

Hello. I'd like to welcome everyone to today's session, "Understanding Resilience." Whenever it is that you are listening in, we're glad that you are joining us virtually.

I do want to mention a couple quick housekeeping items, and then I'm going to introduce our presenter and pass it over to her. My name is Katie Muhlhammer. I will be the technical, behind-the-scenes moderator for today's session.

If you take a look at the left-hand side of your screen, wherever it is or whatever device you are using as you are listening to this session, you'll see a couple options. One of those is Event Resources, where we have a copy of the presenter's slide deck that you can download. We also have an Ask a Question area, which I'll tell you a little more about at the end, but it basically sends us an email and we are able to do some research and get you an answer to your question. So I'll tell you a little more about that feature when we get to the end of our webinar.

And then finally we have an FAQ, Frequently Asked Questions, area that you can go ahead and scroll through. There's some common questions folks might have, for example, about an attendance certificate, or any audio issues; take a look there.

So, we're glad you're joining us, whenever it is. We are very pleased to have Laurie Kovens here for today's session presenting. She is a licensed clinical social worker who has been in practice since 1993. And she has served in a variety of settings, both medical and employee assistance settings. She has worked with clients, for families, community members, and coworkers to help them adapt to the face of ongoing physical, emotional, and organizational change, so that's certainly what we talk about, resilience. She's an excellent clinician and presenter to have with us.

She works with clients from a person-centered, strengths-based approach, and you can see the different treatment orientation modalities that are included there.

She's also an NASW-certified clinical supervisor and is currently pursuing her master's degree in writing with a focus on narrative health care.

Laurie is a frequent presenter focusing on prevention and recovery from burnout, organizational management and development resilience, such as

today's topic is related about, and the use of writing and reflection for self-care and personal and professional growth.

So, we're very pleased to have Laurie here. I'm going to let Laurie take it from here and get us started.

Thanks so much, Katie. And welcome, everyone. I'm so glad that you're joining us today.

Everyone experiences stress. It's not always the most comfortable and welcome feeling, but it is something that we can prepare for. We sometimes find ourselves working and living under tremendous stress and pressure. And so today we're going to dive into techniques for becoming more resilient. And after this session, you'll hopefully take away a number of coping strategies for more effectively dealing with life's stressors.

Our learning objectives for today are understanding stress and the concept of resilience. Understanding what it is and how we can enhance it. Understanding protective factors and attributes of resilience. We'll discuss emotional intelligence and its role in building resilience. And we'll identify effective coping strategies to lessen the effects of stress and to build resilience.

So, stress is the body's reaction to a change that requires a physical, mental, or emotional adjustment or response. It's usually brought on by an event, a situation, or an existing stress-causing factor, and we call those *stressors*. Stress isn't necessarily a bad thing if you think about it. Stress is something that gives us all that boost to thrive and survive, depending on our reaction to it. It induces the fight-or-flight reaction, which is a survival reaction. Unfortunately, in most cases, that survival response is not necessary in most situations that we face.

So, while stress can be positively beneficial and stimulating, it can also be enormously damaging to both our productivity and ultimately to our health.

Maureen Killoran says, "Stress is not what happens to us. It is our response to—to what happens. And response is something we can choose."

We're going to take a little survey, and you can respond to any of these that describe your response to stress.

In response to stress, A, "I take a deep breath and move ahead." B, "I smile and think, 'Oh, well.'" C, "I get angry and vent to anyone that will listen." D, "I cry and want to run and hide." E, "I think about solutions to the problem."

And when you consider these, know that everybody's response is different depending on the setting, your preexisting level of stress when you encounter another challenge. There are all sorts of factors. So, if you pick a few of these that seem to contradict each other, that makes perfect sense, because we respond differently at different times in different situations.

You're probably already aware of the fact that stress affects you. Stress can bring about many different effects on the human mind and body. Stress can impact our emotions. It can cause mood swings such as irritability, aggravation, depression, or depletion. And this can become dangerous, because our emotions do impact how we feel physically.

Stress can impact our cognitive ability. It can disrupt our concentration. We can become forgetful or distracted from important tasks.

