

HOW CHANGING YOUR PERCEPTIONS CAN POSITIVELY IMPACT YOUR WELLBEING  
MAY 8, 2024 LIVE WEBINAR

>> TINA: Hello, everyone, I'd like to welcome you to today's presentation. My name is Tina Stevenson and I've been a licensed clinician. I have over the last 24 years worked various jobs. However, one of my favorite things to do is to provide knowledge to individuals in a way that can be applied to his or her daily life and today I'm excited to have this opportunity to talk with you about how changing your perceptions to positively impact your well-being.

Throughout the presentation there's going to be opportunities for you to ask questions, for me to ask you questions and I would like to see everyone interact throughout this process. So my very first question, Melani if you would go ahead and bring that question over. Do you think how you process things impacts how you view a situation?

>> Melani: To answer that poll click the radial button next to your response. It looks like right now we have 100% of the people are saying no, Tina. We have -- people flipped it around. So the radial button is the round icon right in front of the answer. Click on that that is how we know you are voting.

So click on that radial button right in front of your answer. Okay, some people were saying it wasn't worrying at first. We may have had a delay which is fine. Yeah, there was a delay so now we know. 96-97% of people are saying yes. Yes is the answer.

>> TINA: Wonderful. I love this feedback, guys, thank you so much. So today, at the end of the presentation, you should be able to answer all three of these. You should be able to define what perception means, describe how perceptions influence our emotions. And be able to identify some tips to change your perception to improve your overall, I'm so sorry, I got my words mixed up. Perception to improve emotional well-being so those are some things we're going to talk about today and at the end of the presentation you should be able to answer all of these. Okay? So when we think about it, what is perception? And Melani, I think we have a question, we can slide over and let everybody start answering that. What is perception to you? How do you define perception?

>> MELANI: Just answer and I will let everybody kind of take a look. There's a scroll bar on the right-hand side if you want to take a look at what people are saying. We have your personal view on things. How you perceive, the way you look at things. How you've used things. How you see it. Let's see what else we've got here. Personal viewpoint. Yeah, the story you tell yourself. Someone said your knowledge about five senses. Ability to practice -- yeah, ability to process what you view around yourself. Some great answers. Okay, I'll go ahead and end that poll. Thank you, even everyone for answering those

>> TINA: Yeah, good job, guys. Perception is how you process an event.

As I was putting this presentation together I ran across this great quote that says obviously we all look at things through the filter of our own experiences. And as I look through these answers, that seems to be the thing in what a lot of you have written. So I want to talk a little bit about kind of how we look at things. So I want to tell you a story. So I work with this girl named Amy, we are great friends. Have a great working relationship. And we get along so well at work if it's stock shelves, meeting deadlines no matter what we are meeting those tasks.

But one day I'm getting off work and I'm walking -- it's about lunchtime and I'm walking through the park.

To go eat my lunch and I see Amy and she walks past me. She doesn't speak or acknowledge me. And I'm like, okay, I see how she's going to be. So she can only talk to me at work. She's a snob. I can't believe she comes to work and acts like she wants to be my friend but out in public doesn't even acknowledge me so I get back to work and I am like, okay, I'm just not going to talk to her. I am going to remove myself from the situation. She can just go be her own friend. How many of you had something like this happen? What is your initial response to this? What is your initial reaction or thought? And I think we have a question to give you an opportunity to answer that. So you're walking through the park and all these things are happening, what do you think? Hm.

>> MELANI: Someone said identical twin. That's good.

>> TINA: Lloyd, I like your answer. It sounds like a jumping to conclusion. Oh, she saw me. She looked right at my face.

>> MELANI: You can look at other responses as well. People have all kinds of different responses here. Some people are doing great. Right. Really honest, right? Transparent. Anything from, well, heck with them, I don't care to, well maybe they're just having a bad day.

>> TINA: I love the one, she's on the phone. That is the response because typically they have their phone in front of them but no, there was no phone.

>> MELANI: People are saying, did I do something to offend her?

>> TINA: Make it about you.

>> MELANI: Oh, yeah.

>> TINA: I was upset, she didn't speak to me. How rude. Do you know your ABCs? Are you sure?

>> MELANI: Let me pull that down a little bit so people can see the ABC model. Since we're giving them kind of a trick question, Tina.

>> TINA: I don't want them to see everything yet because I want to talk about it.

