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Katie: Hello, everyone, and welcome to this webinar on Managing Stress, Strategies for Healthy Start Programs. My name is Katie DeAngelis, I'm with the Healthy Start EPIC Center. And on behalf of the EPIC Center and the division for Healthy Start and Perinatal Services as well as the planning committee for this webinar, we welcome you to this event. This webinar is our fourth and final webinar in the Healthy Start, Healthy Living Initiative series, which I'll talk a little bit about in a minute. We have approximately 90 minutes set aside for today's webinar. The webinar is being recorded, and the recording along with the transcript and slides will be posted to the EPIC Center website after today's call.

Before I introduce your speakers for today, I have a couple of announcements. We do want your participation, so at any point if you have questions or comments, please chat them in at the bottom left-hand corner of your screen. We will only be taking questions via chat today, and we have some time set aside at the end to answer those questions, so feel free to chat them in at any point during the webinar. Also we really want your feedback on today's event, so please take a moment following the webinar to complete the survey that will pop up immediately following the session.

I will be starting off today's webinar and then we're delighted to be joined today by four other speakers including Melissa Spivey, a mobile family coach at Gift of Life in Montgomery, Alabama, Lauren Clark who is a health education coordinator at Missouri Bootheel Regional Consortium, Rochelle Culp, Project Director of the Mississippi Tobacco-Free Coalition of Madison, Yazoo, and Holmes Counties, and finally, Christina Lottie, Project Officer with the Division of Healthy Start and Perinatal Services.

So with that let's get started. As I mentioned, this is the final webinar in our Healthy Living series. And the purpose of this Healthy Living Initiative is to help Healthy Start grantees to support all staff and participants to be healthy in all areas of their life, physically, mentally, and emotionally. When we say healthy living, we're referring to healthy eating, physical activity, and stress management in which we also include mindfulness.

The goals of this initiative have been to explore the importance of healthy eating, active living, and stress reduction to maternal health, to discuss how our surroundings impact our ability to live healthy, promote the use of appropriate messaging and language regarding healthy living, and offer specific strategies for supporting healthy living for staff and

participants. This initiative has included a foundational webinar series on healthy living which is made up of four parts. The first webinar in the series was a foundational webinar about how to approach the healthy living concept and the importance of our surroundings in our ability to be healthy. Our second webinar took place in October discussing strategies to support healthy eating. Our third webinar was in November, it was about strategies to support physical activity, and finally, here we are today with our final webinar on stress management. So we hope that if you haven't already had a chance to check out the recordings of those past webinars, that you go to our Healthy Start EPIC Center webpage for Healthy Living and check out those recordings.

So let's start off with a poll, we're going to be talking about stress today. So which of these statements do you think is false? Stress has many causes, affects body processes, affects mood and behaviors, it's always a bad thing, can be managed, or not sure. So tell us which one you think is false and let me just say right now, this is what we're gonna be talking about for the entire webinar. So we're hoping to address each of these comments and discuss all of those points here. So if you're not sure don't feel bad.

So take a second, finish responding, I see some poll responses coming in. We can close the poll and see where we're starting from. And it looks like people overwhelmingly are saying, which is false, stress is always a bad thing. That's great. We are going to be reinforcing that message today and talking about how stress can be a good thing. But it's great to see that kind of we're already starting from a place where recognizing that can be a good thing and figuring out how we can manage and how we can put a positive spin on it.

Here's another question for you. We're going to talk a lot about mindfulness today and we know there's some confusion around mindfulness, it's new to some folks. So when you think about mindfulness what do you think it's about? Is it about turning your brain off to the world, or is it about increasing awareness and attention, or are you not really sure? And again, don't worry if you're not really sure because we're gonna be talking about this during our webinar today.

I see a lot of responses coming in and it looks like people are generally thinking it's about increasing awareness and attention. We can go ahead and close this poll and we're gonna come back to this at the end too to see if anything has changed after our webinar because again we're gonna be talking about both these things. So it looks like kind of

overwhelmingly people are saying increasing awareness and attention, which is fabulous. That means we're all starting from a really great place around understanding of mindfulness. So hopefully we can build on that today and talk about how to incorporate mindfulness into our daily life, kind of taking it to the next step, next level.

So very briefly, before we dive into stress and strategies for managing stress, why are we talking about healthy living in Healthy Start? Well, we all know the healthy living topic, healthy eating, active living, and stress management are important. They're especially important because they're all associated with reduced risk of poor maternal health and infant outcomes, which are particularly important for us in Healthy Start. There's evidence that linked chronic stress to these chronic diseases or chronic conditions that I just mentioned. And talking about chronic stress, when someone encounters a perceived threat, the body releases cortisol and adrenaline which increases the heart rate, elevates blood pressure, and increases blood sugar.

Constant exposure to stress disrupts almost all of the body's processes. This puts people in increased risk of numerous health problems including anxiety, depression, digestive problems, headaches, heart disease, sleep problems, weight gain, memory, and concentration impairment, among others. So that's why it's so important and that's why we're talking about stress as a part of an overarching healthy living initiatives. One thing that we've spent a lot of time talking about in our first couple of webinars is the role of our surroundings in our ability to be healthy.

So at the individual level, we observed behaviors, but we have to continuously ask ourselves what is driving those behaviors. The same way we recognized that having a safe place to live can influence health, we need to recognize how a high stress environment also contribute to high stress in individuals. What this means is that there are opportunities to make supportive changes at all of these levels. To support staff and participants to be healthy, we have to think not only about what we're telling them as individuals, but also what the environment is telling them, what our program culture is, what community assets exist or maybe don't exist. All of which contributes to our own ability to be healthy. A comprehensive approach is much more meaningful and effective than an approach that focuses solely on education of individuals.

So we'll be talking quite a bit today about how to build a supportive work environment, in particular recognizing that as Healthy Start staff, our

ability to support participants is greatly impacted by the degree which we are supporting ourselves. So that brings us to our objectives for today, we're going to first talk about what is stress and what are some general strategies that anyone can use to reduce stress. To reduce stress, one kind of strategy in that bucket is we're gonna be talking about is mindfulness. Then we'll hear from two Healthy Start programs about how they're operationalizing these strategies within their programs with their Healthy Start participants.

And then recognizing that we can only help others reduce stress when we have managed our own stress, we'll talk about how to create positive, stress-free work environments for Healthy Start staff so that you will best be able to meet the needs of participants. And we hope that by the end of today, you will be able to identify at least one strategy that you can use to help reduce stress for your staff or for participants. So with that, I will now pass it over to Christina Lottie of the division who is going to start her discussion of what is stress and what are some strategies we can all use to manage it. Christina?

