

Friday, April 3, 2020

Verizon-Up To Speed LIVE



Redefining Communication Access

>> The network has to be prepared to absorb whatever is going to come it's way.
>> We're always preparing.
>> Making sure the network is working all the time.
>> We are constantly looking at it. We're constantly monitoring, take that responsibility very seriously.
>> The most rewarding thing about the work we do is whenever we see a customer able to communicate back to their loved

CART FILE

ones.

>> That is why we do what we do.

>>> We are relentlessly committed to the network, so in times like this America can stay connected to work, school, and most importantly -- to each other.

>> most people think of Verizon as a reliable phone company.

>> But to businesses, we're a reliable partner.

>> We're engineers.

>> Cloud architects.

>> Developers!

>> Data scientists!

>> We keep companies ready for what's next.

>> We do things like protect their data.

>> With security, built right into their business.

>> We virtualize their operations with software-based network technologies.

>> Even build AI into the customer experiences.

>> We also keep them ready for the next big opportunities.

>> Like 5G, it's going to make things just incredible.

>> Almost all the fortune 500 partner with us.

>> Plus thousands of other companies of all sizes.

>> No matter what business you're in, digital transformation, never stops!

>> Verizon keeps business ready.

My name is Jonathan and your I work for Verizon, I totally get how important it is to stay connected. We're connecting with people... we're offering them solutions

>> Customers can do what they need to do, whenever they need to do it online.

>> Because it gives customers the ability to not come in to the store, they can simply tap and swipe.

>> Something that they can use, wherever they are.

>> We care about keeping you safe.

>> At Verizon we are here and we are ready, we're open 24/7 online so you can keep managing everything from home through the

Verizon apps and through Verizon.com.

>> It's really an honor to be a part of, the type of projects, and to watch, you know, Verizon resources, really rise to the occasion.

>> We've implemented, starting this week, we're calling our essential on-site service conversation.

>> We went back into kind of war mode, to COVID-19, where you can does it as well, and manufacturers to come up with ideas about how they can supply ventilators.

>> Making sure that I'm able to respond to everybody, because I can, and provide better patient care.

[MUSIC]

>> With me dispatching from home now they wake up signify to my family, pick up my work phone, look at the work I have, I jump in my work truck, and I go straight to my first job.

We would love to share all your good news stories, things that make you smile, make you laugh, make you happy.

Lee County asked if we could join the search and rescue, I'm really happy to report that Evelyn and Lucy made it home, safe and sound.

>> JEREMY GODWIN: "Up to speed" team -- look at our folks, though, all week long some of my favorite pictures of the week out donating, keeping the business going, our response team, people in the stores, even lending their time to write nice notes for folks. Can't forget our mechanics out there keeping the folks going in their

vehicles, and the cars and the trucks that are so needed to get to customers' homes when they have those critical issues; and I thank you to our team around the world who continues to keep customers connected. Good afternoon, good morning, and good evening.

It is 12:02 here on the East Coast right now, as we do, we will go around the horn for some updates and we're also going to be talking about Verizon media today, stick around to the end of this, because we've got a real special presentation and a chat between, Guru from the Verizon media team and Deepak Chopra well known wellness expert all around the world coming up at 12:30, wanted to get to it updates Hans good afternoon.

>> Hans Vestberg: Good afternoon. And all V-teamers, thank you for joining today. Let me start by talking about, what has happened, in the last 24 hours and how we're moving ahead, at this pandemic is just moving along, and having an impact on our life and our friends and family, and society.

As well as everywhere else in the world, it's amazing to think back four weeks ago how this has changed our society and our work and how we deal with it. My thoughts, of course, go to the V-teamers and their extended family who has been impacted by the coronavirus, I know Christy and our team is doing everything to support you 24/7.

My thoughts and all my support, and my mind is going to all of you that have a tough time right now.

We, of course, continue to monitor all the new legislation coming up in different constituencies all around the globe.

And we talked about that, that we need to work and update differently because we're in so many countries, so many states, and there are so many different regulations at the moment.

And hopefully you find your information, because it's very important that you have the latest, and it's really fluid updates all the time here.

So that's why it's so important.

On the network side and the customer side: I, again, talk to many, many customers in the last 24 hours, since our last "Up to Speed Live." Get roaring support for all we're doing and how heroic we are and the majority of everyone I talk to, they are surprised the networks are keeping up so well.

I am not surprised. I knew that we had built networks for this type of capacities and robust, and I know our engineering team, our field tech team, the whole technology and planning team and IT team has all the time been thinking about it. It's the reason why we've spent 17 to 18 U.S. dollars a year in capex, building this, the network.

I did a lot of interviews in the last 24 hours and the majority of the questions are around how is the network coping with the changing and you remember some of the stats that I talked about yesterday, dramatic changes on usage and also how people are moving around in the United States for example.

But that would go to any country in the world. Another highlight and Christy will come back, the survey, we had it over three days, a very quick -- I have to say -- 73% of you responded almost

100,000 of you responded, and gave us feedback.

I drew some quick conclusions in the morning, we all need to work quickly to get the Christy and the executive team what we need to do and she would talk about that.

I think, communication, is so important these times even though we communicate so much, there are areas we can even do better, and we like that. We need to invest during this crisis and support each other even better.

Then I just want to come back to the things we're doing in society. And we had yesterday 2.5 million viewers at the same time, and the biggest platform was Yahoo!. Which is even great to hear that our fellow Yahoo! Teamers are building a platform, where we have lots of new viewers coming in and seeing this paying it forward live and support small and medium businesses that are so important.

It's great that our own platform is performing that well.