In terms of work, it can decrease our productivity.

Stress can also impact our behavior. For example, stress may cause us to overreact, increase our consumption of caffeine or alcohol, and decrease or stop our exercise routine.

And finally, stress can also have a physiological effect on us. We may experience muscle tension, gastrointestinal concerns, or just simple fatigue.

When we begin to experience stress, the human body reacts in several ways in an effort to let us know. Too much stress does cause physical and emotional symptoms. Think about the specifics of how you feel when you are under stress. Think about what happens to your coworkers when they are under stress. Think about your family and friends and how they react. If you've never thought about it, take a moment to read this short list and think about which of these symptoms pertain to you. Are you more likely to get a headache when you're stressed? Do you have trouble with keeping track of things when you're stressed? Knowing what your body reacts—how your body reacts in relation to stress levels will help you better control it or alleviate it.

And, again, some of the symptoms of stress can include headache, more frequent cold or flu, sleep problems, general anxiety, problems

concentrating, frustration, constant fatigue or low energy, sweaty hands or feet, and pounding heart.

Listed here are some of the cognitive and behavioral effects of stress. Take a moment to review this list and think about which of these you might have experienced or observed in other people:

Temper outbursts. Moodiness and irritability. Increased aggression. Hyperventilation. Inability to concentrate. Compulsive eating. Inability to relax. Increased defensiveness. Or a feeling of constant inner tension.

Now, even though emotions are extremely influential and valuable in our work and personal life, many of us have a hard time understanding and dealing with them. This is where emotional intelligence comes in.

Emotional intelligence, or EI, is the ability to recognize and manage emotions in ourselves and others through these four areas: Self-awareness. Self-management. Social awareness or empathy. And relationship management.

Emotions are a basic part of our personality makeup and are rooted in our beliefs, our attitudes, our sense of self. They provide us with depth and texture in living our lives. They are neither good or bad. They serve as a system of signals, alerting us to pay attention as we move through life, as well as allow us to connect with others. Recognizing and managing emotions ultimately leads to better interaction with others.

It's often the norm for us to ignore what's going on inside and ignore the fact that we're not OK. We hope we'll get through it or it will go away. We need to learn to label our feelings in order to learn to manage them. When we get in touch with our emotions and take personal responsibility for managing them, we can maintain better self-control. If we don't get in touch with them, emotions can fester. And additionally, not managing our emotions or understanding them will lead to feeling out of control.

I often talk to clients who feel as though they've been doing well, they've been managing stress for a while, and then all of a sudden they feel like something snaps. Or they've hit the straw that breaks the camel's back. And they say, "I don't understand why all of a sudden this particular thing, it was such a little thing, tipped me over the edge and into frustration." And we talk about the story of the frog in the boiling water. So a frog will jump into a pot of cold water, not realize it's in trouble until the heat under the pot

gets higher and higher, and at this point the water begins to boil and the frog never realized what was happening, because it acclimated to the increasing temperature. And that's something that we all do. So if you find yourself managing what you think is a pretty high level of stress for a long time and then suddenly find yourself feeling overwhelmed by something little and can't understand why, that's the effect of cumulative stress.

Let's talk a little bit about what determines our emotional responses when the heat is low, medium, and high.

We're all unique and complex. People in the same situation do not necessarily experience the same emotion or the same intensity of emotion. What might be profound for one individual is no big deal for another. And our uniqueness drives how we respond. The key is to be self-aware and to understand how other things factor into your emotions.

So the key to managing emotions include labeling feelings. Taking personal responsibility for managing emotions. And understanding that emotional responses are unique.

There are two main ways that we react to a stressor. Either we see it as a challenge that we can overcome. An interpretation of the situation is in those—in those cases non-threatening. Or, we see it as a problem or a roadblock that we can't go around, through, or over, in which case we're feeling a sense of threat.