Christina: Great. Thank you, Katie. It's great to be on the webinar with all of you. Good morning and good afternoon. Let's talk about some strategies that anyone can use to help manage stress. First, let's note that we recognize that stress is a big subject, so we should mention that we are not gonna cover all of it in 90 minutes and unfortunately we can't solve all the world's problems, right? But we hope that you will be able to get, you know, a better understanding of what stress is, how it affects our bodies, our minds, and also strategies on how to deal with stress.

Let's meet Darren. Darren is a new dad. He's thrilled to be a dad, but he's not so thrilled about the lack of sleep and the consistent worrying that keeps him continuously exhausted. Darren increasingly feels like he's making all sorts of mistakes. As he isn't doing, you know, the best that he can, he thinks, he feels he's trying, and he's trying hard and he's very critical of himself. Darren works for a maintenance company, he loves his job and the people he works with, but he's concerned about the new financial pressures that having a child is putting on him and his partner. And like many new parents, Darren and his partner are spending less time together and more time focusing on the baby which has put a strain on their relationship. So to say the least, Darren is stressed, very stressed.

There are a number of stressors that are compounding. As Darren's example demonstrates, really everything that happens to us has the

potential to be a stressor. Some common external causes of chronic stress include time, responsibilities, personal problem, work, lack of sleep, problem of emotion, and finances. Can any of you relate to this? How we process events and internalize what happens to us can lead to stress. Some attitudes can lead to stress include: worrying about situations we cannot control, failure to see choices, unrealistic expectations, being too self-critical, discounting positive feedback, expecting a need and easy solution, an all or nothing attitude, and magnifying problems.

So let's take a quick poll with this question, during the past workweek, due to busyness or stress, have you had any of these, you can check all that apply, lost more than an hour of sleep, gets to workout, made a poor nutritional choice, gets some meals, neglected someone and missed a social outing? I see a lot of responses coming in. Wow, look at this. So we're gonna take a few more seconds to keep the polls up while it's really going up. Responses are still coming in, a few more seconds, and then we're gonna close the poll. Okay, we're gonna close the poll and look at the result, 79.4% said lost more than an hour of sleep and the second one from that would be made a poor nutritional choice at 76.5%. So we can all say that we are in some way, you know, due to either busyness or stress, that we are either taking an hour out of our sleep or making poor choices due to stress.

So just looking at this slide on your body on stress, you know, according to the CDC sometimes stress can be good. I see the poll earlier stated that most of you responded that stress is bad, and we're gonna look at that in a little bit. But it can help you to develop skills needed to manage potential threatening situations. So stress can be harmful, however, it can be if it is prolonged or really severe enough to make you feel overwhelmed and out of control. You know, indeed stress symptoms can affect your body, your thoughts, your feelings, and your behavior, being able to recognize common stress symptoms can give you a jump on managing them.

Stress that's left unchecked can contribute to many, many health problems such as we mentioned earlier, high blood pressure, heart disease, obesity, diabetes, these are all chronic conditions. Some common effects on stress on your body as you see here, and we're gonna have this available for you after the presentation today for you in a PDF file for you to look at more closely, but some common effects that stress has on the body for example is headaches, fatigue, chest pains, stomach upset, sleep problems as many of you have already indicated,

lack of sleep, some common effects of stress on your mood for example, anxiety, restlessness, lack of motivation, focus, feeling overwhelmed, and angry, so many of these are a common cause of stress on our body.

So according to, you know, CDC again, really the best ways to manage stress in hard times are through self-care. When you think about it, just reflecting on yourself and figuring out what is it that you could do to manage your stress? One, is taking care of yourself, you know, really just zoning in on what you can do to really focus on bettering yourself and that includes eating a healthy, well-balanced diet, exercise, exercise, exercise. That's probably one of the biggest stress reliefs that many, many people do nowadays is exercise. Getting plenty of sleep and giving yourself a break if you are not stressed out, for example, treating yourself to a massage here and there, or maintaining just a normal routine that incorporates exercise and other things in your daily life.

Finding support, you know, it's always good to seek help from a partner, a family member, friends or a counselor or a doctor, someone that you can talk to about your stress, and having someone there just to listen to you and to share their experiences really does reduce the stress level in your life and can lighten the burden. Connecting socially, I mentioned about going out and doing some fun things if you can. Treating yourself, you know, after a stressful event it's always good to get out and spend time with others and not isolate yourself which could potentially make problems more difficult.

So consider planning a fun activity with yourself, with friends, with your children, with your family, all these definitely will help you in terms of reducing the stress level in your life. And then, of course, as I mentioned earlier, staying active, you can take your mind off of your problems when you are really active. I remember, you know, one of the things that I like to do to relieve stress is play racquetball. And that's an opportunity for me just to hit the ball as hard as I can against the wall to relieve all the stress that I have currently going on at that particular time and it really, really does make a difference for me. So being active and staying active definitely can help reduce some of these stressful events and feelings that you have inside.

And lastly, you know, if you are a pregnant woman, and especially if we talk to those and our participants within Healthy Start who are pregnant, it's always good to encourage those to, you know, to stay away from

drugs and alcohol which should never be used to manage stress. This is definitely something that we want to encourage our participants to stay away from and it's not a good way to relieve it.

So looking at this slide, we want to zone you into the Healthy Start EPIC Center's website particularly on the point that I just mentioned. I encourage you to check out the section that's on Alcohol and Substance-Exposed Pregnancy Prevention. There's also a recorded webinar that's on around this topic as well which you can find on the training calendar link on the website.

So physical activity, healthy eating, and critical strategies for reducing stress are all important. As part of the Healthy Living Initiative, we previously hosted two webinars on this topic as well. And we encourage you to visit the website to listen to other previous webinars and to get other resources that you might find helpful, not just in reducing stress but in making physical activity a part of your life and also healthy eating.

So in addition to self-care through physical healthy activity, healthy eating, and social support, mindfulness is another strategy that can be used to manage stress. And we're gonna talk a lot about mindfulness and also meditation a little bit later. Because we've already spent a lot of time talking about physical activity and healthy eating in past webinars, we wanted to focus more on mindfulness as a stress management strategy on our webinar today. And chances are you've heard about mindfulness, even if you don't know exactly what it is. Mindfulness is a modern buzzword, it's cropping up everywhere, in classrooms, office spaces, fitness centers, bestseller book titles, and even popular apps.

