Virtual Workplace Wellness: Successfully Managing Change and Reducing Stress
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>> Hello, everyone, and welcome to today's webinar on "Virtual Workplace Wellness: Successfully Managing Change and Reducing Stress" presented by PerCilla Zeno. It's great you can join us today. My name is Samson Teklemariam and I'm with NAADAC.

I'll be the organizer for this training experience. In an effort to continue the clinical professional and business development for the addiction professional, NAADAC is very fortunate to welcome webinar sponsors.

As our field continues to grow and our responsibilities evolve, it's important to remain informed of best practices and resources supporting addiction and recovery. Especially in times like these where we are all quickly realizing the importance of how technology connects us. This webinar is sponsored by the Anxiety Release app. An app designed to assist in stress management and anxiety treatment. Stay tuned for instructions on how to access the CE quiz towards the end of the webinar immediately after a brief demo from our sponsor.
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As you can see, we are using go to webinar for today's live event. You'll notice the control panel that looks like the one you see here on my slide. You can use that orange arrow anytime to minimize or maximum the control panel. If you have any questions for the presenter, just type them into the questions box. We'll gather those questions and give them to our presenter during a live Q&A. Any questions we do not get to we'll collect from the presenter and post the questions and answers on our website.

Lastly, under the questions tab you'll see another tab that says handouts. You can download the Powerpoint slides from that handout tab. There's also a few resources from our presenter that she will mention. And a resource from our sponsor.

Now let me introduce you to today's presenter. Percilla Zeno is the founder and certified government contractor for Zeno Wellness Group LLC. She's the developer of ZWG training institute, a soft skills training company serving CPRS, CCHWs and other agencies for entry, middle and executive level staff.

Percilla is a published author on self-care and self-healing and serves as an executive board member for that zen-like wellness foundation. She is also certified in healing touch therapy through a program accredited by the American Nurses Credentialing center.

Sachs Fifth Avenue -- her book is on self-healing, trauma, depression, anxiety and grief. NAADAC is provided to present this webinar provided to you by this accomplished author and expert trainer. If you're ready, I'll hand this over to you.

>> Thank you so much for that awesome introduction. Hello,
My name is PerCilla Zeno, I'm the healing partner. I'm excited to be here today. I wanted to just to take a really quick moment to thank Tracy Haskins from that zen-like Wellness Foundation. She contributed to this presentation. You're only as good as your team. Thank you so much, Tracy.

Now that I've done that I'm going to turn it back over to Samson so we can see who is in the room. Samson?

>> Perfect, thank you so much, PerCilla. Everyone you'll see this polling question launch on your screen in just a moment. The polling question just simply asks who all is in the room.

What type of program do you present? Prevention? Recovery support/peer support? Treatment, operations and other. We'll give you about ten more seconds to answer that question. As you answer that question, you can continue to send in questions for our presenter in the questions box at the control panel. We will have a live Q&A towards the end of the webinar and ask your questions in the order in which they've been received.

If you have any trouble participating in the poll, consider switching your view from full screen to a different view. For most of you, the poll already appeared automatically and you knocked it out, you answered it. 74% so far. For everyone else, please hit us up in the questions box. If you have any questions about polling, interacting or questions for our presenter.

I'm going to go ahead and close the poll and share the results and turn this back over to PerCilla.

>> Okay. So I see that we have a lot of people in treatment. This is really great because no matter where you are, I think all of this great information is going to help each and every one of the agencies that are presented here.
Okay. All right. So things to know. So I just want to just go over some quick things to know. We promote alternative medicine within professional treatment and soft skills treatment. However, the information given in this webinar, as all of our trainings are of a general nature.

You can put your mind to rest that medical advice will not be dispensed, nor any technique encouraged as a form of medical treatment without the advice of a physician. As you read on, I just also have another story that I'd like you to know.

I'd like you to know the reason why I felt like this particular topic was so important. We all are experiencing a lot of stress due to the change. I want to share my story in the sense that I experienced a major change in my life that brought me a ton of stress and tremendous amount of worry.

In 1987 I was newly married to a United States sailor. While he was on a six-month deployment I had to move from sunny California to Japan. I was excited about this change, but I had unrealistic expectations. I was super scared during the transition of where would I live, what would I do for work. I don't know the language, I have no friends, I have no family. I felt super alone.

After speaking to a total stranger about my mindset, she helped me alter my thinking to a positive one. And from there, things just seemed to kind of fall in place. Although the transition from the office to the virtual workplace will never be like moving to another country, but it will be another experience. My goal is to be that stranger that can offer you words that will help you get to the wellness you need during this change or any other change in your life.

So as we move forward and kind of talk about, you know, the learning objective here, this webinar will give you some stress management techniques that you can apply right away and offer
you some different ways to not only look at change and how to successfully manage it, but ways to take care of yourself and use that stress with the right coping technique. And you'll be happy to know that I'll throw in some tools that will increase your calm while you're working smarter.

Yes, we're going to identify some strategies. We are also going to recognize those stress overload entryways. And I'm going to help you with creating a plan to help reduce and management your stress as we talk about using that AAA approach to get it done, okay?

I know that you guys are going to be able to use all of this effectively.

So what is change? People around the world are experiencing burnout and stress in epidemic proportions during this time. So as your presenter with five children, two still at home, I understand that a lot of us feel the demands of the virtual workplace combined with the demands at home. I think it's safe to say that we're all feeling it, but I think we want to definitely dive in more into what is change.

Okay. So what is change? We know that change is essential. We know that change is inevitable. But is change attitudinal? Absolutely. Even though we know it's inevitable and essential, we still find those who fight it and others who embrace it. But the bottom line is, that it will always be based on how we respond and sometimes it will be different for different people and based on the experiences that they have.

