

VERIZON
UTS WEBCAST
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12 PM ET

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>> WHAT DID VERIZON BUILD THEIR NETWORK FOR?
PEOPLE.

EVERY HOLE DUG, EVERY WIRE SPLICED, EVERY TOWER RAISED.
IT'S THE PEOPLE.

AND WHEN PEOPLE'S EVERY DAY IS BEING CHALLENGED, THAT'S WHEN A
NETWORK STANDS UP AND SHOWS WHAT IT'S MADE OF.

BUSINESSES ARE USING VERIZON'S ADDED CAPACITY TO KEEP THEM
RUNNING IN NEW WAYS.

THEY WERE DELIVERED IN 30 DAYS.

AND VERIZON CUSTOMERS ARE MAKING AN AVERAGE OF OVER 600 MILLION
CALLS AND SENDING NEARLY 8 BILLION TEXTS A DAY EVERY DAY.

OUR CONNECTIONS MAKE US ALL STRONGER.

AND WHEN YOU KNOW PEOPLE ARE DEPENDING ON YOU FOR THOSE
CONNECTIONS, YOU DO WHATEVER IT TAKES.

>> COMING TO THE OFFICE TODAY, THERE ARE CLOSED SIGNS ON MOST OF
THE BUSINESSES.

STORES ARE LOCKED, LIGHTS ARE OFF, AND IT'S EMPTY.

>> WHAT I MISS MOST IS THE PEOPLE.

NOT ONLY IS IT A COFFEE HOUSE, BUT IT REALLY IS OUR MEETING PLACE.

>> IF WE WERE TO CLOSE, WE DON'T CLOSE JUST AS A RESTAURANT.

WE CLOSE AS THE COMMUNITY.

>> MY BUSINESS MEANS THE WORLD TO ME.

>> I'VE ALWAYS BEEN ABLE TO LET MY BUSINESS BE A TRAINING HUB FOR
YOUNG WOMEN.

>> WE HAVE ARTS AND CRAFTS MADE BY LOCAL REFUGEES THAT WE HELP
RESETTLE TO PHOENIX.

>> IT'S AN OPPORTUNITY TO CONTINUE TO PAY OUR EMPLOYEES.

>> IT'S REALLY BEEN A GODSEND.

>> IT WILL ABSOLUTELY SAVE OUR BUSINESS.

>> AND I'M JUST SO GRATEFUL THAT VERIZON PARTNERED WITH US TO PAY IT

FORWARD.

>> WE MISS YOU ALL AND LOOK FORWARD TO SEEING YOU SOON.

>> WHAT DOES IT MEAN TO BE AMERICA'S MOST RELIABLE NETWORK? RIGHT NOW, IT MEANS HELPING THOSE WHO SERVE STAY CONNECTED TO THEIR FAMILIES.

THEY'RE ON THE FRONT LINES EVERY DAY GIVING THE MOST THEY CAN. SO VERIZON WANTS TO GIVE THEM SOMETHING BACK.

INTRODUCING OUR BEST PRICING EVER, \$30 PER LINE FOR AUGHT ALL NURSES, TEACHERS FIRST RESPONDERS, AND THEIR FAMILIES.

NOT FOR A FEW MONTHS, BUT AS LONG AS THEY NEED.

BECAUSE THE PEOPLE WE RELY ON DESERVE A NETWORK THEY CAN RELY ON.

>> I JOINED VERIZON IN JANUARY OF 2014.

I WORK IN SOURCING LEGAL WHERE I AM PRIMARILY RESPONSIBLE FOR THE NEGOTIATION OF HR BENEFITS.

THE CREDO AT VERIZON, IT REALLY SETS THE FOUNDATION OF HOW YOU ARE AS AN EMPLOYEE, BUT ALSO THAT SPILLS OVER INTO HOW YOU ARE AS A PERSON OUTSIDE OF VERIZON.

WE HAVE EMBODIED THAT HERE AT HOME.