But what exactly does it mean to be mindful and why all the hype? It turns out that ancient practice is far simpler than you might think and its benefit can improve nearly all areas of your life. At its core, mindfulness is the engagement of activity and awareness and this absence of reactivity or judgment. Mindfulness may involve meditation but it doesn't have to. Meditation itself is fairly straightforward, right? It's primarily a matter of sitting and listening to one's body and breath. Sometimes it involves a mantra, a unique phrase silently repeated over and over and over again, or a focus on a specific image.

Meditation can also be based on movement like walking or taking slow and small steps while paying attention to the sound and feelings inside and around you. You're gonna get a really special treat by Ms. Rochelle Culp later on in the presentation. She's gonna share with you an

example of a meditation later on. So how mindfulness reduces stress? Mindfulness not only reduces stress but also gently builds an inner strength so that future stressors have less impact on our happiness and physical well-being. So listed here, you can see several examples of how mindfulness can reduce stress. One, you become more aware of your thoughts. You could just sit back and think about and not take them so literally, right? That way your stress response is not initiated in the first place. And also you don't immediately react to a situation when you're using mindfulness to reduce stress, instead you have a moment to pause and then use the wise mind to come up with the best solutions. Mindfulness helps you to do this through the mindfulness exercise which you're gonna get a special treat later on.

Mindfulness switches on our being mode of mind which is associated with relaxation. Also, you know, just increasing self-care and compassion is another great way mindfulness reduces stress as well as it increases the focus in the sense of well-being. I really like this quote by Deepak Chopra and he says that, "Meditation is not a way of making your mind quiet. It's a way of entering into the quiet that's already there, buried under the 50,000 thoughts the average person thinks every day." Wow, that's really powerful. So that's the ultimate goal of meditation is finding some peace and quiet to reduce your stress.

Making mindfulness a routine which is sometimes a bit tricky for a lot of us, you know, it's finding the time and when can you fit it in your busy schedule. Well, one of the challenges that we try to see if we can combat that is really just kind of zoning in on some tips that can really help you to beat that challenge and to make mindfulness a part of your routine, and one is by just downloading an app such as the Mindfulness app. And there's many, Headspace, Calm, Mindful, Smiling Mind, Meditation, many of them are listed here on the slide and a lot of them are offered for free.

Another idea you could do is to set an alarm the same time every day, and this really does help for some people just to keep that routine steady and consistent throughout your day. Another example is just putting a post-it note, a sticky around you, in front of you to remind you to take a five, take a break. You know, it's so important just to pause for a minute, even if it's done just in your chair where you are at your desk, or even if you are in your car or you're, you know, walking to your job or you're on the bus. There are many ways just to kind of pause for a minute and just self-reflect and take the time to focus on yourself. So putting little notes around that can remind you to do that is quite helpful.

So as you spend time practicing mindfulness, you'll probably find yourself feeling kinder, calmer, and even more patient. These shifts in your experience are likely to generate changes in other parts of your life as well. Mindfulness can help you become more playful, maximize your enjoyment for a long conversation with a friend over a cup of tea and then wind down for a relaxing night to sleep. Try it and see how you feel and what it does for you.

And now at that this time, I'm gonna turn it over to Melissa and she's from the mobile health coach...she's a mobile health coach at the Gift of Life in Montgomery, Alabama, and she's gonna share with you how they are integrating several of these principles into a stress management initiative for their Healthy Start participants. Melissa?

Melissa: Yeah. Hey, I'm excited to be part of the group today. We're doing such wonderful things at Gift of Life and it's nice to have an opportunity to share those things. One of the fortunate aspects of Gift of Life is we have a wide range of coaches, those that do face to face visits such as myself that are just mobile family coaching visits. But we decided it would be wonderful to be able to pool our moms and families together to kind of support, you know, a closer peer group, if you will, in which we could create an environment that they just felt safe, that they felt welcomed. You know, that there were other people that may be in the exact same circumstance, you know, and experiencing the same life event that they were experiencing at the time, and could kind of learn and gather from each other. So often we found that our moms do interact well with those that they feel have a true understanding of what they're experiencing at that time.

We were very fortunate to be able to secure a location with the Public Health Department in the area. A lot of our families are very, very familiar with the location because they travel there for healthcare for weeks or other services, whereas with other locations there might be an issue with access to transportation and other things with that nature. But as you see, as you were able to see on the first slide, there's a large classroom type setting that is available to us to use for formal presentations and the speakers who are coming in, but then also, as you see in the current slide, where we can really have breakout sessions, where moms can interact with other moms, that our coaches are able to move freely from group to group and they interact with the children, and it seems to just be a wonderful experience. We have found that the moms really enjoy that time together. As they enter, we always

have a welcome group, so as they sign in, just initiating the sessions, that everyone knows their name, that they're introduced to other new moms or new members of the group. All of the coaches are made available to those individual moms, even if it's coaches that do not normally work with them so they have an opportunity to experience different personalities, different approaches, if you will, to something.

We often try to incorporate some kind of [inaudible 00:27:46] or game, some kind of ice breaker with the presentations. And one of the things that we've done is really to focus on what is "normal" with ways of approaching stress. We do have a licensed counselor that's available to our clients and that's been a great luxury. However, sometimes because of these time frames with work schedules, schooling, other children in the home, or just the stigma of actually reaching out to professional services, if you will, our moms just aren't necessarily actively participate or follow up with those referrals. So we try to incorporate methods in which we can normalize these processes.

Typically we carve out any of the formal training lingo, if you will, so it just seems to be things that they could carry on conversation with other family members or moms, that they can really recite or respond to. One of the things that I love, I'm gonna refer back to what Christina had used in slide 13, there were some excellent points that she made there, that the whole aspect of nurturing yourself. So many of our moms I think have a negative connotation when it comes to certain events because they always use the words "always" or "never," and we really try to help them overcome that by using more positive feedback.

In terms of nurturing yourself, we had a great experience with a group in which we tried to focus on again the eating routinely, the exercising routinely, and everyone at the door process we had a draft for a crock pot and with that crock pot, of course, we talked about, you know, envisioning scenarios in which you are always late to prepare dinner or you never have an opportunity, you know, to sit around the table with your family as you might otherwise enjoy doing. Sometimes we refer back to our childhood experiences, whether it was a mother or a grandmother, you know, who always had a hot meal, you know, when you came in from school, you know, or the opposite of that is your mom was never home to prepare the meal because she had to work two jobs or she was on the night shift.