One thing I want to mention is the 20-year anniversary on the day today, that Verizon actually was built.

Mobile and airtouch came together that might be important, but more important, I have to say, the name came out this day as well and it was Verizon.

And it stands for two things: Veritas which is truth, and trust, and the horizon, which is future.

I cannot think about a better name these days and think about trust and truth that we come out, transparency and crisis, and also still have a view on the future.

Because, we will come out from this in a new normal, as a stronger company. It's hard to feel it every day, when we see the challenges.

And V-teamers having a tough time and all of that.

But we have to stand together, as a team these times and continue this work, both for all of the V-teamers but also for our society, where we are so crucial right now to see that the networks are up.

So, I thank you all for that and remind you about what Verizon stands for.

Which is much part of our core, and what, we have as a purpose; so... that's all from me today.

Jeremy, back to you.

>> Jeremy Godwin: Thank you, Hans, a great reminder there and happy birthday or anniversary to us all here as we celebrate that.

Now, Hans mentioned Yahoo! Verizon media and their impacts and all this and how they're connecting customers and different things.

Their team took the time to put together a quick video like so many of us, they have friends and family who are out there, as nurses, and healthcare workers, and teachers -- I want to share that with you before we get to our next guest....

[ON VIDEO] [MUSIC]

>> to all of the brave men and women working tirelessly during this pandemic and especially my dad, who works as a security sergeant at

the hospitals in New York. Dad, I love you so much.

You are my hero.

>> I want to give a shoutout to my wife, Ashley, she's an overnight ER nurse at Kaiser San Francisco. She's my favorite superhero!

>> My cousin Samantha a cardiology fellow and my friend Heather a physician assistant in New York City both working long, hard hours, they're working bravely. Generously. And selflessly, to help keep our communities safe. Thank you so much.

>> We thank you, to all the parents out there, that are pulling double-duty during these trying times and a special one to my wife who has been incredible with the kiddos, keeping them busy and entertained throughout this whole crisis.

Thank you, baby, I love you so much.

>> Thank you, to Ms. Catherine for all of her hard work, with her students, and how she's doing distance-learning for the first time. Thank you! Huge shoutout for Holly Murphy and Patricia, selling reusable masks that cover and extend the life of the N-95 mask.

>> Thank you, thank you so much.

>> Thank you.

>> Muchas gracias.

>> Thank you for everything.

>> Stay safe, everybody!

[MUSIC]

>> JEREMY GODWIN: Two words that mean so much to so many these days and thank you, and thanks to all of those folks who are out there, really, you know, keeping the country and the world going right now.

I want to bring in relatively new face, to the company.

Rathi Murthy has joined us about three months ago on the Verizon media side the CTO of Verizon media.

Rathi, tell us a little bit about yourself and what the team is doing these days on the Verizon media.

>> Rathi Murthy: Thank you, so much.

And, first of all, I'm excited to speak to all of you, I hope everyone is staying safe physically and mentally healthy during these tries times, and thank you, Hans, Christy, and Guru, for really taking time, to speak with us every day. I know it's a lot of effort, but the entire organization, is extremely appreciative, for making us feel like we're all in this together and that means a lot.

Yes, I've been here for three months, and it's been continuously, an impressive journey for me. I'm impressed by the company's culture; the best-in-class technology, and the people at the core of everything for what we stand for.

Most of the teams across VMG have been able to seamlessly work into the work from home new life. This is, one, because of the nature of our business; but, also, secondly speaks to the maturity of the platform, the processes the tools that have been put in place to enable most of our function to scale, and perform really well.

The leadership team, under Guru, has become closer than ever and we are all simply looking for ways to make this not just a very productive journey, but also keep it as fun and connected, as much as we can.

As was mentioned earlier this week, our teams have been working hard, enabled us to scale to the growing traffic. Of communications and tools, they continue to perform well. We're seeing more bad actors in our site during these times, security teams have really been pushing hard and keeping us safe. But it's just another plug for all of us, let's stay extra vigilant safe at this time. Be alert for phishing and use last pass to keep our password safe, use our work laptops and work devices to do work so we can protect ourselves, the community in a much better way. Thank you so much bye.

>> Jeremy Godwin: Thank you, and always a good reminder there on the IT side. Now, before we get to Christy for her update, I want -- something that I think kind of making the news is -- thing called Vespa search engine indexing the team has been working on, tell us more about that and why it's so important for the healthcare professionals right now.

>> Rathi Murthy: Sure, absolutely. That's a great question and something I'm personally superproud of. We all have a role to play during this time in helping our global community preserve and get through this pandemic.

The Vespa team is an example of they stood up and said what

can I do, what can we do when leveraging the capabilities we have in our platform? To help us during this time?

Open source, big data serving engine, and rose to the challenge, on March 16th, the White House and a coalition of leading research groups issued a call for action to the world, artificial intelligence experts who develop text and data-mining tools, but can help the medical community develop answers to high priority scientific questions.

We were one of the first companies to answer that call.

This is known as the COVID-19 open research data challenge, also called ORD19, what the team did was two things: One, index the data set, which means we helped categorize and tag over 45,000 articles about COVID-19 to make it easier, for medical professionals and researchers to find the relevant information quickly, so we can respond to issues quickly; secondly, we created a search function, via the Vespa on the cloud and open source, which allows people to very quickly search for terms, like COVID symptoms and all articles mentioning these terms, get pulled up.

This was done very quickly, three engineers in a week -- incredible! This is the power of when there's a mission, and then there's a focus; what we can do, very quickly.

Using our technology for social good. A phenomenal example.