If you see a stressful situation as a challenge, you're more likely to have a positive reaction to it. Seeing stress sources only as a problem, you're more likely to suffer a negative outcome. Experts agree that the most powerful survival skill of resilient people is a positive attitude. And our attitudes are a function of our perceptions. The way we interpret the world around us. We give ourselves messages about our view of the world. And these messages are called self-talk. They also have a profound influence on our feelings about ourselves, on our mood, and on our behavior.

Your body doesn't differentiate between sources of stress, good or bad, and may react the same in both situations. It's the person's perception of a situation that will affect your ability to cope.

Here's a real-life example of how self-talk works.

You're asked to step in at the last moment to deliver a presentation which is definitely outside your comfort zone. Your thought is, "Oh, no, I can't do

this. I'll mess this up. I don't know enough, I'm not good enough. If I mess this up, I'll lose my job." The emotions that accompany that situation, feeling sick, anxious, nervous, scared, you maybe lose your appetite, you have a hard time getting to sleep or staying asleep in the days leading up to that event.

Your actions, you're feeling not as prepared, doubt creeps in, you overprepare, and you overapologize. And the result, possibly you can't get out of your own way, and you do make mistakes in the presentation. Or you don't enjoy doing it. Or you don't really have a sense, at all, of how well you did.

Here's a second example. The stressor, or the event, is that you are asked to step in at the last minute and deliver a presentation which is definitely outside of your comfort zone. And your thought is, "Wow, this is such a great opportunity. If I pull this off, I might be asked to do more of this work. It will be a great challenge, and I know I can do it. They obviously believe I'm good enough and very capable if they are asking me to take this on at the last minute."

Accompanying emotions are excitement, maybe a little bit of nervousness, but also feeling positive and valued.

Your action is to rise to the challenge with focus. And the result is delivery of a great presentation with confidence, and you enjoy yourself along the way.

Resilience was originally only a notion from the field of physics. This physics notion was later taken up by sociologists and psychologists in the fields of social sciences. In the feeling of physics—in the field of physics, one wonders about the nature of the material, the body. In social science, it's something more complex that involves the subject itself, the person and their attributes, the conditions in which the stressor occurs, and the characteristics of the surrounding environment. For example, your support system.

So, in physics, the definition of resilience is the mechanical characteristics defining the impact resistance of a material. Resilience is the special case of toughness, impact resilience, of a metal, corresponding, for its limit, to the energy needed to break it. We're talking here about the resilience of metal, which varies with temperature, is determined by causing the impact rupture of a standard test specimen.

So whether we're talking about physics or we're talking about human beings, we're looking at even metal, even, you know, nonhuman substances, their resilience can be impacted by the conditions under which the stressor occurs, just like we are. So if a metal is heated or cold, it might be more or less resilient. It might be brittle. And it might be able better to bounce back. Just like we are.

In social sciences terms, resilience is the ability to withstand adverse events and stressful situations without falling apart by actively and positively coping with stress.

This quote is from Stein and Book. They're the authors of something called *The EQ Edge: Emotional Intelligence and Your Success*. Resilience is about knowing that just like all good things eventually come to an end, all bad things and trying times and challenges also eventually come to an end.

Katie, I'll let you lead this survey, and I'll pick it back up when you've completed that.

Excellent. Thank you so much, Laurie. I'm going to go ahead and send this survey out. So whenever it is that you are listening in to today's webinar, you are welcome to participate in that survey. I've sent that out. The question is, based on this initial definition, how would you rate your resilience at this time?

So we've got five different options for you. A, not resilient. B, somewhat resilient. C, neutral. D, resilient. And the last option, E, very resilient.

So, a couple different options. You can—you can select which one best applies to you as you consider your resiliency rating at this point. I'm going to go ahead and end that survey. You should see the results pop up on your screens in just a few seconds.

So, thank you for participating, and Laurie, I'll go ahead and pass it back to you.

Thanks so much, Katie.

Let's talk a little bit about the resilience continuum. So resilience is not a switch that we flip on or off. It really can range from not being very resilient at all to being very resilient. Or anywhere in between. Resilience, again, is the ability to cope with life's challenges and to adapt to adversity.