So in our discussions and utilizing something as simple as a crock pot, we were able to talk about ways of anticipating stressful events, that the

last three times you went for pediatric appointment, you know, you were at the clinic three additional hours, you were late getting home, couldn't prepare dinner, so the solution for that is just to accept the fact that that may be the case this time as well, so we prepare a crock pot meal. It was a wonderful thing in which all the moms could kind of exchange thoughts and ideas with featured recipes, I mean their favorite recipes. Then we even got into financial issues as far as who had what on sale at what grocery store. Just simply the fact of using a crock pot for meal preparation eliminated some of the stress that would come from feeling inadequate in providing for your family or not having time, you know, to provide general nutrition, you know, because of things that are "out of your control" in terms of appointment schedules and those things.

We also talk to the new moms especially in terms of standards on housekeeping. Many moms take great pride in trying to stay organized and knowing that they're in control of their home. You know, they want it to be an environment that they feel safe and conducive for their children. But as new moms, we all know how sleep-deprived you can be and how difficult you know it is to do all of those daily activities and still find time for yourself. So, you know, we encourage our moms to consider cleaning one room at a time as opposed to your whole house. Just pick a day, today is Monday and on Monday the focus is gonna be the kitchen. I'm gonna clean the kitchen and then, of course, assign a different day to a different room, that way at the end of the day, you feel successful. You know, there's no negative stress and connotation of the fact that you weren't able to clean the house today. You were, you cleaned the kitchen.

We also try and have them think positively as far as things that they've been able to complete for the day. It's very easy when you get up and you're focusing on those lists, you know, that you have to do and then at the end of the day, of course, you have not completed that list. But if you can find two or three things that you can put a check box, that you can say, "Yes, I was able to accomplish that, and that was great and wonderful and we organized, you know, the toy room, we kept our doctor's appointment. We were there on time, we even got and picked up, you know, a birthday present for a cousin. So today was a good day. Whatever we did incomplete, we'll complete it at another time."

In reference in what was said earlier regarding meditation we refer to that, of course, as taking breaks, you know, that families could choose at least 15 minutes in the morning or in the afternoon to take a break, whether that meant stepping out on the porch just for a change of

scenery, taking a nice quiet bath while the baby was asleep, and reading a magazine. You know, just a simple article that maybe you had not had a chance, you know, to look over. Anything you could do in a small 15-minute increment that could kind of allow you just to reset your mindset to take something different into account.

As far as building support systems, we've done this. So many of our moms didn't really identify having a close support system especially with other female peers, so we want a group connection to kind of plug that need, if you will. We take surveys at the end of each group connection as to how effective they felt that the program was for the day, how well connected did they feel to their peers and other people, you know, that participated in the group, and then we allow them to choose the topics that they might want to discuss at the next group connection, you know, or other community resources that they're interested in.

We've also encouraged them to utilize a calendar. Again, those are things that sometimes we can provide or they may be one of the raffle items, but just simply list appointments that you have as opposed to being overwhelmed in conversation by saying "I have so many things to do and so many places to go, you know, and the baby has been sick. We've had four appointments in the last, you know, six days." Actually, write those things on a calendar, to have those things very visible where you can make preparations ahead of time, you know, for transportation so you can anticipate that if your wait at the bus stop is lengthy, that you've already provided snacks for the baby, that you have an extra bottle, you know, prepared, that you dress accordingly as far as the weather, that maybe you've had a chance to talk with other family members who could provide transportation or meet you at home in order to get the older child, you know, off the bus. But simply to use that calendar to employ those other friends or families in support in order for you to feel that the situation is more manageable, that you're actually trying to take control of, you know, events that sometimes can seem uncontrollable, you know, and did it at the point in which you were able to do that, and that releases that stress, you know, instead of feeling overwhelmed and not knowing, you know, the next step.

Also with our moms and our fathers, I thought to put a plug in there that we now have a wonderful fatherhood program and yes, they are coached for that program. He actually has an opportunity to come to group connections as well. And so many of fathers are able to participate, not only in the group connection component but also in the fatherhood component where we're actually able to spend time together

and then calm individually, you know, just working on this personal identified goals. But lastly, I want to say in terms of motherhood, we really stress that they remember that this is a process, you know, that all babies are so different, that they're so unique in their personalities, in their temperament, you know, and that what works for one mom may not necessarily work for another mom, and that's where group connection is another opportunity in which those moms can discuss amongst themselves, you know, what they have tried as solutions. What has worked for them, what are some other resources maybe in their immediate neighborhood that they're familiar with and that they just learn through observation.

The coaches often during group connection will have activities set aside for the babies in which the moms can really focus on whatever the lesson plan may be. And we try to strategically, you know, plan times during group connection in which those moms can just observe, you know, how other moms, you know, interact with their babies. How the coaches are interacting with their babies. What kinds of things you can do to just help key down, if you will, an infant who's crying uncontrollably, or older siblings, you know, who are constantly disruptive to whatever you might be trying to do as far as getting the baby to sleep, those kinds of things.

Another book, another [inaudible 00:38:36] things here as well. One of the things that just came to mind earlier is a little TV show that used to be on TV called "Cheers" and many of you might be familiar with that but one of little slogans in the little song is "Everyone wants to go where everyone always knows your name, everybody always knows your name and they're always glad you came." And that's kind of the environment that we're trying to create with Gift of Life, that these moms have their connections, that they're always welcome. They were always glad, you know, that they came, that this is something that they can always look to have something wonderful to take away from, that they're able to learn from each other, that it's just a safe environment, and that their opinion is valued, that they're able to share any concerns or questions, and to help us to strategically plan what they feel is most beneficial in the next meetings. I may have jumped around a little bit on the topic but hopefully that information was helpful.

Katie: It was. Thank you so much, Melissa. That was great. We're going to transition now to Lauren Clark. Lauren is a health education coordinator at Missouri Bootheel Regional Consortium, to hear some of the strategies they've used to manage...to help participants and staff

manage stress. And again, just a plug for everyone, that there will be a chance to come back and ask questions for Melissa and Lauren as well as Rochelle and Christina at the end, so if you have any questions about most of this talk about, or as Lauren is talking, feel free to chat those in as they come to you. But I will turn it over to Lauren. Lauren?

Lauren: All right, so we're going to actually talk about three different aspects of our stress management program. We're gonna start off by looking at a... Can you guys hear me?

Katie: We can hear you.

Lauren: Okay, there's a weird music thing for a second so I wasn't sure what that was.