So I want you to take a look at this sort of quadrant and understand that change -- there are looks of change and those looks differ for everyone. We're going to take a quick poll to see how many of you are able to actually pinpoint the types of changes that you can connect to. Can you connect to being renewed when you go into a change? Maybe you're connecting to
renewed and confused. I'm going to turn it over to Samson.

>> You'll see a poll pop up on your screen in just a moment. It's asking about these four areas. The question asks responding to change, which of these four sections have you connected to? I'm going to go ahead and launch that poll now. You'll have about 15 seconds to respond. It looks like a few of you just joined us. Just another reminder, thank you for the questions you've been sending into the questions box. You can continue to send in questions for our presenter. We'll have a live Q&A towards the end of the webinar and ask your questions in the order in which they were received.

60% of you have voted, I'll give you five more seconds. Excellent. Thank you so much, everyone. I'm going to go ahead and close the poll and share the results and I'll turn this back over to our presenter.

>> Wow. See, I love the fact that this poll shows that although we all may not be experiencing the same thing, we are all experiencing similar things. So I'm glad to be able to be the presenter today in order to help you guys kind of give you some tools and strategies to help you get through all of that.

Okay. So as I go back to my story about going to Japan. Before going to Japan I heard my mother say a million times that it's going to be all right. But until I had the right mindset, it was never going to be all right.

As we bring on thoughts about the transition that's happening, we can then begin to alter our thoughts to positive ones for a less bumpy change. So accepting that change will affect the transition in a much more positive way.

Now, let's go deeper with regards to change. Just to recap, we said that change was inevitable and that change was essential. But here's what I didn't say earlier, that change is the situation.
Let me go a little bit further. Being paired with technology, that's a situation. Being in the middle for 20 years and then coming out as a civilian, that's a situation. Going from California to Japan and moving, that's a situation. And even leaving our office space and going to a virtual workplace, that's a situation. But people often have difficulty with the transition and not the change.

You see transition is a three-phased process that people go through in order to come to terms with the situation that the change has brought. So let me use my same story, and as we look at this chart so I can break it down even more. So I was excited about moving to this new country and I knew that I was coming to the end of something stable and something known and something dependable.

Now I'm moving into this neutral zone now, where during the full transition from California to Japan there wasn't any real orientation as far as information with regards to the past or the future because I didn't know what was going to happen.

And then we moved into three, which is now I've gotten to Japan and it is the beginning of my change and I am being plunged head long into something unknown and unknowable and I knew that it would affect my future.

This whole thing can be super scary for a lot of people. So I gave you a little example there but I want to give you another so we can fully be versed in knowing the difference between the situation and the transition. And I'm going to give you this example in the sense that I am a techie girl and I love technology. When I think about the fact that I needed a new laptop for my new virtual workplace I was excited about the things this laptop could do. I was excited about the fact I was going to use my little stencil pencil thingy, that's what I call it.
All of a sudden I went into this fear mode. This transition where now I was uncertain of all the features because the programs were obviously different from the original programs I was using on my original laptop. I have to figure out how to flip the screen and use it as a tablet. Now I'm super anxious and super scared about the fact that now am I going to be prepared for this training? Well, I'm here to tell you that it all worked out. So next slide. All right.

So as we talk about the fact that it's all about altering your mindset about the transition, we talk about the fact that if we can just do that, just change our mind about, you know, what's happening, it can change the experience that you're actually going through. And I do understand that that does take some time to get to. But you do have to practice it.

So in altering my attitude with this transition, I know that I must give us something to get something. Which is I had to give up the familiar laptop for the new laptop. But here's what I gained. I gained a better laptop with better ways to learn. I knew that I had to unlearn what I knew about the old familiar program and adjust to the things that are very different. But I knew, also, that I would get new programs that's going to take my further on my business path to success.

And then one last thing that I think we can all identify with, which is this, I had to temporarily give up my cushion of comfort. But I also understood that we all can take a seat at a table of positive possibilities based on the attitude that we take.

So there are definitely going to be some benefits and an outcome from those benefits when you alter your mindset about transition. So I want you to take a moment to just think of the possibilities of you surrendering your mind to a full and complete potential of all of the transitions that have happened
in your life working in your favor.

I mean, good, bad or indifferent. What would that look like if you always saw it from the perspective that it always was going to work in your favor?

When we move into this space, there's a new mindset. We know that at the end of the day, you may not get over it, but you will get through it. And there are some other positive things with regards to working in the virtual workforce. We're going to eliminate our commute time, we're going to be replacing that commute time with preparation time and we're definitely going to be saving some money on gas.

The biggest outcome to get from all of these benefits is that now you're going to have the eyes to see and the ears to hear that which is good for you. You're going to be able to lower a lot of that fear, a lot of that anxiousness and be more self-motivated to do the things that you need to do that you can figure out and lay down the things until you can figure them out.

And, also, don't forget to pass on that same information, that same mindset to those who may feel a little challenged about that.

There's always someone to know before this is something to do. I want you to take a really good look at those gaping wide doors to stress overload. Because that's how it is. Stress overload, walking through that entryway is so easy and your job is to figure out ways on how to avoid them.

So let's talk about that. We know that isolation definitely causes a high level of stress. We know that the anxiety also will affect us, not just from our work standpoint, but also from a personal standpoint.

All of this forces us to take a look at what are some of the ways we need to cope? What are some of the new skills that
we need to address in order to help us? Really you won't be able to really do those things as far as reducing your stress levels until you really recognize your symptoms that will take you into stress overload. And that will take just a little bit of effort on your part.

I did get a chance to talk to some colleagues. I asked them what were some of the things they were experiencing with regards to stress overload. And some of them said the isolation, that they were feeling really overwhelmed. Others said the overeating and that they were frustrated for the fear of relapse. But I think the common denominator was that breaking the routines to make the work and family needs was the biggest one of all.

Now we're going to take a quick look at some of these other possible entryways to stress overload. Lack of sleep, work overload, fear, crammed schedules, conflict. As you take a look at these things we're going to take a quick poll and see how many of these are you dealing with?