>> MELANI: Some people are saying yes, 46% are saying yes. Some people are not sure. They're looking at this saying what do you mean by ABCs. So --

>> TINA: I love your honesty. Thank you so much. So the ABC model is like an activating an event, the beliefs and the consequences. The activating event today was walking through the park and seeing my friend at work that doesn't speak to me.

My initial belief was she's a snob, she can only be friends with me at work she's too good to be my friend outside of work. Right? And the consequences of that is I go back to work and I've lost a friend. Or she lost a friend. I'm not sure, she is the one who ignored me. And it impacts our work and then I start feeling bad, start having headaches, I don't want to go to work and every time she's around me I get so mad and angry and nervous, right? By how do you change your perceptions by applying your ABCs and I know you see the control, alt delete and I want to talk about that about that a little bit.

ABCs, the goal of the ABC is not to get rid of negative emotions. But to view them in a rational and more helpful way. Okay? So let's think about that. So I want to talk about the same story. I'm walking through the park. I'm so excited. I run into my friend, Amy. And, again, she doesn't speak to me. It's the same event. Nothing has changed, right? However, instead of just automatically assumes she's a snob she doesn't like me, I go, hey, Amy, hello,

hello. And I get her attention, I'm like hey, what's up, are you okay? You normally speak, is everything okay? And I realize she's frazzled, upset. She had gone out that day to pick up lunch for our boss and to pick up for some of the coworkers and realized that she can't find the company credit card. And so now, she's frantic that she's going to lose her job, right? And then the consequences change. I'm like, oh, no, so then we go and we start looking for the credit card because she's worried she's going to lose her job and this is my work bestie so we go and we find the card.

And she takes it back to work. And she doesn't get in trouble. So what changed? Guys? Only the thing that changed was the B. Right in the only thing that changed was my belief instead of my automatically assuming that she is mad or she's too good to speak to me, I stop and I reprocess the way I'm thinking about this. Right? And the consequences are different. So what I did, activating event was the same. Beliefs change. So I disputed those irrational beliefs instead of automatically assuming something was wrong. I just said, hey, what is wrong? Kind of let's talk about. I stopped her. I got her attention and through that, it changed the consequences. We're still friends. And the effect of this was now we're actually better friends at work. There's more trust there and it made me stop and realize that sometimes we don't know what someone else is going through. I had no idea that day that she was frantic. She was so worried about losing her job. That she didn't see me, look right at me and didn't see me now I'm going to get you to do a show of hands. How many of you have been riding down the road and get to where you're going and have your friend saying I saw you riding down the road and I was waving and you didn't respond. Can you show me a show of hands?

>> MELANI: It's at 160 and rising. You know, 250, everybody almost is raising their hands.

>> TINA: And we're thinking about the grocery list and the deadline we have to meet and I am not thinking about you. And someone wrote earlier in one of the first questions it's not about you. She had a valid reason. And the hand is at the top next to the microphone, guys. I'm sorry. I was trying to get home. I am talking about going home. We call it in the south, we call it get in our glad rags, I'm not getting dressed up and not worrying about anybody else. Maybe I'm singing in my own crazy zone. Great answer, guys, just by disputing that, taking one second instead of automatically going to the negative. Hey, girl, you haven't called me in three days. We have no problem reaching out and saying something and it's not negative so just by stopping Amy and saying, hey, what's up girl you always talk to me at work. It changed the whole dynamic of our relationship. And the effects were so different. Yeah, I love it, give them the benefit of the doubt. Brenda wrote sometimes I have so much on my mind I can literally look right through people. Oh, Brenda, I am just as guilty of that and that is probably what was going on with Amy that day. She was so frantic about losing her job it wasn't about me. I was the last thing on her mind, right? And this is something I saw online and I think about this. How many of you when you're working on your computer and it stops doing what you want it to do you hit control, alt, delete.

>> MELANI: Okay, we have those going up, up, up. We have a loft people on today so I will tell you that it's just -- it's flooding in with hands that are being raised. It's raining hands, thank you, everyone.