Your level of resilience can also change over the course of your life. Your aptitude for resilience is not based on one single event. It's an ongoing continuous learning continuum state. It's also not something you're born with, and it can be developed.

We're going to look now at some strategies to help you build resilience in your life.

Real-time resilience. So, we're going to suggest some strategies that you can use to build optimism and build the kind of thinking that enables resilience.

Taking a look at the graphic in this slide. You can see you've got a brain here lifting weights to build a muscle. And building resilience is the same kind—involves the same kind of practice over time. The same kind of routine for our minds that we might do in the gym or taking a walk. The idea here is to build strength, and flexibility, and balance with our minds the same way that we do when we're working on our physical well-being.

There's all—there is a foundational principle in psychology that our thought, how we think, drives our emotions, our behavior, and our physiology. We can't always control what happens to us, but we do have control over our interpretations and thoughts about what's happening.

So here are a few thinking traps that put us in a place where we're less likely to be able to call on our resilience skills.

Mindreading. Assuming you know what another person is thinking or expecting others to know what you are thinking. So if we go back to that example of being asked at the last minute to step out of our comfort zone and do a last-minute presentation, mindreading looks like, "Wow, they don't really know me; they don't have any idea about my level of skill." Or, "My manager thinks—they're trying to get rid of me or they're trying to catch me in a position where they can challenge me on other things."

The "me" trap. You are the sole cause of your setbacks and problems, and you cause harm to others. So, that may be—that comes across my desk, as a counselor, for instance, with someone who is dealing with a stressful situation at work. Perhaps they're being bullied or having a difficult time with a colleague who has something going on in their lives that's causing them to act out in—in a way that's maybe not professional or not healthy in the environment. And someone who is caught in a "me" trap thinks, "Wow,

this is all my fault; there is something that I should have done that I didn't do. Or something that I did that I shouldn't have done." And they don't think about the fact that it takes two people to create an uncomfortable dynamic. And what the role of the other person is in that situation.

Conversely, the "them" trap is when we blame other people or circumstances as the sole cause of our setbacks and problems. And so, if you're in—in an uncomfortable situation, instead of looking at the role of both people, you're only blaming the other person and not taking into account what role you might be playing in a miscommunication or an uncomfortable circumstance.

Catastrophizing is when we ruminate about the irrational full cause of a setback or problem. In other words, we always think the worst possible thing about some circumstance that feels completely out of our control. We assume it's never going to change. And we assume that we're stuck with it. And that the worst possible outcome is where we're headed. In other words, someone might feel as though, you made a—an error at work. Maybe you sent an email out—and we've all done this, haven't we? Sent an email out that was meant to go to one person, but you hit *cc all* in your response when you really just wanted to have a conversation with one person. And how many of us have panicked and said, "Ooh, my God, this is going to cost me my job, people are going to think less of me, I've hit the recall button but it seems to have gotten through to other people and that's terrible and I'm going to get fired and lose my standing with my colleagues." When usually what happens is everybody has made that mistake, and we all just kind of laugh about it, and then you pay a little bit more attention to when you hit *reply* on the next email.

Lastly, the helplessness trap. When we feel negative events are going to impact all areas of our lives and we have no control. So go back to that email response when we feel like there's a cascade. And this—these are not mutually exclusive. We can fall into several of these traps at the same time. So, again, feeling like, "Wow, I made a mistake at work, and I'm worthless," and you go home, and you feel bad about yourself, and that negative feeling about yourself continues to follow you out the door of work, on your way home, and into the house, and impacts your relationships and interactions with other people around you even outside of work.

Here's how we can challenge some of those traps with some real-time resilience.

If we want to build resilience, self-awareness isn't enough. We want to challenge ourselves to think we're productively with the skill of real-time resilience. This will challenge those thoughts that are getting in our way of responding to adversity in an effective way. Here are a few strategies to use to challenge those counterproductive thinking styles that we just spoke about.

Look at the evidence. When you hear one of the thinking traps we just discussed, use data to prove to yourself why that thought isn't true. It's helpful to start with something like, "That's not true because. . . ."