>> Thank you, PerCilla. Everyone, this will be another chance to interact with your presenter. You will see the polling question launch on your screen in just a moment. The polling question asked how many of these entryways can you identify with? There were several entry ways there on the screen, lack of sleep, work overload, pressure, crammed scheduled, conflicts, isolation, anxiety, and the unknown. How many can you identify with? You'll see four answer options there.

Again, as a reminder, continue to send us those questions you have for our presenter in the questions box of the go to webinar control panel. We'll have a live Q&A towards the end of the webinar and ask your questions in the order in which they are received.
I'll give you about five more seconds to answer this current poll you see on your screen. Perfect. Thank you so much everyone. A little over 70% of you got a chance to respond to this poll. Thank you so much. We're going to go ahead and close the poll, share the results. I'll turn this back over to PerCilla.

>> Thank you, so much, Samson. So as you can see, we all can identify with the fact that it's so easy to walk through those gaping doors. A lot of you -- I see 54% of you have identified with that. So let's talk some more about avoiding that.

Okay. So with regards to avoiding the stress that comes with transition, where do we begin and how do we deal with it? Well I wanted to share a passage from this book called the revolutionary trauma release process, transcend your toughest times by David Berceli. He said that stress and anxiety are close companions that often trigger each other.

Stress comes from a feeling that certain circumstances should not be happening. Anxiety stems from the feeling that something should be happening, which is not. In both stress and anxiety, our inner experience is that we want to be somewhere other than where we are.

Here's what I want to share with you. There is a grieving process when change and transition happens. And as we grieve for what we are letting go of, it is your birthright to transform our thinking to what serves us best and let go of what no longer serves us. This can most definitely happen.

As we let go of what no longer serves us, let's talk about making room for creating a plan that's going to really help us in the end. Once I -- I'm going to share a quick story. I notice you guys can take a look at this cute little guy off to the right.
But it reminded me of the fact that once I wanted to make something for my mother and I had two hours before she came home. Before I had no real plan, the kitchen was a mess, and at the end of the day because I didn't have a plan the kitchen pretty much looked like the one that you see before you. And the stress and the worry that I had about whether or not the food was going to taste good was worse than how that kitchen looked.

So having a plan will always be the catalyst to helping you reduce your stress. It's the tool that you will need for a healthier mental state. So utilize your plan as a go to and understand that what worked best for you may not work best for maybe your child, maybe your significant other, maybe other coworkers. So do what's best for you individually.

Now let's talk about some things that you can actually put into your plan. Definitely journaling. Journaling is so awesome because we can write down our thoughts. We can write out our inner most feelings. Here's the key. The journal is a way for you to gauge what is actually triggering your stress overload. Because if you can flip through those pages and get to that and understand what that is, you may be able to increase your mood and decrease your anxiety levels.

Exercising. I'm going to tell you about two exercises I love to do. One is pretty vigorous, which is I read in a book that if you jump on a trampoline for eight minutes it's equivalent to running a mile. And since I hate running, I love jumping on a trampoline to some house music.

If you want to do something a little less vigorous, then you can do something as simple as a mindful walk. I know some of you are saying what in the heck is a mindful walk? Basically it's you coming out of your door, you're taking each step and as you're taking each step you're feeling what's going on with your
toes, feeling the balls of your feet, feeling the heel of your feet, feeling the air hitting your feet. Feeling your fingers and what your arms feel like as you're taking this walk and just getting engrossed into your environment.

As you think about these things, guess what's happening? You're letting go of the thoughts you were having at the time you were sitting at your laptop. And it's a really cool thing, exercise to do.

Now, the other thing you can add to your plan is music. I love listening to music. Since now you're in your virtual workplace you can listen to whatever type of music you like. What I love to do as far as being more calm is listening to music that I know the lyrics to. So if I'm able to sit at my desk and sing --

¶ I'm so excited and I just can't hide it ¶

I am super excited about the fact that I'm no longer stressed about whatever it is that I was thinking about. I'm just playing my music and singing my tunes and you can do that as well.

Now, there are some other tools that you can add to your plan. One of those is laughter. And here's how you can incorporate that. I want you to think about creating a folder of laughs. It's as simple as every single time that someone says to me something funny, I copy the link, I put it on a word doc and then I slide it into my folder of laughs and I leave the folder of laughs on my desktop. That way I can go right to it on a day that I'm feeling a little bit in a funk.

And then the next thing is do something during your lunch break that's going to make you happy. I'm a big kid. I love the cartoon Fairly Oddparents. I make sure I put it on my DVR and during lunch I leave my space and I go watch cartoons and
then I come back to work. It just helps me free up my mind.

If you enjoy massage, here's something else you can do. Take a drop of peppermint oil and your regular lotion and massage your hands and get in between your fingers. You're at your own workspace, massage your feet, why not? Get the balls of your heels. The peppermint is to keep you alert so you don't fall asleep.

The next thing you want to do out of all of these things is make sure you get in some mindful vacation, a meditation is going to be so key. Even if it's something as short as two minutes a day. But two to ten minutes is really effective. Try to maintain as much normalcy to your routine as possible. All of those are going to help you.

Now what we're going to do is I want to share some tips that these fortune staffers actually gave with regards to how they're dealing with the workplace. And, Samson, I think I may have to turn this over to you. I'm not sure if this is going to play.

>> No, I got it here. I'll launch it for you. Everyone you'll see this play in just a moment.

>> For many it means working from home. That is the new normal.

>> Just like many of you watching this, due to the coronavirus chaos I'm now working from home. It's definitely going to be an adjustment period for many people.

>> One of my children has just walked in.

>> Pardon me.

>> Set up sorry.

>> Okay. So god. Wait a moment.

>> For those who don't typically work from home but are lucky enough to have the option to, what is the best way to go about this? Some fellow Fortune staffers from around the globe
gave me some insight.