>> TINA: So why do we do that? If you want to put it in the notes section that would be great. Why do we hit control, alt, delete when our computer is not doing what we want it to do? To

refresh the screen. These are some great answers. Oh, start from scratch. Impatient. Yes, that happens sometimes too. Stop what's causing the issue. So when I think about this, control, alt, delete is control yourself, alt, you're thinking and delete. And I thought this was so fitting for this particular session because we do have to stop. We have to control how we're thinking. We have to stop. Think about what -- how we're processing this. Are we processing it through a negative filter? A positive filter? How are we doing this? What are we processing it through and it goes back to that first quote we put up of obviously we look at things through the filter of our own experience. No matter what we do we see it in our own way you didn't speak to me, you're mad at me. I have a flat tire. My friends road by and didn't stop. I'm seeing it because I'm so frustrated looking at it through what's going on in my own life and I think we're all guilty of that but if we can control, alt, delete our brain sometimes we can alter the way we process and think about things. Would you agree with that? Give me a show of hands if you kind of agree with control, alt, delete and applying our ABCs to change the process.

>> MELANI: There they go again. It's raining hands.

>> TINA: Oh my goodness.

>> MELANI: Somebody's asking are we deleting old ways of thinking?

>> TINA: I don't think we are but sometimes it's restructuring how we think.

Because my initial response was something negative, right? We were talking about driving on the road and having a flat tire and someone didn't stop to help you. They were not thinking about you. So just kind of changing. Oh, I love that, hunt the good stuff. That remind me of Mr. Rogers. There's good in everyone. Find the good in your neighbors.

>> MELANI: Tina someone shared a great story about a friend of theirs who saw someone at a store and said hello to that person and the person didn't say hello back. And at first they thought, oh, well that person's snubbing me later onto find out the person had expressive aphasia. In other words, without seeing that person in context of where they usually see them they just didn't recognize who that person was. It's a good point about -- we never know what someone has going on in life.

>> TINA: That was a great example and a lot of us may work in an area if we speak to someone out, it may expose them. You work in a medical clinic, let's say an HIV clinic you won't want to speak to them because everyone around them may know where you are and it's around understanding your environment and I love the example you gave. That was great and someone put in here how do you tell someone it's not about you and not make them feel mad? Sometimes it's just really explaining, you know, like, I would have gotten upset with Amy and she would have gone back to me later and told me. You know, Amy, I'm so sorry, I had a flat tire this morning, my kids didn't get up, the power went up, I just wasn't in my right mind set. And hopefully by explaining that the person would see. That's what we're talking about, the considerations too for people in the medical office. We can't speak to people if we work in a medical center because sure enough I worked at DHR years ago and my kids learned earlier on if someone came up and spoke never to ask questions because odds are I may have worked with them and when I was out I never spoke to them and I explained in my initial visit that you're more than welcome to speak to me but I will not speak to me because someone might ask how you know me. I love how you gave that about the HIPAA conversations.

I love how you're all so interactive and these comments.

>> MELANI: We have such a large crowd today we do not broadcast everyone's responses. So

you will only see what you write in the Q&A pod or if we answer you back you'll be able to see that but we're not sharing with all again because we do have such a large crowd today.

>> TINA: And someone wrote how things often get lost in translation. Text message is the worst. You text someone and they say I'm okay and is it I'm okay? And you don't know. And maybe reprogramming how we think. Going back to that belief. What are we filtering this through? Through something negative happening in our life? Through something positive that's in our life? And you're right there's no tone or context when you have an e-mail or a text. Yes, you can't read tone. Love these. These are wonderful answers, guys. You know so how does changing perception improve your emotional well-being? There's a lot of ways and as I was thinking about this and what does this look like it reduces our stress. I will use my example with Amy. After I spoke to her, went back to work I wasn't stressed that I lost a friend or worried that she was mad at me and it kind of helps me me reduce my stress and improve my relationship. I have a better relationship with Amy. Enhanced problem solving skills. This helped me. Someone wrote earlier this is what happened when you assume. You're correct. This enhanced my problem solving skills by not assuming that the situation was about me. Increase self-esteem. Ingesting your perception to recognizing your strengths and accomplishments can boost your self-esteem after I reached out and spoke to Amy I was patting myself on the back saying hey, Tina, good job for not assuming she's mad at you so it made me feel better about myself and greater happiness. I was so excited to go to work because now Amy and I are really good friends now and we realized that one, we have each other's backs, we're going to show up for each other and I was a happier person at work. And I am just reading some of the comments. These are wonderful. There can be negative side effects to change how others perceive you. Correct. So I really love these answers, guys. I love the feedback. Also, let me go back. Melani can you post our question. How will you use your ABCs moving forward? Guys, can you tell me how you will change your B in the ABCs? Oh, I love Maya Angelou. You're right.