>> Jeremy Godwin: That is a great example. Running into a crisis as always and looking for new ways to serve, you know I've got to tell you I'm watching Yahoo! News and finance, I know the Verizon

media team is strong, "Huffpo," and thanks for giving us an update, like I said Guru and Deepak Chopra will be here to talk about wellness and why that is so important. Thank you for that.

Christy switching gears to your update for the day... good afternoon how are you? What's new.

>> Christy Pambianchi. I'm great Jeremy thank you so much, very excited to give a report out on our employment survey results that came out this week, let me get right to it. If we could put up the new slide highlighting what you heard from Hans, we got a 73% response rate with just over 100,000 folks responding in three days, pretty exciting, if you look on the right-hand side of the page, what you'll see in the first three gray columns is 76% of you reported back that you are now working from a home setting.

And you're sharing with us whether you always did that before, which was about 22%, and the other 14 and 40%, this is something new for you.

In addition, 16% of you told us that you're working, from outside the home.

And 7% were others so that's a good backdrop of who responded. If you go to the next page what we want to highlight is the responses we got for the questions that we asked.

So first, overall we were really pleased with the response rate and the questions.

85% of you, indicated you had confidence that the company was responding, to the emerging challenges, successfully that the

COVID 19 situation is presenting.

And 83% indicated you communicated a clear plan of action.

We heard from 84% of you favorably that the company is providing good guidance on safety and wellness.

And keeping you up to date on information that you need.

80%, said you felt you had the information you needed to enable work at home.

And then finally:. 88% felt you had the access to the information that you needed.

So let's dial in Jeremy, one more slide here to share what myself, Hans, and VLC have talked about having gone over these results and put this action plan together this morning.

Christy Pambianchi: These are the things we heard from you that I just covered on the left-hand side, on the right-hand side is what our actions are, so at the macro level we want you to understand what we heard -- we must continue frequent information distribution, and updates constantly to all of you because we know the situation is fluid and evolving, literally, by day and by hour, so we think this important mechanism we heard that from you in a response question.

We are also, putting action plans around two key things: No. 1 is we're going to make sure, that if the situation continues to evolve or constantly updating and communicating any safety and health programs efforts so that all of our employees understand the latest information and know how to keep themselves safe, and then second: For all of our employees over 115,000, that's now pivoted and are

newly in a work at home setting and we believe will be in this circumstance for some time -- we want to continue to get you tools, and communication to make you as effective as possible.

So that's going to be the take aways and great thanks to all of the V-teamers that gave us the input and expect another survey in another two weeks.

>> Jeremy Godwin: Awesome, Christy thanks for that update.

Now, one of the things I'm hearing about is an update to something called the C.A.R.E.S Act and different changes, I know we mentioned FCC changes.

What should employees know about that at this point?

>> Christy Pambianchi: There's a lot of components of the C.A.R.E.S Act and the stimulus packages that have been passed. One of the provisions that applies to our employees, is there's loosening of the normal restrictions on FCC, savings account withdrawals.

So we have that information updated for all of you on the Web Page, and all of your fidelity accounts will reflect that. And Jeremy, like anything in this area, we always advise people to make sure that they touch base with their financial advisor, for some of the services we have available to them.

>> Jeremy Godwin: Yeah, that's important to note that. And a lot of places where people can get that information, obviously, you can go to VC web externally on inside Verizon and you can't forget the inside Verizon app we launched this week, all great ways to stay in

the know and stay connected.

So before we go to anymore questions or wrap-ups, I wanted to play this video from one of our -- our -- our teammates who is in Italy, and serves as an HR business partner there and how they are adjusting to the -- this life and how she's still helping all of her employees and coworkers, let's roll that.

>> I live in Milan and I work for Verizon Italia in Milan, I'm part of the global care services team and I look after all the admin for DHR department. Before this, I was daily going into our payroll office, and I would interact with all the employees that we have.

In that office, in Milan, but also, I manage the whole Italy.

So I was also have contacts with our Verizon connect offices around Italy; but I also manage Spain, so I also have contact with employees in Spain and Portugal. At the very beginning we all heard about this and we all thought that was something that would never hit us, but, actually, then, Milan was one of the first cities that was down in Italy. We stay working from home now for four weeks, I have to be honest, we used to the new normality now, so we all stay at home, we never go out. We only go out, when we need them, for shopping, but we thought that with a mask and gloves -- we only go on our balcony, in our little community we have Italian flags.

At our balcony.

And, yes, we also are part of the group that sings every day, so we thought that little routine -- put some music outside, and just say hello to everybody. (Singing).

>> I feel really proud, of being part of this organization, and, also, you know, not just the fact that I can work, from home, as a Verizon employee, but I know that through what we give to our customers, that's what we -- helping them to do.

Seriously, sometimes when I think about it -- you know, you can see it through the camera, it makes you smile because, you know, we are really enabling the -- the world to be connected and to keep in touch even in this situation.

And this is just amazing.

>> Jeremy Godwin: Just amazing is a great way to wrap that up and thanks to all of our teams around the globe so before we go to final thoughts I want to get to some thank yous that have come my way.

Via e-mail, you know, we're monitoring live, at Verizon.com, go to Verizon.com for those good stories, Christy let's take the first thank you slide here, this was an e-mail that we received from a business customer thanking someone in our telesales group Ms. Kristina in Florida, I want to read this, during this chaotic time we are currently facing my cell phone decided it was time to self-destruct. This customer had an iPhone, he called, got Kristina on the telesales line there, was anxious about calling Verizon wireless as I figured I would be connected to a representative that too was facing turmoil and anxiety over our current situation.