Katie: We're all good. We hear you loud and clear.

Lauren: So last December we ran a concentrated campaign really looking at holiday stress, and we did this through social media as well as our process. So we started off with social media. November and December both are part of a social media campaign called Healthy Holidays MBRC. In November we focused on physical activity, and then in December was our Stress Bust Holidays Campaign, and we saw a lot of interaction with these posts, and so every week had a different theme. So we had a whole week where all we did was look at yoga routines that were safe for pregnant women, or breathing exercises, self-care tips. And because our community is so rural, this is one way that we could get the information to our clients who couldn't necessarily make it to one of our classes. We found that we have a lot of success with this kind of social media stuff.

To pull it all together, we actually went through and made custom graphics that we used on the social media campaign. So the top image was actually one of the cover images for our Facebook page during that month, and then the bottom too were for different weeks. So one week we looked at specifically stress during pregnancy. One week, as you can see, was for the holiday season. And so we had these graphics to kind of pull it together even more than just using the hashtags. During that period, we also had one of our healthy family classes that was on the same topic. And we had the moms come in and we, you know, we had calming music playing as they came in, we had some snacks and we started off with a little bit of an educational program on just, you know, basically what we've been talking about today.

So, you know, what is stress. What does stress do to your body, you know, how can we manage stress. We also talked about some more holiday specific themes revolving around stress. So we looked at some surveys that had been done about what causes people the most stress during the holidays and that included things like holiday music playing in stores or having to buy presents or organizing holiday events. And so we gave the moms all of this information and then we took the second half of the class and we had adult coloring pages, and we were able to sit and the moms talked about what stressed them out and they were able to talk out the strategies that they found successful to help them through the holidays. We did a breathing exercise. We did some seated yoga, little things that they can do in three or five minutes when they're able to grab that bit of time around the house.

So that was our holiday campaign last year. We also go into a lot of the area schools and do educational programs and the very first class that we do with each school is our stress management class. So I actually just started at a new school last week and so this is the class that I did with some middle schoolers last week. So this class is really aimed at high schools age kids. We talked about the things that stress them out. So we talked about learning how to drive, we talked about college applications. We talked about drama with their friend group. We talked a lot about what stress does to your body. And then we always talk, even with the middle schoolers, the high schoolers, we always talk about pregnancy. So we talk about the effects of cortisol on unborn children and we really break down healthy and unhealthy coping methods. And so we'll talk about, you know, destructive coping methods like violence or alcohol or drug use, and have the kids really lead that conversation as to why that's not something that's gonna help them get through their stress. And then we talked about the healthier coping methods.

Then we talked about, you know, being productive and not just procrastinating through everything. And I'll always have that like in one class a kid who will try to tell me that none of them procrastinate, which amuses me because they're, you know, eighth graders or ninth graders, so they all procrastinate and they have their teachers in the back of the room just kind of laughing at them as they say they don't procrastinate. At the end of this class we'll lead...I lead the kids in a breathing exercise as well as a seated yoga exercise. And for a lot of these kids it's the very, very first time that they've ever, you know, thought about breathing exercises or meditation or yoga.

I always see kids who are, you know, kind of joking, you know, like om, om, om, because to them that's all meditation is. And so we have to, you know, explain what it is. And I explained calming your heart rate and calming your breathing and how that is helpful. We also use this class as an opportunity to talk about anxiety, anxiety disorders and panic attacks with the kids. And for a lot of these kids, it's something that they've experienced but they didn't have the words to describe what was going on. I actually had one of the teachers from last week who had to interrupt my class to tell me that she had been having panic attacks for years and had no idea what they were, that she had never had, so I explained it to her. So I think it's really helpful to have that explanation available to them.

The last thing that I have is things that we do for staff. So I try to send out middle updates every week to the staff about the meetings and activities that happened a week before, as well as sharing any new arrivals to our programs or any babies that were born as the case managers give me that information. But I also include some kind of self-care tips or activities that they can do at their desk to try and help them unwind and de-stress. So I have a couple of examples here. The first one is breathing. This is actually a gift that you can find on the internet. And what it is is this geometric shapes expands and contracts, and as it expands and contracts you can count your breathing with it and it'll help you slow your breathing down. It is for, you know, relieving stress, helping with anxiety and just kind of getting your breathing back under control. There's a couple of images like that that I'd like to share.

In the middle, this is from a website called darebee.com and they have hundreds and hundreds of workouts at all different activity levels, but they have a set of a hundred workouts that are specifically designed for you to be able to do in the office. It is also available as an app for your phone, and so whenever we get new employees I always have six or seven of these that I have printed off. And so I take them these workouts. So there's the seated yoga which this is actually what I do with the high schoolers is this exact workout. There's also one for relieving back pain. There's a couple of like two-minute energy boosters, it's just something to try and get the staff to do a little bit of physical activity and unwind a bit throughout the course of the day.

And finally, I try to send out self-care tips at least twice a month. Last month, two days before Thanksgiving, I sent out a huge list of things to everyone really focused on dealing with that holiday stress. But it just really comes down to trying to make sure that the staff has the

resources that they need to deal with the stress of our participating group, especially right now, going into the holidays, there's, as you all know, lots and lots of stress around the office. And so if we can help everybody to de-stress a bit, everyone is gonna be healthier, we're gonna be more productive, and so that's really my goal in that. So that is everything that I have, and I think that I am now turning it over to Christina.

Christina: Great. Thanks to Melissa and Lauren for your great tips and for sharing strategies for supporting the participants in reducing stress. It's amazing. Let's now talk about you as Healthy Start staff members, because before you can really take care of others it's...take care of others and helping them reduce stress, you need to really take care of yourself. And it was mentioned earlier about really just focusing on you and getting yourself wrapped around ways of dealing with stress. And that's really what it's about, I think, in terms of starting the start is really focusing on yourself and then taking care of others.

So your workplace, the Healthy Start program, it's an important factor in your own stress. And your surroundings have a real potential to influence your own stress levels. So believe it or not, as I said, it really starts with you. We are stressed out today than ever before. And in August 2017 the American Psychological Association, APA, conducted its annual stress in America survey to investigate Americans' relationship with stress. As you see on the slide, there are five listed, how stressed they feel, what keeps them up at night, and how they deal with the stress in their lives. And the survey was conducted by Harris Poll on behalf of APA.

