible and see obstacles to your goals as a challenge rather than a stress. And then focus on the end results. Grid is about playing the long game, remaining consistently committed as well is pushing past challenges Brady long-term goal, interest is likely to wane. So remind yourself of why it was worth starting in the first place.

>> Looks like we have a poll question. Let's ask people to think about this. What he going to do to improve your grade?

>> [Class is being polled]

>> Okay, practice not giving up. Find out what I am passionate about. That was one of the first things that we said. That's not done, you cannot develop your grant. You have to find out what you are passionate about.

>> Putting the first. It is not selfish to want to do things for yourself. Staying focused.

>> Practice, not getting up. Practice not giving up. Asking for projects and things you would like to do at work.

>> Don't panic. Sometimes it can be hard when we make mistakes we have things that happen. It is hard not to beat ourselves up or give up because of that. Just hanging in there.

>> And not get distracted by a negative taking cycle. This is what we were talking about before when you are putting negative thoughts instead of something more positive are hopeful.

>> Setting small goals. A lot of people talking about goal setting. Thank you so much for answering that.

>> We're going to end this webinar with a story that I would like to share with you. It is a fun story. One day a farmer donkey fell down the wall. The animal cried for hours. As a farmer tried to figure out what to do. Finally he decided that the animal was old and the weld needed to be covered up anyway. It just was not worth it to retrieve the donkey. He invited all of his neighbors to come over and help them. They are got a shovel and started to shovel dirt into the well. At first the donkey realized what was happening and cried horribly. Then to everyone's amazement, he quieted down. A few shovel loads later, the farmer finally looked down the well. He was astonished at what he saw. Which each shovel of dirt, the donkey was doing something amazing. He would shake it off and take a step up. As a farmer's

neighbors continued to shovel dirt on top of the animal, he would shake it off and take a step up. Pretty soon, everyone was amazed as the donkey stepped up over the edge of the well and happily trotted off. Life is going to shovel dirt on you. All times and all kinds of dirt. The trick to getting out of the well is shaking off and take step up. Each of our troubles is a steppingstone. We can get out of a deep well just by not stopping and never giving up. Shake it off and take a step up.

>> Excellent. Thank you so much Allison. I have to give a call out to Allison. She actually has been ill, and so this shows her grittiness. She has had a terrible stomach bug and actually was not even at work yesterday, and she made it through this training today. This shows us what grit really is. I appreciate that Allison.

>> Before we get to questions as we wrap it up, I want to remind you what a great benefit you have to your employee assistance program. If you can talk to people about this topic or other health and wellness topics, you can reach us by calling your company's 800-number. If you're not sure what that is, go to your HR department and ask for that. You can also reach us on the web. We are here 24 hours a day, seven days a week. Everyone on this call today has actually had a level of resilience and grid already. You would have not made it where you are unless you had that. There's no doubt about it. If you are serious about growing these skills, EAP can be an excellent resource for you to do that. I encourage you to use some of these resources that are available. Allison, it looks like we have a couple questions.

>> The first one is, someone has heard a lot about mindfulness and someone is asking can you describe a little more about my what mindfulness is?

>> Mindfulness is something that really [Indiscernible] when they meditated, it helps them gain a lot more perspective and really what mindfulness is is staying in that present moment. There are all kinds of different mindfulness. You can do breathing exercises. You can focus on your breath. As I mentioned, your mind is going to wander, that is just a normal human thing. If you find yourself thinking about some stressor or something that you're upset about, then you just acknowledge it. You are not going to ignore it but you are going to acknowledge it and then we focus back on your breath. Or it is just paying attention if you are out taking a walk in nature notice what is going on around you at that moment. Do not feel upset if you start thinking other thoughts. Those are just going to be there. There's nothing wrong with them. Whatever you are doing but at that moment, for example if you are eating something just to really focus on the taste and the smell, and just refocus your mind in that direction.

>> Thank you. Going back to the thoughts journaling, someone had a question about should you just be journaling positive things? What you put in a journal?

>> Really journaling is not just about positive things. It is what you are trying to get what you are really feeling. If you're feeling upset or anxious, it is helpful to be able to write that down in a journal. You can see what is bothering you and try to with -- reframe it or put it in a more positive perspective if you can. It's not just writing about all the good times because we focus on journaling you write down those thoughts that you are feeling, it's especially the stressful ones. It gives you an outlet to express those feelings. Sometimes what people do is they will write down what they are feeling. And then they will crumble the people -- the paper up and throw it away. Or you can keep the paper and see if there are certain situations that cause you to get upset.

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>> Someone asked about some of the benefits that are available in EMP. In particular, someone asked about coaching. I would say, if you want to know about specific benefits, like if you have a life coach available through EAP, you may have that benefit. I encourage you to call your 800-number and ask about that. That is a great way to work on some of the things we talked about today and actually expand on it so you can continue to grow. So yes, if you wonder about that, please call in and find out if your company has that benefit available.

>> I have a question, what is the best way to fight pessimism?

>> You could do a number of ways. You can do the exercises we discussed, you have a negative thought in then you try to turn it into a more positive thought. It is easy to get, when you try to do this and try to be more mindful or gritty or resilient, they're going to be times where you feel pessimistic or you are not making enough progress. The best advice I can give you is to just be kind to yourself. It is not something that you are just going to view the first time or second time or third time as something you have to be working at. Giving yourself permission that it is okay not to be perfect.

>> Allison, it looks like this is not a question but a comment. If you do some research online, there's a lot of good information about types of journals to use. That is a great thought. There's also a lot of apps. There are apps I use for journaling resources.

>> Excellent. Awful on mindfulness, there is information about that and a lot of resources out there for that as well.

>> I think we have time for one more question. Someone asks, is there any etiquette to sarcasm? Is it something -- some people use sarcasm as humor? Is it good?

>> I don't know if it can be particularly helpful. To be a little sarcastic. It can be used but I would probably veer against that kind of thinking, because it's more on the negative side, even joking around.

>> Good point. Some people might actually take it seriously. Maybe it depends on who you're talking to at the moment.

>> Exactly.

>> It looks like we have run out of time A