>> My secret sauce is having good slippers. And I actually have the slippers here. See?

>> Nice. Those look official.

>> These are my backup slippers. My active slippers are currently on. It's not really about slippers, it's more about the point of them. You need to make sure that the little things that can irritate you on a daily basis in your house are taken care of. Get the dishes done every night. Make sure the lawn's watered so that you don't feel drawn away from your work to go do it.

>> A lot of people think oh, this is going to be terrible. But, you know, consider it your first week in a new workplace. It may wake people up to looking at their job in a fresh way.

>> Greet people as if you were in the actual office. It does help with the closure of the work day. Take a real lunch. Real easy to be at your desk when your desk is your home. Pick up the phone every so often because it's very, very easy to be exchanging lots and lots of text based messages. Sometimes it's just easy, oh, I didn't realize you meant it this way, blah, blah, blah. Finally, wear pants.

>> Love it.

>> It's important.

>> So one of the tips that is commonly shared is that you should get up and get dressed and put makeup on. While I did put makeup on for this video, I actually don't believe in that advice. I think if you're working from home, you can save -- especially women who are getting ready and doing their hair -- I'm saving my commuting time but I'm also saving my get ready team. When you're working in the news, you know, that 30 minutes can mean a lot.

>> For me the big thing for working from home is to define
your hours clearly because it's really easy to have that slippery slide of, well, I'm still on my computer, so I'm still active and still working. So it's really important for me to say, like, it is time for me to be done with the work day.

>> Right now I'm in my study, which is actually where I usually work. As you can see, it's kind of a messy room filled with books and TV and computers and most importantly an exercise bike which is essential these days.

The great thing for managers to remember that, like, people who are not used to working remotely kind of need to be checked in on, you know, one-on-one by their name. Just to be made to feel that there's someone out there, you know, who is remembering them and needs them to, you know, be productive.

>> The panic we have seen in grocery stores for, like, buying toilet paper and eggs, like, that was the run up to like our tech office. I need a cable, I can't function with just my small screen, what am I -- it was just crazy. A lot of companies are starting to look at is this a precursor to like another Superstorm Sandy? What does each company need to do to effectively run a business if their primary office is unable for whatever reason, whether it's a construction mishap, a major plumbing leak, a storm.

>> I was watching TV the other day and I heard the lieutenant general in hurricane Katrina. His big takeaway, is we'll discover we don't need to go to the office anymore. I agree with him. I haven't done it for 13 years. I bring a different perspective, being in the suburbs of Portland, Oregon, or just being in a different time zone.

>> I'm fascinated by how this pandemic will affect office culture. And I do hope people aren't thinking about working from home anymore and they're just thinking about work wherever they are. And it should be interesting to see if that kind of
dynamic sticks once people are allowed to return to their physical workspace.

>> We're going to regather once we get into the office and talk about what work and what doesn't work and what's the remediation plan to make what doesn't work fixed or better.

Humans are amazingly adaptable to overcome challenges. This is, you know, in modern time, this is like the biggest challenge that most of us have ever faced.

>> This is a time in which we'll never forget which really has sort of challenged a lot of our assumptions about how to work, how to work in groups and things which will last, I think, much longer than the virus lasts.

>> Okay, so I hope that you guys enjoyed that video. As you can see a lot of us are experiencing the same things. And so I hope that you got tips from that as well.

Now what we're going to do is we're going to do an ice breaker. I know you probably heard my chair moving, I'm up and ready and I know you are too. Go ahead and stand up. We're going to do a quick activity that's going to stretch the upper body and improve the capacity of our lungs while decreasing our stress levels. So if you're ready, stand up out of your chair. Take both of your arms and raise them up high into the sky and give your body a nice long stretch. Now I want you to put your hands together and clasp them together and rest them on the back of your head as if you're going to do a sit up.

When I count to three, we're going to take a deep breath in through the nose and release it through the mouth. Then we're going to twist our upper body all the way to the right and all the way to center and then all the way to the left and then all the way back to center. I'm going to guide you through this whole entire thing. You ready?

>> On three. Take a deep breath in through the nose. And
out through the mouth. Now twist your body all the way to the
gate. Now come back to center and then twist your body all the
way to the left. To center. All right, you can go ahead and
let your arms down, shake them out. Just feel a lot more
relaxed. And now you can go ahead and take your feet as we move
on to talking about effective communication.

So in coping and talking about effective communication,
effective communication is going to be so key just because of the
fact that it's important that we do our check ins. We do
our check ins with our therapists or psychiatrists or our
coworkers or our friends. This is going to allow us to free up
some of that stress that we have so that we're not bottling it
up. Making sure that we have that network available so that we
can try to talk through our challenges.

This is the problem solving needed to reduce bad stress.
Now I do want to say this, when you get to a place where you are
feeling calm and you have taken care of you and you feel great,
do yourself and someone else a favor by reciprocating that act
of kindness by reaching out to them via Facebook or video chat
or texting so that you don't become a work from home hermit.

This allows you to steer away from that and still remain
social. We'll talk more about what a work from home hermit is
further on in this presentation.

It's not uncommon to be a healthcare provider and in
long-term recovery. As we talk about that, make sure that all
of the things that you are doing for prevention for your clients
and the resources that you have, make sure that you are also
using those same resources, okay. At the end of the day as you
educate yourself and making sure that you stay healthy, stay on
top of those resources, you know, and take care of you because
self-care is so, so important. Making sure that you keep
everything at arm's length.
If you notice I said I keep my folder of laughs on my desktop so I can get right to it. All of this is going to be imperative and it's going to help prevent a relapse.

Now what we're going to do is we're going to go to a quick poll to see how much training have you received on workplace wellness.