Making for a tension-filled conversation, to his pleasant surprise he was lucky enough to be connected, from the start of the call.

Kristina had an upbeat attitude which put his mind at ease, just wanted to take a moment to give accolades for Kristina for her professionalism patience and uplifting attitude. An asset to Verizon, Verizon wireless, thank you for and keeping that business customer connected onto one more this next one, remember we connect a lot of places around the world. One of our -- our places we keep connected is -- is -- the government of Australia.

So this came from one of their commanders there. Keeping folks connected.

We would like to express my personal thanks to you, your team as Verizon as a strategic partner for the outstanding way you changed your business as usual model to meet the challenge of these trying times, performance enhancements, everything you're doing continue to demonstrate the innovative approach from you and has paid dividends so much so the secretary of defense and the CIO, have both mentioned elements of your work at a very high level government levels of Australia.

And wrap it up with I know these are trying times and this can cause additional pressures within your workforce and yourself, I'm not blind to the exceptional leadership being displayed by you-all and keeping business as usual going, necessary additions that have added to that success, thank you once again, bravo Zulu, from their commander. Great pieces of things to end the week on.

I want to go for Christy to her final thoughts and then Hans.

>> Christy Pambianchi: Jeremy, thanks for those great stories,

and to all the folks around the world that are sharing their new normal, and hopefully continuing to post those to the challenge yesterday. My thoughts going into the weekend for all the V-teamers is just to try to take some time, to -- to take care of yourself, take care of your families, and your friends and people around you.

I recognize, this is a really difficult time, it's changing every day.

There's more and more hot spots, and I think every one of us is being affected personally by this, our families and our friends, and people we know.

And so, I would just ask everybody to take a little bit of time, to recharge, and we've got a lot of road ahead; and we're going to get through it by having, each other, and the V team, and our purpose, and all of us, focusing on doing the right thing for each other and for the society that's counting on us right now. Thanks so much.

>> Jeremy Godwin: Thank you for that Christy, hope you and your family have a good weekend and continue to stay healthy there.

Hans, it is time for your wrap-up here, please take it away sir!

>> Hans Vestberg: Thank you, Jeremy, I can only agree with Christy, this is a time that many of us, see great anxiety.

It's such a -- unprecedented time, and -- new information and things are changing all the time.

And I'm happy to hear, in the poll you think communication to you, we can do better I know, and me and Christy and the whole executive team, will see that we continue this work, and having you updated; and reassure you what we're doing, and not doing.

It's just that there's so many constituencies, so many places in the world, where we're -- there are so many differences, and I ask you, if you don't get your answer, you'll always have the Web site, as Christy and all of that.

Ask one question too many this time, this is the time where it's best to ask too many times, because -- don't think there's a question that is stupid or something, we're all in the same boat. We're all feeling the same thing, we have all the same questions about this COVID-19.

It is just extremely strange times, but the strength that I feel is, of course, the V-teamers have the stories, and how they support each other and the inflow of comments and questions, and support is just enormous in these times.

And hopefully, you feel that, in all levels of the company we really care about each other.

Because this is about caring right now. It's also about keeping our business running, because there's so many people that rely on us, rely on our networks, rely on our feeling that you can communicate or work, with friends and family; so, I always remind us about our mission and vision in these times because they are what we're all relying on, and then on our values as a company.

And I think there are more impacts than ever, they're more important than ever, I remember three days ago or something when we did this, I was reading the purpose, these types of thing become very important and sometimes I think the cultural operating system is

far more important than anything else in these times, I have to thank you all V-teamers, this is day 15 on the live webcast and it seems like an eternity.

I know that many of you really are tuning in for it; and I know how important it is. We will continue to evaluate how we communicate in the best way and that will take with us, as we go into next week, but I want to see you there Monday, continuing to update.

And if you're not working this week, which some of you are -- which... we really think it's fantastic, if you're not working this weekend, get some energy, remember to communicate with all your friends around you.

My promise is, I'm going to call my mother. I do that every Saturday at least.

I'm going to see that I communicate with my brother.

And they are far away.

They are in Sweden. I'm here in the United States.

But communication will make that distance feel very short.

So once again, V-teamers, happy weekend. Thank you for everything and my heart and my thoughts are with all of you going into this weekend.

So thank you, very much. Jeremy, back to you!

>> Jeremy Godwin: Thank you, Hans, I do -- do appreciate that, and like he says we'll be back with you on Monday and we'll figure out the -- the course and the path forward and how we move forward together, in this, so certainly, appreciate all of you, taking time

out of your lives.

I know this has become a daily staple for folks as they go running or listening, and spending time with their loved ones and their kids at lunch.

I've seen a lot of good pictures from that. So a great reminder for that. And we want to thank the entire Team, for joining in every single day so like I mentioned earlier, we've got quite a special treat now, the leader of Verizon Media, Guru.

Is being joined today by very special guest Mr. Deepak Chopra, for a conversation about well-being, and how to find peace during these times.

So, Guru, I hope you have a great conversation.

That will get us a little bit closer to the weekend. Here. So I appreciate that.

And I'll see everyone Monday. Guru over to you, my friend!

>> Guru: Thank you so much.

Jeremy.

And I really want to thank Hans, again, for the -- for the amazing leadership, and leading us through these unprecedented times, and Christy as well for really taking care of all the employees, and V-teamers globally. It's inspiring, feeds energy to us and we'll keep moving forward, thank you, this has been such energy every day. With that as you heard, you know, part of this how we make through the journey, is also important you heard from me before and everybody about well-being and our mental or physical and how all

that comes in.