THIS REALLY IS A TIME WHERE WE REALIZE JUST BECAUSE WE'RE JUST CHILDREN, WE CAN STILL MAKE A HUGE DIFFERENCE IN OUR COMMUNITY AND ANY LITTLE EFFORT GOES SUCH A LONG WAY.

OUR FRIENDS IN HILLSBORO FOUNDED MEALS FOR HEROES.

WE REACHED OUT TO THEM TO START A BRANCH IN BASKING RIDGE, NEW JERSEY.

>> WE'RE REALLY HAPPY AND APPRECIATIVE OF ALL THE NURSES AND FRONTLINE RESPONDERS WHO ARE SACRIFICING THEIR LIVES.

>> WE THOUGHT IT WAS REALLY IMPORTANT TO SHOW OUR GRATITUDE AND SAY THANK YOU.

OUR MAIN GOAL IS TO GET MEALS TO A LOT OF DIFFERENT PLACES.

WE STILL WANT TO GIVE BACK TO EVERYBODY WHO IS ACTUALLY WORKING DURING THIS TIME.

THIS FUNDRAISER WAS A TRIPLE WIN BECAUSE WE WERE ABLE TO GET SUPPORT FROM OUR FRIENDS AND FAMILY ALL OVER NORTH AMERICA AND THEN WE WERE ABLE TO GIVE BACK TO LOCAL BUSINESSES THAT REALLY NEED THE BUSINESS DURING THIS TIME.

THEY'RE NOT GETTING THEIR NORMAL CUSTOMERS AND THEN WE'RE ABLE TO USE THOSE MEALS TO HOUSE FRONTLINE RESPONDERS.

>> IT MADE US FEEL GOOD TO GET THE PICTURES BACK FROM THE NURSES OF THEM ENJOYING THE MEALS AND HOW GRATEFUL THEY WERE.

>> WE COULDN'T HELP SAYING THANK YOU TO THEM.

AND I SAID NO, WE ARE HERE FOR YOU.

IF WE COULD PROVIDE ONE MEAL THAT ALLEVIATES THE ANXIETY OR THE CONCERN ABOUT HOW AM I GOING TO MAKE LUNCH, EVEN IF IT'S A FIVE-MINUTE MEAL, I FEEL THAT IS SUCCESS.

>> I WOULD LIKE TO EXPRESS MY PERSONAL THANKS TO YOU, YOUR TEAM,
AND VERIZON.
>> FOR ALL OF THE AMAZING WORK YOU'VE DELIVERED IN THE LAST COUPLE
OF WEEKS.
>> FOR WHAT YOU HAVE DONE FOR FIRST RESPONDERS AND SMALL
BUSINESS.
>> I THINK YOU GUYS SHOULD GET ALL MY CREDIT.
AND I LOVE YOUR LADDER TRUCK.
>> I AM A MOTHER OF TWO AND HAVE MY ELDERLY FATHER WHO LIVES WITH
ME IN MY HOME.
I JUST WANTED TO SAY THANK YOU.
>> I JUST WANTED TO TAKE A MOMENT TO GIVE ACCOLADES TO CHRISTINA
FOR HER PROFESSIONALISM, PATIENCE, AND UPLIFTING ATTITUDE.
>> I JUST WANT TO SAY THANK YOU TO OUR VERIZON PARTNERS WHO
HELPED US BRING JOY AND ENCOURAGEMENT TO THE MOST VULNERABLE IN
OUR COMMUNITY.
>> I WANT TO BRING TO YOU A GOOD SAMARITAN DISGUISED AS A VERIZON
LINEMAN.
>> YOU'RE SYNCHRONIZED IN YOUR VISION.
>> MY THANKS TO ALL OF THE EMPLOYEES, AND PARTICULARLY THOSE OF
YOU WHO ARE REALLY PROVIDING ALL OF US IN THE WORLD KIND OF ACCESS
TO INFORMATION.
WHAT YOU'RE DOING IS HELPING NOT JUST THE UNITED STATES, BUT THE
WORLD STAY INFORMED.