>> How much training have you received on workplace wellness? You'll see four options there. As a final reminder, you can continue to send in questions for our presenter in the questions box of the control panel. We'll have a live Q&A towards the end of the webinar after a brief message from our sponsor. The sponsor for this webinar is the Anxiety Release app for PTSD.

The sponsor will have a demo and then after that demo will do a live Q&A and then you'll have some instructions on how to get your CEs. Thank you everyone, so far for participating in this poll that you see on your screen. We'll give you about five more seconds to answer the polling question. Perfect, thanks so much everyone. We're going to go ahead and close this poll and share the results. I'll turn this back over to your presenter.

>> Okay. Awesome. So I see that some of you are getting some workplace wellness training. It is going to be key as you continue to move on in the field that you're in.

Okay. So let's back it up. All right. So will there be challenges as you're working in the virtual workplace wellness? The question to that is absolutely. But what I love about Robert Pirsig, he said the only zen you can find on mountaintops is the zen you bring up there.

Accepting that transition and doing the work, using those coping skills and strategies are going to help you with getting the support that you need. It's going to help with making sure
that you stay connected with how you're feeling. Also it's going to help with boosting your morale. And likely help you to become a more positive person with regards to how you're thinking about your transition to change and also helping you become more gentler with yourself. Which is really key as we're talking about moving in this particular space.

So as we adapt and overcome the fear of transition to change. We can open ourselves up to the opportunities for growth to also learn about new things. And as we learn these new things, we can change our perspective, we can make sure that we put the past behind us. And all of that comes back to just mindfully adjusting your attitude and also having realistic expectations about what's actually happening.

And as you're doing all of this, guess what? You are actually becoming a part of the change. That's what that means.

Some changes, however, are harder to adjust and they lead to expressions of like, resistance and anger. I just want you to know that every stressful experience is a preparation. It's a preparation for you to be more resilient as you become -- as other stressful experiences happen and the future you'll even become more resilient.

So as we talk about resiliency, we can take concrete steps to make change more palatable by understanding our hesitation and enlisting the help of others. Making sure we set up those plans and managing our stressors. These steps can also ensure that change is implemented in a less anxious way.

That's what resiliency is. We have to understand that everything may not happen the way we want to happen and we can put a comma there instead of a period. Be proactive, that being a part of the change and taking care of you. I wanted to give you guys a tool that would help you keep your calm as you work smarter.
I love Trello, and I promise you they're not paying me to say this. It allows me to stay organized and keep my clients organized. And that brings me less stress. There are other platforms out there that you can use, but you can use the one that best works for you.

So I want to share some facts with you from Harvard University. They found that 4.4% of those that work from anywhere were much more productive than those working from a more rigid workplace requirement. I think it's safe to say that before this COVID-19, some of us had to work from home every now and then. And as we saw in the video, those that always worked from home which gave them a much better advantage when the transition happened. Moving from that office to the virtual workplace.

Either way, the study found that the increase of productivity was navigating the work life boundaries. Don't become a work from home hermit. What that is, that's a person who, you know, is at their computer all day. They're disconnected from their kids, they're disconnected from their significant other, they're disconnected from their coworkers and their friends. It's okay to come up for air and say hello and good morning and greet people in your virtual work space as if you're walking into your office.

Also, don't be overly social because we do need to establish boundaries. Those are also important. Some of us may already be doing this, but if you're not setting boundaries for your friends and family, nine times out of ten it's probably causing a real damper on what it is that you're trying to do. Let's not forget about what the young lady said in the video about it being a very slippery slope between, you know, work and home.

Be aware of freelance 15, that means strolling over to the
refrigerator 15 times a day. Some refer to it as quarantine 15 which speaks to the 15-pound weight gain during this self-isolation. Typically we stroll over to a coworker's cubicle just to talk it up. Now we're at home and it's easy to grab a bag of barbecue chips or Doritos. If you're going to grab a snack grab something healthy, an Apple, a green salad.

For me, I follow the guide for cleansing my body but you find what works for you.

You don't have to worry about writing these down, I have already provided a free download. These are questions you need to ask yourselves. What are possible signs of stress? How has this affected your normal routine and daily living? Have you noticed a change in your wellbeing? What techniques are you using in order to minimize your anxiety? And how are you able to maintain in the isolation as well as the social connection?

And you want to make sure that you have a firm grounding on that. From 0 to 10 what is your stress level? I want to give you a quick visual. On a scale from 0-3 you might be a Casper the Friendly Ghost kind of stress. 4-6 you may be an Oscar the Grouch stress. 7-10 you might be a Yosemite Sam type of stress. I might have told my age from that, but that's okay. At least you guys have a firm idea about where you have landed.

As we talk about where you've landed, if you're at a 0-3 you're good. You're doing great. 4-6 you may want to take a step back. If you're at a 7-10, you are going to want to stop and actually seek help and understand whether that help is, you know, a friend, supervisor or 911. Just making sure that you have all of that in place.

As we take a look at this entire approach, we looked at alter. We looked at avoid. We looked at accept. And what all of those look like. So as we go back and talk about alter, we talked about altering and attuning our attitude regarding the
transition.

Then we talked about avoid. Avoiding the stress overload by acknowledging what's raising our stress levels and making sure that we do create a plan that's going to work in our favor so that we don't walk through those gaping doors of stress overload.

Last, accept. Acceptance of the transition so that we can move into this change with our coping skills and making the effort to think differently to the change -- I'm sorry, think differently to change our behavior.

When I think of all of these, I think about what Maya Angelou says, if you don't like something, change it. And if you can't change it, change your attitude.

You're going to get different perspectives on where stress comes from. Some are going to say, well, work in the virtual workplace causes most of our stress. And some will say the stress comes from our personal lives. In reality, seriously, it depends on what's happening and how we are responding to it based on our attitude.

So now we are now going to do our last activity, starting with another breath connection and then moving into a quick meditation. We do have time to do that. I just want to talk about really quick what these breath connections are doing.