Guru Gowrappan: And we have a very special guest today, you heard Deepak Chopra is a world-renowned pioneer, in integrative medicine and personal transformation, founder of Chopra Foundation, a nonprofit entity for research on well-being, and humanitarianism. And the Chopra -- a modern day company intersection of science and spirituality. He's also, you know, authored more than 89 books, translated to over 43 languages, including numerous New York Times best-sellers.

TIME magazine has described him as "one of the top overachievers and icons of the century" I've had the pleasure to know Deepak for a while, and every time you talk to him you learn a lot. But above all you do get a good dosage of well-being, Deepak, for joining us.

>> Deepak Chopra: Sure.

>> We're happy to have you here across Verizon, we have a lot of questions I'll do Q&A after that and take it from there.

>> Deepak Chopra: Okay. First of all, thank you, Guru, for having me.

It's always a privilege. Honored to be with you and your team.

And congratulations. I had the occasion to listen a little bit, before this conversation started.

Deepak Chopra: And it seems like, you guys are really synchronized in your vision, and hopefully complementing each other's strengths.

And caring for each other.

And we are all in a phased transition right now, in the world, where there's financial markets or it's our personal well-being or how we conduct ourselves in the world.

So I'll take only little time right now, to explain... the connection between the mind, the brain, gene activity, and, what we call, "self-regulation" in the body.

And then I'll give you a few practical tips and then I'll be open, to questions, and if you want, at the end, we can do a short meditation as well.

So very briefly:

We have three brains, look at my hand.

This is -- and the pun is intended. This is a handy model of the brain, this is the cortical brain, the intellectual brain, this is what you're using right now, to engage in this conversation.

Whether you are absorbing this information or you're giving me feedback you're using your cortical brain, which is involved in thinking.

And thinking includes everything, from memory, to desires, to insight, to inspiration, to imagination -- all processes are orchestrated through our brain, which is the cortical brain.

The front part of the cortical brain is called the frontal cortex, which is the latest in evolutionary development, through the ages.

The cortical brain is only 4 million years old.

In evolutionary time.

And, actually, began to develop explosively in humans, when

we created language.

So first, there was oral language.

Then now there's written language.

And now there are all kinds of other ways to communicate, mathematics and so on -- but this is the cortical brain, 4 million years old.

Now, if I open my hand up, metaphorically speaking where you see my thumb, this the emotional brain and this is 100 million years old.

This is only 4 million years old, only 15,000 years old, in terms of languageing, but this is 100 million years old. This is the emotional brain.

Okay?

So, we move between two extremes, one extreme might be, unconditional love.

Empathy.

Compassion, joy peace of mind equanimity. The other extreme could be, if you're panicked, fear, hostility anger guilt shame, ultimately leading to depression, and depletion of energy.

So the emotional brain is ultimately connected to the hypothalamus, and to the pituitary gland, through gene activity activating genes that are either responsible for too much inflammation.

Or too much -- chaos biological chaos when we were emotionally distressed.

So emotional distress creates biological chaos.

On the other hand, emotional well-being, creates self-regulation, and, what we call, homeostasis, which is a technical term, for self-healing.

That's the emotional brain, 100 million years old.

So, what do we -- what do we favor?

Emotions, not analytic thinking, we pretend that we are very smart, and analytical.

In our thinking and rational.

But most of the time, we are creatures that are bristling with emotions and we react to our emotions much faster than our reason.

Unfortunately....

Okay. Then if you go, back to my handy model, this is the midbrain, the reptilian brain, present in reptiles and also in us, it has the flight or flight response, this is what protected us when we were in the forest and subject to breakfast or lunch for a tiger or whatever.

So this is the instinctive brain that results in -- primate if it's on overdrive cortical intellectual emotional and instinctive brain.

Right now in the world, the -- the instinctive and motional brain is in chaos.

We are on what is called, sympathetic overdrive.

And this panic, pandemic of panic and stress, is actually spreading faster than the virus.

The virus only spreads when there's physical contact.

But this contagion and panic spreads to through the Internet

social media, the news networks and it keeps recycling compromising our immune system, hormonal balance, our gene activity, increasing cortisol levels, adrenaline levels, which make us more susceptible to actually morbidity and mortality, from this virus.

Recently, just the last few months, there's a very interesting, information that is coming out, that people even young people succumbing to the disease, as a result of too much stress and panic and irrational behaviors, and recycling of this biological chaos.

They have before they go into acute illness, they have something called a cytokine storms, cytokines are inflammatory models in our body that go crazy, meant to protect us, but when there's this overwhelming stress, and the cytokines, leads to respiratory distress, and this is all coming out in the literature. Given that, you can minimize your risk.

Of acute illness, even if you have the infection.

You can minimize it, by the following things:

Good sleep, every night.

Meditation and stress management. All the research shows that it increases the activity of genes that cause self-regulation and homeostasis, decreases the activity of genes that cause inflammation, so meditation and stress management.

Movement, which means exercise and doesn't have to be much.

Like, 5 to 10,000 steps every day.

Preferably, if you can do some kind of yoga or prana, I can

show you something very simple. You can take these breaks, breathing breaks to activate the parasympathetic nervous system, the vagus nerve preventing the inflammatory storms, so yoga breathing exercises or any of the martial arts, you know, because tai chi, Qigong, all the martial arts integrate mind and body, in a very precise way.

So through deep breaths, sleep, meditation, stress management.

Healthy emotions like love, kindness, joy, empathy, compassion.

Equanimity, loving kindness.

You activate the parasympathetic nervous system.