APA has conducted the annual survey for more than a decade, and money and work, as you see, have consistently topped the list of stressors. The bottom-line is that stress can have a real significant impact on ourselves. And we mentioned earlier a lot of the chronic diseases such as depression, obesity, and heart disease. There's a favorite leader in this group of mine, his name is Simon Sinek. I follow him a lot and in his book, "Leaders Eat Last," discuss five bodily chemicals that are associated with positive responses to stress. Simon mentioned how creating safety and trust in a workplace can contribute to a stress-free workplace. So endorphin, dopamine, serotonin, oxytocin, and cortisol, have you heard of these? Some of these are your happy brain chemicals.

On the slide, it goes into each one in more detail so I'm not gonna cover

all of them but I'm gonna focus on oxytocin and cortisol. So oxytocin creates intense feelings of safety and comfort. And in his book Simon stated that leaders actually create the safety and comfort by being willing to give both time and energy by being generous. When a leader sacrifices for others around him or her, the leader gives a shot of oxytocin. But so does that person who receives the generosity. And so does anyone who witnesses the sacrifice.

The other day for example, I'll share with you, I was in the store and I was shopping for food and I came up to the register for checkout and the lady in front of me was looking through her purse and she could not find her card to use to finish her transaction. Well, the person on the other end of the aisle had noticed that she was scrambling for her and she was on her wallet looking for money and her card and she said, "You know what, I'm gonna take care of this for you." And she bought all of the food that was in her cart for her. And I just thought, "Wow!" you know? That affected me, you know, not just the person who actually received that generosity but it affected me and had me to think about, now, how can I help someone who might be in a similar situation the next time they are in? So it's kind of like a domino effect when it comes to that.

Witnessing acts of human generosity actually causes our body to release oxytocin, and naturally it leads into a cycle. So the more generous and sacrificing we are, the more oxytocin that gets released, and more importantly the safer and more comfortable we feel. So okay, think about starting a new job. You probably will not feel safe or comfortable at the beginning, right? The key to becoming comfortable and feeling safe is to start acting in a way that releases oxytocin, for example, start doing small acts of generosity when at work. Then keep giving and keep sacrificing. And then one day you might build up enough oxytocin in your body to feel safe. But what happens when you go to work and you do not feel safe? Do you know the chemical that gets released when we have stress in our bodies? You got it, it's cortisol.

Going back to our work example, the problem is that when we go to work and have stress and anxiety, we will have levels of cortisol, and our body will continuously release cortisol even after the stress has decreased. Our immune system will be repressed, we will be on edge, and importantly cortisol actually inhibits the release of oxytocin. So if you have high levels of cortisol and you work in an environment where you do not feel safe, then you will biologically be less empathetic and less

generous, and sadly we will tend not to care about other people because we are too busy trying to protect ourselves and in return we get very sick.

So Simon in his book mentions that parents who come home stressed from work, which many of us do, are actually teaching your kids that this is how work works. But what if your approach to stress was to emphasize the positive rather than the negative? In the poll earlier that you took, a lot of you said that stress is actually a bad thing. So we're gonna talk briefly about how stress can be a positive thing. In a relatively new line of thinking, researchers say it's not that stress is inherently bad, it's all about how we view it, and if we consider stress to be a motivator rather than something emotionally debilitating, our body's very response to it can change.

So let's just take another quick poll, and in this poll question it says, "How often do you perceive stress as positive? Do you perceive it a lot, a little, not very much, not at all? We'll take a few seconds, I see many of you are answering. Okay, great. We'll close the poll and find out what you guys said. Wow, not very much. Yes. And as you mentioned earlier in the previous poll, that kind of...I could see where you can say that you don't see or you don't perceive stress as being very positive. And many of us don't, right? We automatically associate stress with negative, with it being negative.

So the degree to which stress produces beneficial or harmful effects depends largely on our mindset to which stress is viewed right. Stress can mean a boost of energy when you need to finish a project under a deadline. It can also be viewed as a challenge that can help you grow and gain experience. And research has shown that stress in a workplace can lead to employees even taking more initiative. Wow, who would have thought?

Experts say a stressful experience can change individuals for the better by helping to develop mental toughness and heightened awareness as well as deeper relationships and a greater appreciation for life. So to live stress-free would be to deny our responsibilities as leaders. Stress accompanies growth. We have to accept that all worthwhile change, every amazing transformation and renewal brings about temporary stress. So bear with me, I know many of you guys are probably thinking, "Ah, I don't know so much about this." But let me give you an example. Think about an expectant mother. Her pregnancy begins with morning sickness and queasiness lingers throughout her first trimester. Her nose

becomes keenly sensitive to smells. A pungent odor can instantly trigger bouts of nausea. And as her hormones go through many, many changes, the mother-to-be experiences a roller coaster of emotional highs and lows. Later in her pregnancy, her body expands to make room for the baby.

Some days she feels as if she's just a big blimp. As ligaments stretched up here, she gains weight. Simple movements are more of a chore. But sleep becomes more and more difficult and dozens of perfectly placed pillows are necessary to minimize her discomfort at night. Lastly, the expectant mother goes into labor, contractions begin and then gradually intensify. And then she has this agonizing labor, nine months of pregnancy finally reaching the conclusion. And with the birth of her son, a new mother's heart is flooded with joy, all the pains fade from memory as she pulls her newborn baby close to her chest, gazing at his face for the first time and marveling at his tiny fingers and toes. All of the stressors her body has endured has led to this miraculous moment, the birth of new life. Though physically exhausting, the sight of her baby boy instantly reenergizes her spirit.

So as leaders, we have to accept the change, that change brings about temporary stress. A lot of people think that pain is bad, as many of you have said, and ought to be avoided. However, the stress that leads to positive change is healthy. It brings a newness that refreshes and revitalizes our lives. [inaudible 01:01:54] in the goodness, birth by change. As each change or transition draws to a close, you not only spent less stress, but you are strengthened and energized by the process. As you begin to come through the process, you feel motivated and renewed within. Change looks different on the back ends than on the front side. Initially, the challenges of change are daunting. We see the sacrifices that are required of us in order to change and we only...we can only imagine the good things we'll gain by making them. But once the change is completed, however, we delight in the benefit it has brought and the earlier stresses seem insignificant in comparison to the joys we've gained. Brace yourself for continuous stress as a leader.

Returning to the analogy of motherhood, the end of pregnancy is only the beginning of many more changes in a mother's life. She will begin to breastfeed, change diapers and adjust to a schedule that allows for only a few hours of sleep at a time. That is, she will continue to experience new sources of stress. However, these stresses will also eventually go away too. And when her son smiles at her for the first time, takes his first steps and looks up and proclaim, "I love you, mommy," all of them

will feel incredibly worthwhile as well. So the bottom-line, yes, we do have to think positive and change our mindset. It's a mind shift. And the next time you start worrying about what stress is gonna do to your body, take a deep breath and consider your reaction to the stress more than the pressure itself.