The breath connections are so important because every cell in our body needs oxygen to function properly. Research shows that a regular practice of breathing can decrease the effects of stress on the body and increase overall physical and mental health.

There's a variety of breath connections you can do, but here's some of the things it can aid in. It can aid in digestion, improved sleep, help with clearing out the mucus in your air passages, relieving congestion, reducing bloating and
it can also improve your lung capacity.

Finally I want you to be the judge if you're feeling a little discomfort or any lightheadedness, if you're feeling any of that during this next activity, I want you to stop immediately and just stay where you are and consult your doctor as soon as possible.

Let's get started. What we're going to do, you're going to sit in your chair. Find a really comfortable position. I want you to be in a really relaxed state. Really get comfortable with this. And as you get comfortable, I want you to sit back in your chair and allow your back to rest against the back of your chair. If your feet are touching the ground, that's great. If you want to take your shoes off, this is a great time to do that.

And now what we're going to do, you're going to take a deep breath in on three. One, two, three, in through the nose. And out through the mouth. Now I just want you to sit with that relaxation for a moment. Not thinking of anything, just allowing your mind to just wander. Give yourself that time just to be gentle with you. Find your safe space right now. Sitting quietly in stillness.

Now we're going to take another deep breath in through the nose on three. One, two, three. In through the nose. And out through the mouth. Now as you are resting, I want you to just -- you can do this with your eyes closed or your eyes open -- but in your mind's eye I want you to just see a white light. Just a warm white light coming towards you gently and moving towards your feet.

This white light is here to fill your body with healing and feeling safe and feeling calm and feeling at ease. Feel the white light moving around your toes, around your heels, around your ankles. See the white light moving from your ankles to
your calves. Just swirling around the calves. Moving back and forth, feel the tingling in your feet, feel the tingling in your legs. Feel the warmth. Allow this white light to just move around your kneecaps.

I want you to see this white light moving from the knee cap and flowing back and forth from your thighs to your knees. Just back and forth. Gently, healing every part of your thigh. I want you to see this white light as it moves and swirls around your stomach, healing every part of your stomach, healing every part of your chest as it swirls around your chest. See this white light now moving back and forth in and out of your heart. Clearing anything that no longer serves you.

Now we are seeing and feeling this relaxation here, take a deep breath in through the nose. Out through the mouth. Now just sit with this relaxation. Just sit in the stillness. You are safe. There's nothing for you to worry about. There's nothing for you to do. Other than to just stay calm.

As you see this white light now moving around your heart, I want you to see the white light moving up toward the throat, swirling in the throat. Allowing you now to speak those things that you may not have been able to speak before. Clearing this area, watching this white light.

Now move it up towards your mind, clearing all of those racing thoughts. Letting them all go. I want you to see yourself giving all that weight and burden to the light as the light pulls it away from you. Moving up and pulling it all away up to the crown of your head. Circling the crown of your head and now moving off into a distance as you watch this white light move away taking all of your heaviness.

Now you're feeling very light, very easy. Now we are going to come back to the present in five, four, three, two, one. And that is the end of that activity. I hope that you enjoyed that
because it was to bring a sense of calm to you. And as we move forward and we move into our now summary, now that you have gotten all the tools when referencing the AAA approach, now you can alter your mindset and be open to identifying strategies and use them to successfully manage your transition to change.

You can avoid that gaping door of stress overload by recognizing your triggers. And you can also accept the transition to change and create the plan that will serve you best and increase your calm. My name is PerCilla Zeno. I am the healing partner and I want to thank each and every one of you for being a part of this webinar.

I'm going to turn it over to Samson.

>> Thank you, PerCilla. Thank you, everyone else who are sending in those questions. We will do a live Q&A with PerCilla in just a moment.

Before we do that, in an effort to continue the clinical professional and business development for the addiction professional, NAADAC has been fortunate to welcome sponsors. As our field continues to grow it's been important to remain informed of best practices and resources that support addiction and recovery. Especially in times like these, when we're all quickly realizing the importance of how technology enhances our recovery and connects us all.

This webinar, as you've seen is sponsored by the Anxiety Release app. An app to assist stress management and anxiety treatment. Here's a brief demo from our sponsor.

>> Hi, I'm Mark Grant. I'm a clinical psychologist with 30 years' experience of anxiety and anxiety related health problems. I created the Anxiety Release app after witnessing the profound effects that bilateral stimulation was having on PTSD sufferers that I was treating.

Bilateral stimulation consists of alternating visual
auditory or tactile stimulation, it creates a change in the typical emotional patterns associated with stress.

When you're feeling anxious, you turn on the loops and look or listen to the stimulation and let whatever happens happens. Bilateral stimulation seems to be able to have affects within or without the EMDR treatment process. Here's how the app works. And I'll explain a little bit more about the science behind it after that.

When you're feeling anxious you open the app, you'll see tracks of guided and unguided stimulation exercises. Plus a couple of other exercises that I'll talk about at the end of this demo.

Next whilst holding in your mind the situational feelings associated with your anxiety, select any of the tracks and visual and/or auditory bilateral stimulation and press play. Your attention will naturally and immediately be drawn to the visual auditory bilateral stimulation.

Then just let your mind rest on that and let whatever happens happens. Most people start to feel calm and forget about whatever they were feeling anxious about within a minute or two, depending on the issue.

These effects are often permanent. Focusing on bilateral stimulation under anxious conditions seems to stimulate new emotional learning.

Wait, there's more. The app also includes exercises to help repair emotional disconnection associated with childhood trauma that often maintains anxiety. The safe place and healing anxiety exercises.

The app is best used with headphones but they're not essential. And, of course, the app is not intended as a substitute for professional treatment.

What is the science behind this? Bilateral stimulation
engages the lower regions of the brain responsible for anxiety, more directly than top down strategies such as positive thinking or even meditation.