>> MELANI: Sorry, I have a sticky mouse here. I'm trying to spread this out and my mouse doesn't want to let go of it. Do you see it now?

>> TINA: Yeah, that's good. Don't make assumptions. Benefit of the doubt. These are great answers, guys. More empathetic. I think we all can work on that. Extend grace. I love that

>> MELANI: Tina, I will never forget this concept, it seems simple because it really is and that's the beauty of it. It's so simple. Sometimes it's hard to remember to do it. But it is so life changing. If you can master it. I worked with someone -- was just struggling with their adult child because of some beliefs they had about the ways they raised the child and how the child should behave and we worked with the ABCs and it literally was like, the -- this person's eyes were open to see the situation differently and it made a huge difference in their relationship and they weren't burdened by all that worry and what they thought their child should be doing.

And it turned out to be so beautiful. It's so versatile and can can work in pretty much any situation.

It's great. I

>> TINA: I love that and Connie, I love what you put here. You can change an ordeal into an adventure by your attitude. That really does sum this up. So remember when you're thinking about your ABCs, change the B. Work on changing the B. And by changing the B you're going to change your C. And I know it sounds easy and it is hard. Sometimes we get in our own head

and just feeling really negative so just stopping and thinking. Guys, I really love these comments and I love that you guys have been so interactive today. I really do appreciate it. Are there any other questions and I wanted to put up the number.

>> MELANI: I will end this right here and move it out of the way. I do want to remind everyone. Your session today is brought to you by your program. Your embrace program. It might be called embrace total well-being it has different names for different people but it's all the same wonderful program. Brought to you by your employer, paid for, prepaid by your employer and there for you to help you in times where you want to learn more about something or maybe you're struggling and want some help with something we do encourage you if you want to know more about this topic or other health and wellness topics feel free to reach out to us. You can call using your company's toll free number. We don't have that information because we have literally people from hundreds of different companies. I will share with you a URL that will help you to find your website. Let me grab that over here. What you want to do is click on this, it will take you to a page, you put your company name in, see if that works, if it's not taking your company name please put your parent company name.

You may be under an umbrella company like a larger company maybe. Is what is listed in our system. If you cannot reach your company reach out to your HR or manager and they will give you the information. You may have counseling sessions, you definitely have telephonic consultations you can get. Possibly coaching sessions. We have all kinds of things that can be helpful in dealing with just day-to-day life and making your life easier. So, again, please feel free to reach out to us. The website, we will have this recording on at -- 3-5 business days I should say. I want to let you know that. I am going to pull the certificate of completion out. I will let Tina take the floor and answer any questions that you like.

>> TINA: Someone asked me to go back and post the ABCs so I will go back to this. And how can I help others work on the B? Sometimes we can't help others. Offer this training. Say, hey, did you enter the training that was offered today? Think helped me restructure the way I think about things. How does perception affect anxiety? What do you think? How do you think perception affects anxiety? M-hm. That definitely makes it worse. Very good.

>> MELANI: Wow, people have a lot of great things to say

>> TINA: And thank you, guys, for sharing that answer. I mean, sharing that question. I really do appreciate that.

>> MELANI: The responses if you want to sum it up I guess, it makes things worse. It can cause a lot of anxiety and panic and your thoughts can get away from you and it can make the situation worse.

In a nutshell that's what people said in different ways.

>> TINA: All of us have been in school at some point and we go and we take that test and we are so worried. Oh, we failed, I'm not going to graduate. What does that do? It brings on anxiety and we start worrying about it and by the time we get the test back we already quit school, moved on, we think our whole life is over and we get the test back and we made an A or a B. We passed, it doesn't matter and we have brought all this anxiety because we were bleeding so negatively. Or Amy didn't speak to me today. Or Melani didn't pull my slide over fast enough, oh, she's mad at me. She doesn't want me to do good and I will get anxious at this presentation. Melani, I'm just picking at you. And I would become anxious and I wouldn't be able to move forward because I'm so worried that I upset her so I love that question. That was

a great question.

>> MELANI: You can pick on me all you want, Tina. I will quick say, whoopsy, I didn't put the link in the right spot so people couldn't see it and people were saying where was that link.

>> TINA: And I will be throw me other that real quick. The best is to think about ABC. The one thing I was thinking about is if I ask you the letter before Q we have to stop and think and go through our ABCs but if I ask you what comes before 16 we know it immediately, sometimes we have to stop.