And I'm really excited about what Ms. Rochelle is gonna share with you. At this point I'm gonna turn it over to Rochelle and she's gonna share more techniques on how you can cope with stress. Rochelle?

Rochelle: Good afternoon. It is really great to be on the call this afternoon and participate in the way of love this month on stress. All the presenters have given some wonderful information about stress, stress management, and mindfulness, and Christina's last little slide about think positive and change is a great segue into what I thought was so ironic yesterday.

I just started a new job and being on the job less than 48 hours, met new staff of four, two of them turned in their letter of resignation yesterday. So I thought, "Man, is this ironic that I'm gonna be on this call tomorrow about stress management," because this is something a situation that could truly stress you out. And so let's just say, during my lunch hour, I had to definitely spend some time on mindfulness, and I put that moment to eliminate stress on things. And today actually I'm thankful for the opportunity that those changes will bring for my department.

And as leaders, yes, we are going to run into situations that's going to be very stressful in our leadership roles. And I haven't always been able to manage my stress as well as I did yesterday in my leadership role. But one thing I have noticed is a common denominator that can lead to stress in the workplace and in personal relationship is, you know, the lack of good communication between team members. And one thing I would encourage leaders to do is to conduct a personality assessment of your team members. Ask your employees if they know their dominant personality type. There's a saying that knowing others is wisdom, knowing yourself is enlightenment.

When we are in touch with who we are, we can better effectively communicate with others, but understanding and respecting differences in others can create that receptive atmosphere among team members. So, you know, facilitate trainings in that area, you know, clarify that it's always have knowledge of their dominant personality type and that they

understand characteristics of other personalities on the team. Have open dialogue, you know, provide monthly communication tips and promote it in the workplace.

So I did talk about personality assessment and some of the more noted personality assessments are the true colors, the...and even maybe have some that you have may have taken or your staff members may have taken in the past. One personality assessment that I use is called Gemstones and it was developed by a local nonprofit organization here in the Jackson, Mississippi area called DREAM, Inc. Gemstones is a fun personality assessment that can help team members understand personality and behavior better.

So I, of course, have a slide, some of the PowerPoints that I want to use...that I use when I facilitate Gemstones workshops. And also, too, there's another personality assessment called Shapes and that personality assessment is actually online, and I'm gonna give it to Katie where she can provide that information for you. And the four shapes are circle, square, triangle, and a squiggly line, and it's an easy and fun personality assessment that you can administer to your staff.

So really let's talk a little bit about how personality develops. From ages 0 to 6, you would notice children that they try all different types, they use all types indiscriminatively. But as from 6 to 12, dominant functions begin to surface and they start to begin to prefer to use their dominant type, and that's really still that what we called the age of reason. Now from ages 12 to 20, some major things happen. They will have developed into the dominant and the auxiliary function. And then it's an important time, so these tweens, teens, and young individuals again for self-identification, and sometimes this is that age of rebellion.

Now, in the workplace you will see more of that ages 20 to 35 where we begin to use main functions more frequently and with better success. Now, as we age we pay more attention to inferior functions. We have a need to develop it and use it more effectively for self-improvement, but we always concede to rely on our dominant functions. But sometimes you may notice some employees in this age range can somewhat have that midlife crisis and which can cause workplace stress and personal stress as well. Ages 50 and onward, well, you know we call those our golden years. We have accessibility to more functions and we use them better. We can assert them better, we can turn them what you...in other words, we can manage them a lot better than we did when we were younger.

And so with all of that being said, you know, what we really want to try to do is be of harmony in the workplace so that we can...the workplace can be less stressful. And to do that, you know, we need to try to bridge the generation gap. And I don't know about you all, but sometimes it can be difficult in the workplace to bridge that gap. You know, we have the baby boomers, the millennials, and getting them to see eye to eye can be very difficult. You know, baby boomers and millennials often have vastly different views when it comes to work and you know how they interact with work and each other.

Baby boomers may value their paycheck more and other compensations while millennials more care about a team and of good work, life balance, you know, may not being as stressed as the baby boomer. Millennials are more comfortable with technology and they expect to use it in the workplace while, of course, baby boomers can be puzzled by all of the new gadgets. And you may have noticed this in your workplace and it can cause friction. And baby boomers, you know, tend to think millennials feel like they're entitled, and millennials think they are the...you know, the baby boomers are condescending. It just can cause a real stress work environment.

So what you really want to do is create teams that represent everyone. Getting employees to know each other, not that they are Facebook buddies, but at least finding out their commonalities. And also, too, be empathetic. But now depending upon your own personality, this may be a challenge for you, but try to incorporate that where you can be more of an effective leader. Boost morale, this month in my office we are engaged in a little program called "Caught Doing Good." So whenever someone is caught doing good they...when someone catches someone doing good, they send an email letting that individual...letting the staff know they caught that individual doing good. Be it...the responsibility is on the individual that got caught doing good to get someone else doing good, and to keep that going throughout the month. And then at the end of the month, you know, you can do an assessment and see actually which person got caught doing good the most and, you know, there could be some type of reward with that.

And another good way to be of harmony is to select a brand ambassador for the office. You would not believe there is a social butterfly in your office just waiting for someone to label them as the office brand ambassador. They have all type of ideals to be of harmony. And, of course, we want to lead that example. So I was really

challenged with that yesterday when I received two notices before noon of individuals resigning in [inaudible 01:14:15].

And so, you know, I know that other staff members and my other staff persons in my department was looking at me to see how I was going to handle that. And as I've said before I've spent my lunchtime in that mindfulness...a little time in that mindfulness zone. And in the workplace, yes, stress is going to be put to the test. And one way we can do...one thing that we can do as leaders is also assistance with the workplace and to manage our workplace clutter. So, you know, earlier I was talking about managing clutter at home but also, too, you can become stressed when the clutter is not managed in the work environment. You know, provide resources, and I think this was already mentioned earlier, especially like employee assistance programs where there can be support and your employees can reach out to others.