When you're anxious, your survival response is activated, leaving you in a state of fight flight arousal. Mentally you're fixated on that threatening situation or circumstance. But when you activate bilateral stimulation, the part of your nervous system that deals with threat or unfamiliar stimuli is immediately activated. It's trying to figure out whether that sound or sight is a saber-toothed tiger, a threat to your survival or nothing to worry about.

Remember that bilateral stimulation, because of its nature, creates an impression of movement in your brain. And as long as your brain is focused on the bilateral stimulation, which it can't ignore, it's no longer paying attention to whatever was making you feel anxious or even the experience of feeling anxious in the here and now.

After a few seconds, possibly a minute or two depending on the seriousness of the problem, your nervous system comes down. Bilateral stimulation is hijacking your fight/flight response. It's a seemingly effortless process because you're just taking advantage of an innate, very hard wired basic capability.

So for more information, visit anxietyreleaseapp.com or go straight to the Google Play store or iTunes. Happy anxiety busting.

>> Well, everyone, I just want to thank Mark and Anxiety Release. We're trying to stay up to date on technology and apps and we're grateful for the companies who are pushing the envelope on helping us to learn more on how to connect with our clients, how to give them everything they need in order to get better and support their recovery.

You'll see the website about our sponsor, anxiety
It was very difficult to find the questions amidst the plethora of comments about your exercises, they loved, loved those exercises. We got comments like I really needed this. Can we do this again. This was great. I'm so glad I logged in. Relaxing, very enjoyable.

So what I'm going to do is jump to a question that was about the last exercise you provided. This question comes from Yvonne. I love the ice breaker, but what does it mean to yawn a few times after it's over?

>> What it means is is that you have done your job well with regard to actually putting your body into a much more relaxed state.

Being certified in energy medicine, some of my clients often fall asleep. They say oh, my gosh was I supposed to fall asleep? Absolutely. It's about putting your mind and your body in its most relaxed state.

>> Excellent. Thanks so much. The next question comes from Leo from Canada. Social media has now become sofa media. Are there exercises to build resiliency or exercises for resiliency?

>> That's a really good question, and I think what I'd like to do is I'd like to do a little bit more research so I can give you a really good answer to that.

This way we can maybe post it up on the NAADAC board Samson?

>> Yeah, that's perfect. Thanks for the reminder.

>> Is that okay?

>> Perfect. So we are going to have all these questions typed up, just like PerCilla said. We'll send the questions to her. Leo, your question will be on there and everyone else's. She'll answer those questions in typed form and we'll post them
on the same website you used to register for this webinar.

The next question comes from Gabrielle from Las Vegas. What is a good way to separate work stress from home/life stress?

>> Okay, I'm going to repeat the question just because I want to make sure I got it correct. What is a good way to separate work stress from home stress?

>> Yes, from home/life stress.

>> Okay. All right. First of all I think that the key thing is understand that, one, it's great that you're recognizing that you are stressed. You can use any of the strategies that I gave with regards to -- because I really don't think there's a -- yes, there is a difference between where the stress is coming from, but there isn't a difference with regards to the strategies you can use. You can use the same strategies for either one, whether it be work stress or home stress.

Sometimes I know that I find myself very stressed at times with regards to maybe some of the things that I need to get done, plus I'm trying to manage my kids. I'm also trying to speak to the fact that, you know, I'm managing the fact that I have a husband.

All of that compiles with the work that I do at home. I still get up in the morning and I find that time. And I'm talking, listen, sometimes I get up at 5:00, which maybe some people don't get up at 5:00. But sometimes I get up really early in the morning just so that I can sit in stillness. Playing that music that I know that's going to bring me back to a sense of calm.

Also laying out what it is that is stressing me at home and what it is that is stressing me at work. I lay that all before me and then I literally give it away. Give that energy away as I'm doing my meditation. So I hope that that answers your
question.

>> That's awesome, thank you so much. We've got a bunch more here, so Sherry from Trinidad and Tobago, does virtual working get easy or is it only for some people?

>> Again, I really do believe that it's all about the attitude. You know, what attitude are you putting in place with regards to working virtually? Are you applying what you need to apply for it to work best for you?

I'm not saying that everyone should love the virtual workplace. What I'm saying is that if it's a job that you've been given to do, use that strategy of altering your mindset and finding ways of how to make that positive. Hope fall that answers your question, I'm not sure but I hope that it does.

>> That's great. So the next question comes from Dawn from Denver, Colorado. What are your top three habits for implementing work/life balance during telehealth, work from home times?

>> My top three habits are, one, I get up early in the morning and I take out time for myself to make sure that I am getting my meditation in before I start my day.

Two, I make sure that when I am working I set a timer on my phone when I give myself breaks so I can literally get up from where I am and get away from the laptop and go to another part of the house.

Then I end my day, literally at the end of my day I scream out to my family and my kids, honey, I'm home so they understand that it's the end of my work day, it's 5:00 and now I can impact with them so that I have a cut off time and I'm making it real. Not just for myself, but also for the people in my family.

>> Great tips, great tips. Steven says earlier you mentioned soft skills training. What is soft skills training?

>> So soft skills training is things like conflict
resolution and learning more business etiquette and, you know, how to be more professional. That's a few things.

But you can also go to my website where I can answer more questions with regards to that.

>> Awesome. Bevin from Jacksonville Florida asks how do we manage stress when we're working overtime all the time? Is it time management or stress management skills needed?

>> So it's going to be both. It's going to be time management and stress management skills needed. A lot of people have a -- the idea that you need, like, ten hours or you need, like, maybe an hour or, you know, maybe you need 30 minutes to get in a full meditation.

Really, it can be something as simple as when you go to your car before you get out of your car going to work and just taking that two minutes before you actually pull on the doorknob to get out and just sit in stillness and calm your mind before walking in. It can be something as simple as, you know, while you're at work if you're taking a bathroom break, that while you're taking that bathroom break, take a meditation break.