And we have to think about it. We have to stop, think, and say our ABCs in our head. Sometimes we have to stop and we have to think about it. It's not as quick as what comes after 16-17. We can do that really quick, right? But when we think about our ABCs, we really have to slow down and think about what comes next. Any other questions? Well, Melani, I'm going to turn it over to you, I am still here if there are any other questions or anything.

>> MELANI: Great, sounds good, Tina. I am going to pull up our final slide with our closing poll question. It's rating your satisfaction with today's webinar. Click that button, let me say we're not broadcasting these so you won't see anything happen. When you click that button I can guarantee you I can see that you're voting. Also please be sure to give us any feedback that you have. Share with us what your thoughts are. Type in the text box at the bottom there and click that callout icon to the right that. Will broadcast to us. Again, we are not sharing with everyone. This is totally anonymous, nobody know what is anybody else is writing. We'll just get that information. So please share with us. We'd love to hear from you. There is a certificate of completion. I have it in the handout pod and in the certificate of completion pod. They're the same exact thing though. Hover over that handout. You'll see that download icon show up, click on that and download the certificate. Be sure to put it where you can find it and we want you to know where you can get it because it won't pop up right away on its own. All right, just looking to see if we have anymore questions. Oh, I don't know if you touched on this. Think. Is it true, helpful, necessary. Love that.

>> MELANI: Or kind, right?

>> TINA: M-hm. Randy, I like your comment.

>> MELANI: Randy had a good thing to say. They can't see it so he says --

>> TINA: Oh, I'm sorry.

>> MELANI: People can't see it so they're like, wait a minute, I want to know what Randy said with the belief that perception of 9/10s of reality and perception is based on experience utilizing is a new way to change that train of thought. So thanks for sharing that, Randy.

And Donna, yeah, we do record webinars if you missed them in the past you can go to our member website typically on the web page you will see more that shows the webinars and you can click on that and go into see our search for webinars that you've missed in the past.

>> TINA: All right Susan, she says can you please say, bless your heart, is that good? There you go. That's for you. Is it true, helpful, inspirational, necessary, kind?

>> MELANI: And the link to the recording will actually be on your member website so please go to your member website, that link that I shared with you earlier. That is just taking you to find your website so you'll click on that link, you'll put in your company name. If it does not take your company name try a parent company name. Maybe that you're listed you should that

larger company. And if you can't find it that way, then reach out to your HR or to your manager. Again, we have hundreds of companies on here today so we can't give everyone's information out. Accurately. So we don't do that, we do ask that you reach out to your company if you can't get it through the link that we shared today.

>> TINA: And the word of the day was "well-being" I have to say this, you know, I'm from Alabama and it just would not be right if I did not say roll tide. It just wouldn't be right. It just wouldn't be a true Alabama fan.

>> MELANI: That's exactly right. Okay. Someone's asking what is the EAP website so some of you, again, it may be embrace, it may be called embrace. It may be called the EAP, it could be equal ed the member benefit program.

Today's is brought to you by Magellan, the way you get to the website is there's a link that I posted.

You will click on the link and when you click on it it will take you to a website that will allow you to find your particular website for your company. Because your benefits are specific to your company. So we don't have just one link that I can share with you that will take you directly to your company. We have hundreds of companies on this call today so we give you this kind of overall generic link to go and find your company's information. However, if that link does not work for you, please reach out to your HR or to your management. This is part of your benefit package. If you got the information for this webinar this is a benefit for you. So please reach out and ask about that benefit and get that information to go out to the website. Go out and find this recording. But you can also look at all the benefits that you have available. There are a lot of things that are available to you at no additional expense and this is a confidential program that we do not tell you about your employer using these services unless you ask. Just so you know these are completely confidential. So Tina, do we have anymore questions?

>> TINA: Someone was asking again what does think mean? It is true, helpful, inspirational, necessary and kind.

And I guys you all have been an amazing group today. Thank you for the feedback and interacting. Thank you.

>> MELANI: Thank you so much, Tina. It looks like we're out of time today. This will be on your member website in 3-5 business days. Tina, fabulous job. It's timeless information that people can use that can be life changing when done on a regular basis so we really appreciate you sharing your expertise with us today.

>> TINA: Thank you for allowing me to go up and speak to the group.

>> MELANI: This does the end session today. Have a great rest of your day, everyone, bye-bye.