Through diet, a healthy diet is a clean diet with minimal animal product and even if you're eating animals, not animals manufactured in a factory or coming from the wild, you know, but animals that have been treated kindly; and hormones or antibiotics pumped into them or inflammatory products, but a maximum diversity and plant-based diet is very healthy for your microbiome, which is 20 million genes, that are not inherited, but are in the environment, which protect us.

So changing diet is a very great way to self-regulation.

And finally, if you can, some contact with nature.

Which, I guess is difficult unless you're in a rural environment right now.

But, even touching a tree, or walking bare foot on the earth will help regulate your homeostatic systems and increase self-regulation.

So these are contexts -- meditation is very important, but you don't have to do formally, half an hour or 20 minutes, if you can take short breaks to focus on your body, and I can show you that, or breath or something -- one thing that I've been talking about which has become very popular right now, because I've mentioned it on the Oprah Winfrey show, was, what we call, the stop formula so any time you see even slight stress, stop. STOP. S stands for stop. T stands for take three deep breaths and smiles.

Smiling, actually, activates the parasympathetic nervous system.

So S, stop, take three deep breaths and smiles observe your breath and sensations of the body and then proceed with awareness, if you can just do this a few times a day, you will override the excessive activity.

So I'm happy to answer any questions, and then we can end up with a short meditation as well.

Guru Gowrappan: Thanks, Deepak, for that. I think that's so insightful, you kind of talked about it. I want to double click on it, what advice would you give for employees a little bit more, who are isolated right now, working right now, are there practices or things you said there are a few things you can walk through.

Why don't you walk through that.

>> First of all, Guru you're in a very good business right now, because the whole world is going virtual. Okay?

We are having this conference virtually.

Deepak Chopra: Your business is virtual reality. In a sense. Yesterday, I was speaking to Mark at salesforce, their profits are going up, by the way, right now. Because, they are a virtual business.

So the future, right now, is going to be virtual businesses, which is, what we call, live businesses, real businesses are becoming virtual businesses and virtual is becoming real more than anything else.

So you are well-positioned, as a company.

To begin with. Now, there are certain things that enhance corporate well-being.

And I should tell you that there's a lot of data on this.

So, first thing, is that the leadership team, which is right now, a team that I'm speaking to, I think.

The leadership team, has a shared vision, for the company.

And also, for themselves.

A shared vision.

No. 1.

No. 2:

They're emotionally and spiritually bonded. They care for each other, which means there are four things they pay attention to:

I call them the four As: Attention, which means deep-listening to each other.

Affection, which means deep caring for each other.

Appreciation: Noticing the gift the technology gift, the social gift and the professional gifts that everyone brings to the table.

So that is appreciation.

The talents and gifts that we have.

And then "acceptance," we're not trying to change anybody emotionally. We accept you as you are.

These are the four As.

Attention.

Appreciation.

Affection.

Acceptance... so a shared vision, emotional and spiritual bonding.

And then complementing each other's strengths because everyone in the company has unique strengths.

When you put this into practice, when you have open feedback, you communicate online, with each other.

Regularly.

On what is happening in the company, what the vision is -- what the challenges are.

What the solutions are.

And let everybody participate in that.

You have a completely new dynamic in a company.

If the -- if the leader of the Team -- and this is just statistics, okay? If the leader of the team, ignores, his -- his image.

Teammates, the rate of disengagement goes up by 45% and impacts the welfare of the company. If the leader of the team criticizes the teammates, actually, engagement goes up. The rate of

disengagement, falls down to 20%, people would rather be criticized, than ignored.

Because when you're criticized, at least you're acknowledged, your presence is acknowledged. But if you honestly, honestly, and authentically, notice a single strength of your teammates, single strength. You did a good job precisely by doing this, or I appreciate what you bring to the table. Specifically this particular unique strength, the rate of disengagement goes down to less than 1%.

The impact of disengaged people in America, is about 300 million dollars a year.

So just engagement is fostered through having an open system.

Feedback.

Transparency.

And what we just said: Shared vision, complementing strengths; and caring for each other.

This is very important.

Also, social engagement, with your parents, with your family.

Even if you're separated right now, you can engage with them, through these technologies.

So the more you engage right now, this is an opportunity.

And then, because we are working from home, work is structured as if you were in the office.

You know, -- when you're engaged in your work, that's focused worktime.

And it can be through virtual technology.

But it has to be, focused.

And not changed at all, to the best that you can, and, in fact, some companies are noticing an increase, in productivity right now.

So, focused time. While working, virtually. But then, also, focusing on your family, your friends, your professional colleagues in a way that feel emotionally-cared for. So focused time, and focus, if you can some meditation time, reading, and good sleep -- these are the keys.

>> Guru Gowrappan: So Deepak Chopra, tell us a little bit more on your kind of rigor in a way, which is firstly, how do you maintain sense of well-being for yourself during these chaotic times? Right, I know you talked about some of the some of these practices, but if you go a day in your life and things we could take from your life, walk through a little bit of that.

>> Deepak Chopra: Again, because this is my life. Nobody has to follow, my personal example.

But I'm happy to share of it.

You don't have to do what I do. I meditate about two hours every day. I do at least one hour of yoga.

Breathing exercises. I sleep eight hours and monitor my sleep through gadgets and that, I monitor my heart rate variability with all the new technologies we have. I practice vagal breathing and because I'm society years old, even though biologically, I'm very healthy, my biological markers are maybe 30 -- in my 30s, but being

73, I recognize that these are the final chapters of my life, and therefore I focus, not on myself, but on the well-being of the world.

Right now, that's all I care about.

And I wanted to mention, the Chopra center, Chopra global is offering one day, free meditation in these stressful times and we would like to offer it to all your company, free of charge.