It's so simple. And I know that it can sound a little hard, but trust me, it was challenging for me, too, before learning all of this. This is a reason why it's so important to try to use all of these skills and strategies.

>> And Yvonne asks about Trello? How do you use Trello with clients? Is there an online consent form, how do you do it?

>> I don't work with Trello but I will say you can go to Trello.com and they have an actual video that shows you actually how it works.

But I really enjoy it because it allows me to stay effective with the things that I plan out for my day and then it allows me, also, to stay effective with working with my clients.
Again, if you go to my website, thehealingpartner.com with your questions I'll be happy to answer them for you.

>> Great, great. This is a long one. They said that as a peer support specialist, this person has lived experience with mental illness and a diagnosis of Asperger’s, very high functioning but craves structure to maintain wellness.

Lately my stress and anxiety is extremely high due to so much change and inconsistency while working from home. What can I do specifically to maintain wellness as a person with Asperger's who needs routine and structure?

>> So that question is so detailed, and I'm sure that it is something that a lot of people are probably wanting to know as well. And I want to give a really detailed answer. So that is a question I'd like to actually go back and write up and type up and then supply that to you so you place on your board if that's okay.

>> Yeah, that's a great idea. David asks, what is the best way to manage work time and the regular at home activities when our well spaces are becoming our work at home spaces?

By the way I've seen a lot of questions about this, about the environment. You know, people talking about space a lot and the environment of home. They're trying to figure out how to manage their environment and their space or if there's any tips or techniques on how to manage that with work sort of invading, you know, our former sanctuary, our home.

>> No, that's a really good question. An excellent question, actually. And what I will say is that we do need to make sure that we find a space that we are using as our sanctuary, even if it's a very small space.

For me, I have a little space in my living room and I let all of my family know that I don't want this to be interrupted. When I want, like music I have my speaker there and I have my
little candle. I just make it very, very personal.

You can do something very small. I mean, if you need to set that space up in your bathroom, you know, because typically no one bothers you in the bathroom. And just find a space that you can really call your own. A space that is not going to be interrupted.

>> Great. We'll see if we can squeeze in a couple more here.

Another question is, is there any such thing as too much mindfulness exercises? Is it problematic if I'm using these techniques every hour just to stay sane?

>> Absolutely not. Listen, I say all the time I wish I lived in a world where everyone practiced meditation and mindfulness. I want you to think about this, what if we all lived in a world where everyone was calm? That everyone responded in a way that was more empathetic, more compassionate, and just kind? What if we lived in that kind of space.

If you have the availability to actually give yourself more mindfulness or meditation in a day as much as you can, I say go for it.

>> Thank you so much. And so Tracy asks about the rating scale that you had, where it was 8-10 was high and seek help. How long do you think people can function under times of high stress when they are overworking and may have gone week after week of 50, 60 hours plus? I mean, how long can someone continue at that high stress level?

>> I think that's a really good question. I'm going to answer part of that, but I'm also going to add some details to that so that we can post to the board.

One of the things I want to say is that when we're thinking about the fact that, you know, we are constantly running -- this is where that pressure comes in where I talked about in the
presentation where, you know, pressure can be long lasting because we didn't do the things we were supposed to do with regards to, you know, talking it out with someone so that there's no big blow up. There's no big stress overload.

So we do need to make sure that we put some of those strategies in place so that there isn't an overload. I'll go more into detail about that question on the actual board.

>> Perfect, thanks so much, PerCilla. We're going to wrap up the Q&A. I'll give you one more minute for final thoughts or reminders and then we'll wrap up.

>> I just want to say that it has been such a pleasure to do the exercises and also to be a part of this presentation. My name, again, is PerCilla Zeno. I am the healing partner. I'll say to you as I say to everyone, fill the negative spaces in your life with positively every single thing that you need. Thank you.

>> Thank you so much, PerCilla. And so some of you are probably wondering how do I get the CE for this event? Well, all you have to do is go back to the same webpage we used to register for this webinar. That webpage was also sent into the questions box, the chat box. It will also be sent to you in a thank you letter, thank you for attending letter from go to webinar.

If you go to that website, you'll see a link that says online CE quiz. All you have to do is click on that link to take the quiz. It will be posted in about ten minutes. So right after this webinar.

Here is the schedule for upcoming webinars. Tune in if you can as there's some really interesting topics are great presenters. Please also make sure to join us by visiting our COVID-19 resources page. It is NAADAC.org/COVID-19-resources. The website you see right here on my slide. NAADAC, the
association for addiction professionals is now providing to you six excellent targeted free webinars covering top concerns in the addiction profession and presented by leading experts in the field, including this one that you're attending.

You will be able to go to that resources page and find any of these webinars as a recording if you missed them. They're also all valid for continuing education, CEs. Please feel free to e-mail CE@NAADAC.org if you have any questions. Remember, as a NAADAC member, tons of benefits, but just a quick review of benefits of becoming a member with us.

You have access to over 145 CEs through our free educational webinars. You'll also receive our quarterly advances in addiction and recovery magazine which just came out. Where each article is also available for CEs as well. NAADAC offers in-person seminars throughout the U.S. and internationally once the crisis is lifted.

Also included in membership are independent study courses, regional and annual conference and certificate programs for advanced education in specialty topics. There's so many more benefits. You can visit NAADAC.org/join to learn more. Or e-mail NAADAC@NAADAC.org.

Please note that a short survey will pop up at the end of this webinar. Please take some time to share your feedback with us and any notes you have for the presenter. You can tell us how we can improve your learning experience. Your feedback is very important to us as we continue to grow together. Thank you again for participating in this webinar and Percilla, thank you for your valuable expertise.

Of course, thanks to our sponsor for this webinar, the Anxiety Release app. I encourage you to take time and browse our website and learn how NAADAC connects others. Stay connected with us on Facebook, Linkedin and Twitter. Have a
great day.