Positive reframing. This is an example of using optimism to get the outcomes you want. When you catch yourself having a counterproductive thought driven by your thinking trap, reframe the way you're perceiving the situation by saying something like, "A more helpful way to go about this is—" and completing the rest of the sentence with a more optimistic perspective on the situation.

And, coming up with a plan. This strategy is particularly effective when your counterproductive thought is in that catastrophic thinking trap. When your brain is starting to convince you of all these horrible things that are about to unfold and then generate anxiety.

You can say to yourself, for example, "If X happens, I will Y." A lot of anxiety stems from not knowing what to expect or how to protect yourself. Gaining information and planning ahead helps us to feel more in control.

One example of how to use these tools comes up a lot when I'm working with clients who have a meeting coming up with a manager to tackle a problem. Those problems can range from, you know, the bullying example that I mentioned before, or feeling like you're overworked or you're under stress. Changes maybe have happened. There's a reorganization in your team or in your department, and your work-life balance is out of whack. And you wind up, you have a meeting scheduled with your supervisor to sort out what's going on, because you haven't been as productive or as responsive with your work as you usually are.

So when we fall into those thinking traps and we go down the rabbit hole of assuming a worst-case scenario, of completely blaming ourselves instead of looking at the full picture, or blaming somebody else and our morale takes a hit, we're angry or upset and feeling resentful, we can challenge any of those thoughts and say, "It's not true that it's all my fault because X.

It's not true that this is suddenly a terrible place to work and it'll never resolve, because things have gone well before. This manager is usually on my side. Usually my performance reviews are really good, and I get along well with my colleagues, and I can manage my workload. And what's different is because of X." That's how you use the evidence approach to counter those thoughts.

Positive reframing in that same kind of situation. To say "I've challen—I've tackled difficult challenges before in my work life and my personal life. I'm good at coming up with solutions, and I have allies who can work with me on this."

And planning is, instead of saying, "I'm no good at my job; this isn't a good place for me anymore; maybe I have to move on; what if I can't find another job and I'm either stuck here or I lose my job?" and then you have all of the cascade worries about your social standing, and your finances, and family that depends on you for your income, and all of those things. And instead you can say to yourself, "If this doesn't change, I will take control by doing X." Whether that's looking at a career counselor, making sure that you connect with your EAP and other resources—to manage the stress in your current situation while you're looking for other options, etc.

By learning how to use evidence, how to reframe, and by learning how to plan, you can help pull yourself out of those thinking traps so that you are able to handle situations more effectively, more productively, and enhance your general confidence and resilience.

On the next two slides we're going to take a look at a few more resiliency builders.

So, looking at personal resiliency builders, or individual qualities that facilitate resiliency, put a plus by the top three or four builders that you use most often. Ask yourself how you have used these in the past or currently use them. Think about how you can best apply these resiliency builders to current life problems, crises, or stressors.

You can also put another mark by one or two resiliency builders that you think you'd like to add to your personal repertoire.

So, take a look at—think about relationships. Your ability to interact with other people. To be a friend. To form and maintain positive relationships.

Service. Giving of yourself to help other people, animals, organizations, the environment, or social causes.

Now I'm going to make a quick caveat here about service, because one of the things that can cause burnout is overcommitting to too many things. So, if you are already feeling burned out, and being of service is putting you in a place where you are feeling resentful, you're not enjoying it as much as you used to, you wish you had more free time, that is a really good time to look at other items on this list and start to put those into play as well.

Humor. And having and using a good sense of humor is a terrific resiliency builder. There is scientific evidence that shows us that it is very difficult for our brains to be engaged in laughter and anxiety at the same time. So if you're feeling anxious about something, you know, find a clip on YouTube that makes you laugh. If you have a half an hour to watch a sitcom that you like. Pull up the comics on your computer and read a few frames of a favorite comic strip. You will be amazed at how quickly having a chuckle will change your thinking, distract you from anxiety, and also release some brain and body chemicals that help put us in a more positive time—frame of mind.

Perceptiveness. An insightful understanding of people and situations.

Independence. Your ability to adapt and distance yourself from unhealthy people situa—and situations.