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>> LOOK AT THAT!
SHE'S UPSIDE DOWN.
>> WHAT DID YOU DO TODAY GRANDMA?
>> WORKING ON THE COMPUTER, WATCHED TV.
>> WE'RE JUST GETTING READY FOR BED.
WE WANTED TO GIVE YOU GUYS A CALL.
>> HOW ARE MY BABIES?
>> SHE'S WIPING YOUR FACES WITH A TOWEL NOW.
>> NICE, NICE.
>> GOOD.
NICE JOB.
>> LOVE YOU TO THE MOON AND BACK.
>> TO THE MOON AND BACK.
>> WE LOVE YOU.
>> YAY!
>> DO YOU MISS ME, TOO?
>> I LOVE YOU ALL VERY MUCH!
>> VIRTUAL HUGS.
>> SNOOPY CUDDLES.

>> AHHH.
>> BIG HUGS IN A COUPLE MONTHS.
>> I CAN'T DO IT BECAUSE I WILL CRY.
>> THAT'S OKAY!
>> BIG BOY, BIG BOY.

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>> MY NAME IS FRED.
I'M A NETWORK TECHNICIAN OF 21 YEARS.
VOLUNTEERING HAS ALWAYS BEEN A BIG PART OF ME.
AND I SAID WHAT WOULD BE BETTER THAN JOINING THE FIRST AID SQUAD IF I
COULD DO IT.

AND THEN ONCE I JOINED, MY GOAL WAS TO BECOME AN EMT, OF WHICH I
ACHIEVED LAST YEAR.

>> AS PART OF OUR RESPONSE TO THE COVID-19 PANDEMIC, WE'RE
OFFERING OUR MEDICALLY TRAINED AND CERTIFIED EMPLOYEES A FULLY
PAID LEAVE OF ABSENCE TO GO OUT ON THE FRONT LINES AND ASSIST IN
THE COMMUNITIES THAT ARE HARDEST HIT BY THIS PANDEMIC.
WE REALLY WANTED TO SHOW THE COMMUNITY THAT WE WERE THERE FOR
THEM AND THAT WE BELIEVED IN WHAT THEY WERE DOING.

>> AS SOON AS I SAW THE OPPORTUNITY FOR THE LEAVE, I MEAN I WAS ON
IT.

I KNEW MY SQUAD IS HURTING.

WE'RE SHORTHANDED, ESPECIALLY RIGHT NOW.

I COULDN'T GET THE APPLICATION IN FAST ENOUGH.

FOR THE NEXT EIGHT WEEKS I'LL BE AN EMT.

I'M A LITTLE NERVOUS BEING MORE ON THE FOREFRONT OF THE VIRUS.

BUT I'M EXCITED, I'M ENTHUSED, AND I LOOK FORWARD TO BEING ABLE TO
SERVE MY COMMUNITY AND BE THERE FOR THEM.

>> OKAY, HERE I GO.

MY FIRST, MY FIRST SHIFT.

AS A FULL-TIME EMT.

>> PEOPLE LIKE FRED DON'T COME ALONG VERY OFTEN, SO WHEN YOU FIND
SOMEONE LIKE HIM, YOU'RE VERY GRATEFUL TO HAVE HIM.

HE'S BASICALLY GOING TO BE SCHEDULED FOR DUTY ON NOT ONLY NIGHTS,
BUT DAYTIME COVERAGE AND WEEKEND COVERAGE.

HE SAID IF THEY ALLOW ME TO DO THIS, I'M GOING TO BE RIGHT ON THE
FRONT LINES WITH EVERYBODY.

>> AS AN EMT, I'M RESPONSIBLE FOR DIRECT PATIENT CARE.

SO THE GREAT THING ABOUT THIS LEAVE PROGRAM IS IT'S LESS STRESS
BECAUSE INSTEAD OF HAVING TO FOCUS ON TWO JOBS, NOW I ONLY HAVE
TO FOCUS ON ONE.