Praise often. One thing when I spoke with the two individuals that resigned only yesterday, they didn't feel valued. And millennials love to be praised. So we need to make sure that we praise often and, you know, so our employees can really, really feel valued. Research online resources. And you really want to look at your workplace and resources that's going to work for your workplace. Having a de-stressed area in your workplace. And so that's what we are really looking at in my office because we have our workroom at the office. And, of course, you know, the baby boomers love that because we get around the water cooler and we talk about things and discuss things, that's the way that we did things. But the millennials in the office, you know, they love that more relaxed environment. So we are actually creating a living space in our office, and that's so that we can allow a place for millennials to de-stress. And we are hoping that's going to bring the baby boomers over to their area, and hopefully with the baby boomers becoming more comfortable in the millennial areas. We're hoping the millennials might just show up around the water cooler and the workroom.

And, you know, I know some of the other speakers talked about weekly and monthly stress-free tips and, you know, some stress-free affirmations. You know, providing those during staff meetings, sending those out electronically, all of those are great ways to help reduce that workplace stress. And, of course, to promote meditation, exercising, yoga, you know, nutrition, and because there's gonna be that full, comprehensive approach to a healthy lifestyle and, you know, living that stress-free lifestyle. And then to invite professionals to conduct a stress test, or other individuals to come to your office place and talk about

stress, you know, share the information on the webinar that you have learned today that you're not doing, you know, with your employees is truly is going to be able to provide that stress-free workplace.

And so, too, you know, we do need to try to take those midday mind breaks, and I think Christina talked about that, taking those midday mind breaks and being in that mindfulness zone because really by the time we make it to work each day we have made 1,200 decisions, and so we make so many decisions throughout the day and, you know, stress can really be old up when there are so many projects due. We always connect socially, by social media, you know, and we're expected to almost work 24/7. And so we really do need to try to think about taking those midday mind breaks. Relax your mind often.

So I want you to think about something, and this is...I try to use this as a way to think about why we need to relax our minds. So, you know, sometimes when we overuse our computers, our electronic devices, they just don't work as they should. You know, they won't work correctly. And most times before we call the IT person, we will take a few minutes, shut it off, shut it down, reboot, and then turn it back on. Well, we actually need to do that ourselves. And as Christina talked about, we need to think about ourselves. You know, always, as Melissa said, you want to always think about, you know, when you're at work, that you want to be the individual that people are waiting to get there and you always want to be glad that you came, that you showed up.

So let's take a few minutes to nurture ourselves. So if you're sitting on a chair, I just want you, if possible, to take off your shoes, and let me just go ahead and put a disclaimer out there. Depending upon your personality type, it's going to be hard for you to shut down. It's going to be hard for you to go into that mindfulness state. But I really want you to try to go to this mindfulness state, this stress-free zone for just a moment. So I want you to kick off your shoes and allow your arms to just relax by your side. I want everyone to give me a deep breath in, and a deep breath out. Again, give me a deep breath in, and a deep breath out. Now, I want you to think about your breathing. I want you to breathe from your belly, allow your chest to fill, and as you exhale, release from your chest all the way back down to your belly. With your arms to your side, your legs uncrossed, allow your chin to fall down towards your chest.

Close your eyes. And now I want you truly to clear all of your thoughts. Relax your mind. Deep breath in, starting from your belly, allow your

chest to expand as you exhale out from your chest all the way back down to your belly. Take a few seconds just to wiggle your toes. Relax all the way through your ankles, find your legs going numb. Allow your waist to just sink into your chair. And now allow your shoulders to roll forward in improper posture. Deep breathe in, exhale out. Just to make sure you're in that complete relaxed state. Again, start from your toes, ankles, chest. Your hips are relaxed in your chair. Those shoulders are rolled forward and your chin is in your chest. Deep breath in, and exhale out. Again, deep breath in, and exhale out.

Now, I want you to think about releasing any of those negative thoughts that was left flowing in your mind, any task that has to be done after this call, any task that has to be done this week, completely relax. Allow your head to become heavy, wiggle your fingers. Give me a deep breath in and exhale out. As you bring your fingers to a complete stop, totally relax your body, totally relax your mind, head is heavy. Deep breath in from the belly, allowing your chest to rise. As you exhale, I want your mind to connect with your breathing to totally allow your body to relax. Head is heavy, slowly roll your head over to the right, deep breath in. As you exhale out, slowly roll your head over to the left. Deep breath in and exhale out, bring your head back to center. Shoulders are rolled forward. Head is extremely heavy. Totally clear your mind of any lingering thoughts. Deep breathe in, as you exhale out, your mind is in touch with your breathing.

On the count of three, I want you to lift your head but leave your eyes closed. One, two, three, lift your head and leave your eyes closed. Slowly roll your shoulders back and press your right palm down towards the floor. As you press your palm down towards the floor, allow your right ear to fall towards your right shoulder, so you're getting ear to shoulder versus bringing shoulder to ear. Deep breath in and exhale out. You should feel a wonderful sensation on the left side of your neck, and you should feel all that stress and tension releasing from your neck. Deep breath in. As you exhale out, slowly bring that heavy hip back to center. Readjust those shoulders, pull them back, and wiggle your fingers on your right hand. Deep breath in. As you exhale out, breath connecting to mind. Press your left palm down towards the floor. Allow your left ear to slowly fall to your left shoulder. You should feel an awesome sensation on the right side of your neck releasing all stress and tension. Deep breath in. As you exhale out, bring head back to center. Deep breath in. As you exhale out, chin goes back into your chest. Deep breath in. As you exhale out, roll shoulders forward. Deep breath in. As you exhale out, allow positive thoughts to flood your mind.

Think about how blessed you are. Think about all the wonderful things in your life. Think about this moment of mindfulness. Deep breath in, exhale out, mind connecting to breath. On the count of three, lifting your head and shoulders, keeping your eyes closed, one, two, three. Lift head, roll shoulders back, keep your eyes closed. Repeat these words, refresh, reenergize, and reset. Slowly open your eyes. Blink your eyes a couple of times and come back to the webinar. I hope you enjoyed that and I want to turn you back over to Katie.

Katie: Thank you so much, Rochelle. I think...I have to guess that this is probably, for our participants, the first time that they've been able to leave a webinar going so stress-free. So on behalf of all of us, I hope you enjoyed that, I hope you enjoyed our presentation today, and that you can take some of what we talked about back to your own settings and work with your staff and your participants accordingly. When you close the webinar, which we're about to do, you're gonna get a popup with an evaluation, so please take a second to tell us what you thought of today's webinar on that evaluation, but otherwise, I hope you have a great rest of your day and bring this stress-free moment back home with you after today's webinar. That concludes the webinar. Thank you all very much.