Cultivating a personal—a positive view of your personal future.

A sense of optimism. Expecting positive outcomes and positive change.

And lastly, flexibility. Your ability to adjust to change, being able to bend as necessary to positively cope with the situation.

And you'll see on the slide here there is a link to [Resiliency.com](http://Resiliency.com), which has a great list of free articles and resources, including a much more complex or nuanced version of this resiliency quiz.

Looking at a few more personal resiliency builders. Again, go ahead and put a plus by the top three or four resiliency buildings you use most often. Think about how you're using those resiliency builders currently or in the past. How you might apply them to current challenges. And, again, note one or two resiliency builders that you'd like to be able to add to your personal toolbox.

Love of learning and capacity for a—a connection to learning. Whether that's something that you've always been curious about and never had the chance to really look into much. Whether that's in your personal life, your professional life, a hobby, something you read about online that sparked your curiosity but you haven't had a chance to take a look yet.

Self-motivation. Your internal initiative and positive motivation from within.

Confidence. Being good at something.

Self-worth. Feelings of self-worth and self-confidence.

Spirituality. Your personal faith in something greater.

Perseverance. Keeping on despite difficulty and your ability not to give up in the face of challenges.

And lastly, creativity. And I would add a sense of fun or play to that last one. Expressing yourself through artistic endeavor, through other means of creativity, joy, playfulness, things that really engage you and take your mind off the other things that you might be thinking about. Something that really engages your attention.

And, again, that's also—all of these are also excerpted from that same resiliency quiz that I mentioned in the previous slide.

A few additional things that we can do to alter both our mental and physiologic states:

Calm breathing. Let's just take a moment and think of some ways that we have brought ourselves into a calmer place. Everybody has got different tools that they use at different times. So think about ways that you have been able to calm yourself in a stressful situation. You might call a friend. Take some slow, deep breaths. Go for a walk. Use humor. Maybe even just sit in your seat and stretch a little bit. Put your feet flat on the floor.

There are a lot of ways to soothe ourselves in a time of strong emotion. And we need to know ourselves well enough to know what's going to work best for us. A long walk may not work, either because it's too cold outside, because we have mobility or physical stamina issues, we may just not have time. While a talk with a friend may work really well.

One thing that seems to help most people is to stop, relax, and take a few deep breaths. When we do this, it helps to shift our focus from outside to

inside. It helps us control stressful emotions and anxiety. It can increase our energy and awareness. It can harmonize the nervous system. It diverts attention to a safe place. And it centers the mind and quiets mental chatter.

So take just a moment now and give yourself a few cycles of deep in-breaths and then relaxed exhales. You can put your feet flat on the floor. Sit up as straight as is comfortable in your chair. You can rest your hands in your lap or on your armrest. And close your eyes. And just take a few of those nice deep inhales and exhales. And then we'll come back together and continue our conversation.

You can slowly open your eyes, bring yourself back to the room. And I'm hoping that you're finding yourself a little bit refreshed, a little bit more relaxed and ready to engage in the rest of our conversation.

A few more additional coping strategies include what we call self-care. Taking care of yourself includes doing something physical. Whether that's exercise, playing a sport, cleaning out your closets, weeding your garden, raking the leaves, washing the windows. When you do anything physical, it reduces stress.

Getting plenty of sleep is also really vital. Losing sleep can affect not just our mood and our concentration, but our immune systems, our ability to think clearly, organize. It can impact our memory, and it can certainly impact our mood.

We can eat well.

And we can try relaxation exercises, breathing, and meditating.

All of these are really great ways to take care of yourself and reduce stress.

And there are lots of ways to get help with any of those. If you find yourself saying, "Well, I know I need to do these things, and I think I can, but I don't know how," you can always reach out to your EAP, to your family doctor. And there are lots of great apps out there, online and on the phone, from one called Calm to various meditation timers where you can set 1 minute, 3 minutes, 5 minutes, a half an hour to give you guided meditation or relaxing sounds to take you into that relaxed state and then bring you slowly out so that you can find ways to sort of give yourself some support in practicing those things.