>> HE JUST FINISHED HIS FIRST 11 HOUR SHIFT.

MODERATE.

WASN'T TOO BAD.

I'M TIRED.

TIME TO HEAD HOME AND GET SOME REST.

>> THIS OPPORTUNITY HAS ME SPEECHLESS.

SO MANY PEOPLE ARE GETTING LAID OFF, SO MANY PEOPLE ARE GOING ON UNEMPLOYMENT, AND HERE MY COMPANY IS PAYING ME TO BE A FULL-TIME EMT FOR MY VOLUNTEER ORGANIZATION.

WORDS CAN'T DESCRIBE THAT.

IT'S OVERWHELMING.

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>> GOOD TO SEE YOU GUYS.

>> HEY EVERYBODY.

>> COME ON NICOLE.

>> YOU HAVE TO UNMUTE THE BUTTON.

>> START STREAMING.

>> YEAH!

SORRY GUYS, I'LL GRAB YOU A FILE.

>> THANKS FOR WORKING WITH ME.

>> THAT DOOR BEHIND YOU.

>> OKAY, ALL RIGHT.

>> PERFECT.

>> IT LOOKS LIKE EVERYONE IS REALLY HAPPY.

>> FOCUS ON WHAT OUR NEXT STEPS ARE GOING TO BE.

>> THAT IS AWESOME.

THANK YOU SO MUCH FOR REMINDING US ABOUT THAT MILEY.

>> GOOD MORNING.

HOW ARE YOU GUYS DOING?

>> LET'S FOCUS ON THE POSITIVE.

WE'LL SEE YOU TOMORROW.

SAME TIME, SAME PLACE.

>> WE COULD NEVER DO WHAT THEY DO.

BUT WHAT WE CAN DO IS BE A PARTNER THAT NEVER QUILTS.

VERIZON IS THE MOST RELIABLE NETWORK IN AMERICA, BUILT FOR INTEROPERABILITY AND PUTS FIRST RESPONDERS FIRST.

GIVING THEIR CALLS PRIORITY 24/7.

WE DO WHAT WE DO BEST SO THEY CAN, TOO.

TO ALL OUR VERIZON EMPLOYEES, WE'VE NEVER BEEN SO PROUD OF OUR TECHNICIANS, ENGINEERS, STORE EMPLOYEES, AND CUSTOMER SERVICE REPS WHO ARE DOING CRITICAL WORK ALL OVER THE COUNTRY AT A TIME WHEN THE COUNTRY IS FORCED TO BE APART, YOU'RE HELPING US COME TOGETHER.

OUR CUSTOMERS ARE MAKING AN AVERAGE OF 800 MILLION CALLS AND 8 MILLION TEXTS PER DAY.

YOU'VE HELPED US THROUGH IT CALL, KEEPING PEOPLE CONNECTED AND SAFE AT HOME.

THANK YOU.

BECAUSE OF YOU WE STAND READY.

[BELL RINGING]

>> JEREMY GODWIN: YESTERDAY, THE NEW YORK STOCK EXCHANGE CLOSING BELL RINGING GRATITUDE OF ALL WHO STEPPED UP DURING COVID-19, LIKE THE NUMEROUS LOCAL RESTAURANTS WHO HELPED PROVIDE MORE THAN 25,000 FDNY EMS WORKERS IN NEW YORK CITY.

THANKS TO ALL OF OUR FIRST RESPONDERS, THE FOLKS OUT ON THE FRONT LINE, A REAL ATTITUDE OF GRATITUDE HERE THAT WE ARE CONTINUING ON THROUGH THE MONTH OF MAY.

SO WHAT'S COMING UP TODAY.

WE'LL HEAR FROM THE MAYOR OF SAN DIEGO ABOUT 5G.

WE'LL TALK TO ANDY AND KATIE ABOUT UP TO SPEED AND ALL OF YOUR GREAT STORIES.