And I would like to share how we can engage in that.

>> Guru Gowrappan: Yeah.

>> Deepak Chopra: But right now my focus is not on myself at all. I want to see how we can reach that critical mass of humanity that is so engaged in well-being, whether it's social well-being.

Or corporate well-being.

Or physical well-being, or community well-being, or financial well-being, because they're all linked. If you're stressed about your finances, you're going to raise your cortisol level, no question about it.

So you know, right now, the most stressed people are the very poor.

And the very rich, because both of them are thinking only about money at the time.

So -- you know, when money becomes your identity, you're going to be stressed.

So I'm not focusing on anything like that right now.

But on -- how can I help people find creative solutions, and not get immunocompromised at this moment. You know, the contagion of stress, and panic, and -- and basically, fear, is spreading faster,

than the contagion of the virus.

>> Guru Gowrappan: So I want to shift, there are a few questions from the employees, Deepak. One of the questions the first one is can you throw some light on how this COVID-19 pandemic will shape humanity once we come out of it? You know, --

>> Deepak Chopra: Well, you know, I will read to you, just now -- I'm glad you brought that up.

But let me read to you, something, that was sent to me, by someone, anonymously.

So, this is -- direct answer to this question.

We fell asleep in one world and woke up in another.

Suddenly, Disney is out of magic, Paris is no longer romantic; New York doesn't stand up anymore.

The Chinese wall is no longer a fortress.

And mecca is empty.

Hugs and kisses certainly became -- and not visiting parents and friends became an act of love. Suddenly you realize, power beauty and money, are worthless and can't get you the oxygen you're fighting for. The world continues its life and it's useful. It only puts humans in cages, I think it's sending a message.

The message you humans are not necessary.

The earth, the air, the water, and the scry, are fine without you.

When you come back, remember that you are my guests, not my masters.

So this is the way the world will reshape, if we learn from this,

we will reinvent our bodies, resurrect our souls, and create a more peaceful just, sustainable healthier enjoyable world, not only for ourselves, but for everybody.

And we have position to do that with technology.

>> Guru Gowrappan: Great, thank you so much Deepak, hey, when you talk -- if you talk about the COVID-19 itself, of course, there are as you said there are a lot of false news, and then, there's, of course, things you're talking in your community about, reality, and the physical distancing that we're doing and flattening the curve.

Talk to us about the importance of that, and how much -- and what do you see, where it goes in terms of timeline.

>> Deepak Chopra: Okay. So, you know, this is all in flux at the moment.

And every day, we get mixed messages.

Do know that the coronavirus itself.

In different forms -- and, you know, the flu virus also is a coronavirus.

Has existed for millions of years.

In the ecosystem.

What got this virus to mutate, in a virulent form and get into the ecosystem, is and with such ferociousness, we don't know, frankly, we don't know.

And at this moment if you talk to geneticists, they could tell you it could mutate to a more virulent form, but that is probably unlikely, but it could; it could mutate to a less virulent form.

It could finish its life cycle in two or three months.

Or it could become permanently part of our ecosystem.

Now, when you hear these opinions, you -- it's immediate reaction is nobody knows what the heck is going on. Okay? Because all these scenarios are out there.

Now, I do instinctively -- at this moment, believe having watched previous epidemics, SARS and so many others, and Ebola that everything has a life cycle.

And we will soon start to see, within at least a couple of months, not only flattening of the curve, but actually, start seeing the dissipation.

But we must learn things from this now, physical social distancing is very crucial right now, because the virus spreads through direct contact. Okay?

So if you can -- if you don't have it, physically, if you're socially distant, and you follow the rules, you won't get it.

Okay? And if you do have it -- and you follow the rules, you won't get it.

So the physical, social distancing, is extremely important.

Also, all the hygienic measures -- washing your hands, not putting your hands on your face, or your nose or your mouth -- is extremely important.

Masks -- again, every day, mixed messages, I personally think masks can be a distraction, you keep adjusting them, and you try to -- you end up touching your face a lot. If you're not comfortable

with your mask.

So, leave the mask to the health professionals, for the moment.

Or unless you're engaged in, you know, and you have to go out and you have to be out there, if you're a health worker -- but by and large, I'm saying probably not necessary, but definitely all the other recommendations.

But if you want your immune system also, to not be compromised, then follow, the -- deep meditation movements.

>> Guru Gowrappan: Is that, Deepak, the same -- I know you actually at CNN you walked through the what we can all do at home to protect ourselves; is that the same thing, which is around slip and the pillars that you talked about, or is there anything else that you recommend when we think about what we can do at home to protect ourselves?

>> Deepak Chopra: Well, right now, what you can do, is really focus on mental and emotional well-being.

Stay with your center. Don't get out of it.

Don't get stuck into the melodrama and hysteria, three three stages, one is fear, and what we're experiencing collectively as a society is grief, is we are losing the way we assumed life would be. And that brings grief. It's loss.

And when people experience grief, their first reaction is victimization, why me?

The second reaction, is, anger and hostility.

The third reaction, is frustration.

The fourth is resignation.

The fifth is acceptance.

And the 6th, is meaning... and that's where we are headed.

Meaning.

Where is this leading us?

What meaning is this giving you personally?

What meaning is this giving you as a company?

What meaning is this giving you, as a corporation, that's ultimate goal is the well-being of society. You know, you think you're in the communication business.

But, actually, the communication is to facilitate the well-being of the ecosystem.

So we have to rethink, the ultimate goal of our businesses.