A few additional self-care activities:

Schedule some downtime. Do something that's fun. Having fun is one of the ways that we recharge our batteries. If stress has drained our energy, it's really important to schedule activities that are fun for you so that you can recharge.

One thing that I like to do is keep a running list of things that I would like to do that are fun. And they can be anything from something that takes a minute to something that takes all day. Some of the things on my list include blowing bubbles. Watching a movie. Having a meal or a cup of coffee with a friend. Taking a walk and taking my camera or my phone with me to take pictures of things that I notice and enjoy. And taking day trips.

So, maybe take a moment and make a list of 10 things that just pop into your head. Things that you enjoy. Maybe things that don't take a lot of time to something that really requires a little bit more planning. And that way, when you find yourself with a little bit of time, and you haven't had a chance to reflect on what you'd like to do that would be fun, you can look at your list for inspiration.

Try to maintain routines associated with your everyday activities. And start your day, the best you can, on a positive note. You can listen to motivational audios in the morning. Read inspirational books, poetry, or quotes. And, again, there's tons of free online resources, from writing prompts to a poem a day to spiritual or religious scripture quotes every day. So, if you don't want to invest a lot of money, or bring another thing into your house that you will have to figure out where it goes, again, you know, use resources online to find those things that might work best for you.

Know your limits. So, again, thinking back to that frog in boiling water, as we are learning to notice the signs of stress in ourselves earlier and what those look like for us, we can start to notice, "OK, is this about being out of my comfort zone? Is this about feeling overloaded? There are some signs of stress that are showing up for me. I'm a little bit more easily frustrated with little things than is normal for me. I'm not quite as interested in doing things that I usually enjoy. I might be running into a limit here." And then you can look at where that's coming from and start to plan a response to that.

Get support. Call a friend. Sometimes just getting things off your chest can relieve your anxiety.

It can also be helpful to join a support group for people with similar situations and challenges. Your EAP is another great resource.

In closing, a quick reminder that we all encounter stressful situations. Our thinking can both negatively and positively impact our feelings and behaviors. Resilience is a characteristic that can be developed over time. Utilizing self-care practices and mindfulness techniques can assist us in more effectively coping with stress and with building resilience.

For additional assistance, contact your Employee Assistance Program. You can talk about any of your concerns, whether they are work related, family related, personal. If you're not sure that the EAP can support you with your concerns, check with the EAP first. Have a conversation with a counselor, and then you can work together to determine the best next steps for you for your situation.

There is a list in—at the end here of your presentation, of your slides with all of the works that we cited in the slides today, if you'd like to do a little bit more exploration.

And at this point I'll turn it over to Katie to wrap things up. Thanks, everybody, for being part of the webinar today, and I hope that you've got some takeaways that you can play with moving forward to help build your resiliency. Take care.

Excellent. Thank you so much, Laurie, for walking us through just a number of great practical strategies and techniques to use going forward. Thank you so much for your expertise and your time in presenting this topic. We trust, as Laurie said, that everyone has found some strategies useful to you going forward.

And just a reminder, if you'd like a copy of Laurie's slide deck, you can download that on the left-hand side of your screen under Event Resources.

We do also have that Ask a Question feature. You can type in a question and click Send. We will receive that via email, and then we'll get some information out to you about that. Depending on the nature of your question and being able to connect with the presenter or—or appropriate individual to help answer that question, it might take a couple days. But, again, it depends on the nature of your question. But do know, as Laurie said, your EAP is available 24 hours a day, seven days a week, live person on the line, to provide assistance. And whether it's on this topic of resilience, and

stress management, and self-care, or whether it's a different life or work topic. You know, it could be some stress management at work. It could be concern for an older relative. Child care issues. Financial or legal issues. So just always know that your EAP is there.

If you do not have the contact information for your EAP, your Human Resources Department will have that.

So, again, thank you for joining us whenever it is that you're listening in. Thank you so much, Laurie, for your time and walking us through this.

There will be a brief survey for everyone when you log off, and we'd appreciate you taking just a moment to do that.

So thank you everyone, and we wish you well.