Now, in the eastern Asian traditions and I don't want to focus only on the eastern wisdom traditions but I'm familiar with them more, but this is part of western traditions too, they say the Buddha says, seek refuge in the Buddha, Buddha means thought not the Buddha as a person, but an expanded awareness, not just thinking only about yourself.

Buddha seek refuge in the Dharma, the meaning and purpose of our existence, both as people, but as, also, companies.

Third: Seek refuge in the sangha, the community, you are -- you know, Verizon, is a community.

And it's a community that has to focus on well-being of its employees.

First.

Customers second, investors third -- that should be the secret. If your employees are healthy and happy, your customers are going to be healthy and happy. If your customers are healthy and happy, your investors are going to be happy.

And if you are investors are healthy and happy, you're going to be a successful company.

So seek refuge in the Buddha.

Or in other traditions. Service, community.

And service.

So, Sangha, community; and simran -- remembering your spiritual nature that you are actually, a spiritual being having a human experience.

>> Guru Gowrappan: Thank you, Deepak. You know, it's amazing you talk about the stakeholders which is employees, customers, society and shareholders and actually how we think about ourselves in a exactly similar way about how we take care of our employees and it flows into it.

Really appreciate that. I think that's a good segue, into, if you want to just walk through, you know, we call "meditation, whatever form you want to say, walk through some sequence people can take in as we go through this stressful time, what will help us to be more balanced.

>> Deepak Chopra: Okay, once again, I want to mention there are many kinds of meditation these days mindful awareness is

becoming very popular.

That takes many shapes and forms, mindful awareness of sensory experience.

Mindful awareness of breath, mindful awareness of the body. Mindful awareness of what's happening inside the body. Mindful awareness of relationships, mindful awareness of your relationship with the ecosystem -- self-reflection, transcendence, so many ways, but I'm going to share with you something that is a little bit of a combination, and it's short.

Okay? Because, right now, is not the time to philosophize and go into metaphysics and self-realization, ultimately, that's the only truth. Self-realization is the only truth which means losing the fear of death.

Once you lose the fear of death, you lose all fear, because all fear, is the fear of the unknown.

And once you actually get in touch with that part of yourself, which, spiritual religions call the soul, or, you know, your ultimate reality, then even that fear goes away, that is true healing, but let's do something right now that can instantly help our biology.

Okay?

So keep your eyes open, you don't have to close your eyes, but have soft eyes.

Sit comfortably wherever you are, soft eyes means no focus.

To an object... just being aware of the space that we are all engulfed in. We're all engulfed in the same space right now. We

call it cyberspace, but whenever you are, you are surrounded by infinity on all sides.

This in the eastern wisdom traditions means the infinite space, that engulfs all of us, and we are all part of that infinite space.

So soft eyes.

And then just bring your awareness, your breath, you don't have to do anything, other than bring your awareness to your breath. Even as you bring your awareness, your breath -- your mind will start to settle down, now, if you want you can slow down your breathing also, on the inhale you can count to 6.

Pause.

To the count of two and then exhale to the count of 4.

Right. And if you do that. Try it. If you do that even for a minute, then your breath rate comes down to 8. Your heart rate variability increases being more resilient, and everything starts to cool down.

Just practice, what we call, vagal breathing right now. Inhale to the count of 6, pause, two, exhale to the count of 4.

Deep breaths.

(A pause) Deepak Chopra: Now, let that go and bring your awareness to your heart.

And mentally, ask the question, what do I want in this moment?
For myself?

For my company? And for the world? Just ask that question.

What do I want?

For myself.

For the company? For the world, don't look for an answer, let any sensation, image, feeling or thought, come to you, and continue...

What do I want.

Allowing any sensation.

Any image.

Any feeling, any thought, come to you spontaneously.

Now, ask yourself, another question.

What can I do, to accelerate this vision?

Or what I want for me.

And the company? And for the world. Again, don't look for an answer, just allow any sensation, any image, any feeling, any thought, to spontaneously come to you.

Final QUESTION:

In the midst of all this, what am I grateful for right now?

Gratitude will open the door, to creativity. And abundance.

Abundance consciousness.

Gratitude.

What am I grateful for.

Now, just allow any sensation, any image, any feeling any thought to come to you.

Let all that go and do a simple mantra, I am -- not I am Guru, I am Deepak, I am -- I am it's our common, just ahum, mentally.

(A pause) now, let go of the mantra and just rest, in -- in the simplicity of your own presence.

Your own being, just rest, in the simplicity, this is the highest self-regulation -- being...

The simplicity of our own being.

(A pause) and now... fully open your eyes and go about your day, there are many variations. We can do many such kinds of meditations, and, again, we're offering the 21-day experience to all of you, Guru, and your team.

>> Guru Gowrappan: Thanks Deepak Chopra, because I know we'll share it. Final remarks, Deepak Chopra for the team, the employees watching? I know I think you talk about diet sleep and meditation, bringing a lot of these things together to be more balanced and stress-free in these uncertain times.

>> Deepak Chopra: It's almost a cliché, Guru, and sometimes profound things become clichés, but they are still profound in every adversity there's a seed of a great opportunity. So let's ask ourselves that, personally and what is the opportunity for reinventing our relationships?

And what is the opportunity, in creating a more thriving business than even now?

>> Guru Gowrappan: Great, no, thank you, Deepak we really appreciate you taking time and sharing your thoughts and walking us through this practice. We really appreciate that. Thank you so much.

>> Deepak Chopra: Thank you, Guru, and great to be with your team.

>> Guru Gowrappan: Thank you, so thank you, everybody, that wraps up our -- our session to Deepak and, you know, with -- we'll be in touch as you heard from Jeremy, and Team, back on Monday. Really appreciate it, thank you!