HOPEFULLY YOU CAUGHT UP TO THIS SPEED THIS MORNING WITH AN UPDATE AND WHAT WAS GOING ON THERE.

WELLNESS FRIDAY, GURU WILL BE HERE WITH A NEW YORK TIMES BEST SELLER, MAYBE YOU SHOULD TALK TO SOMEONE AUTHOR, LORI GOTTLIEB.

I WANT TO START WITH A QUICK SOUND BITE FROM THE MAYOR OF SAN DIEGO YESTERDAY AS WE LAUNCHED 5G THERE IN SAN DIEGO.

>> THE BOTTOM LINE OF 5G IS IT'S GOING TO MAKE IT EASIER FOR OUR LOCAL BUSINESSES AND RESIDENTS TO STAY CONNECTED WITH FASTER AND MORE RELIABLE INTERNET ACCESS THAN EVER BEFORE.

WE ARE PROUD OF THE CITY TO PARTNER WITH VERIZON TO MAKE 5G AVAILABLE TO THE HEALTHCARE INDUSTRY, TO BUSINESSES, AND OF COURSE OUR RESIDENTS ALIKE.

>> JEREMY GODWIN: SAN DIEGO MAYOR THERE KEVIN FALKNER TALKING AT A PRESS CONFERENCE.

YOU CAN SEE THE DOWNLOAD SPEEDS.

INCREDIBLE STUFF OUT THERE, OUR 35TH 5G CITY.

WE HAD CHRISTY AND HANS ON TALKING ABOUT BUSINESS AS USUAL.

WE TALKED ABOUT HURRICANE SEASON PREP.

HOW APPROPRIATE WAS THAT AS THERE WAS THAT TROPICAL SYSTEM THAT WENT IN THROUGH THE CAROLINAS.

WE ARE ALWAYS READY AND OPERATING IN A SENSE OF NETWORK SUSTAINABILITY.

WE ALSO HEARD FROM KEVIN SERVICE TALKING ABOUT WIRELINE, THE WIRELINE NETWORK AND ALL OF THE THINGS THAT HIS TEAM, THAT THEY'RE DOING TO KEEP OUR CUSTOMERS CONNECTED.

AND OF COURSE LAST NIGHT PAY IT FORWARD LIVE WITH DAVE MATTHEWS AND THE GREAT INTERVIEW YESTERDAY WITH THAT FROM CLEVELAND, OHIO. REALLY COOL.

BUT I WANT TO BRING IN ANDY AND KATIE NOW.

FOR THE PAST COUPLE OF MONTHS, WE'VE HAD TWO DIFFERENT EDITIONS OF UP TO SPEED IN THE MORNING AND WHAT WE'RE DOING HERE AT NOON. AS WE TALK ABOUT OUR BUSINESS AS USUAL, A GOOD TIME TO BRING THOSE BACK TOGETHER, BECAUSE MAN YOU ALL HAVE SOME INCREDIBLE STORIES

THAT YOU'VE SHARED WITH US ALONG THE WAY.
AND I JUST WANTED TO BRING THEM ONTO TALK ABOUT SOME OF THEIR FAVORITES, SOME OF MY FAVORITES BEFORE WE GET OVER TO WELLNESS FRIDAY.

KATIE, TAKE IT AWAY.

WHAT WERE SOME OF YOUR FAVORITES?

>> KATIE REGNER: JEREMY, ABSOLUTELY.

TALKING ABOUT YOUR WEEK IN REVIEW, TALKING YESTERDAY WAS ONE OF THE HIGHLIGHTS FOR ME AS WE'VE DONE UP TO SPEED LIVE.

BUT A FEW OTHER STORIES THAT REALLY RESONATED WITH ME.

WE TALKED WITH A LOT OF V-TEAMERS ABOUT HOW THEY WERE SUPPORTING THEIR COMMUNITIES.

THEY'RE USING THE TECHNOLOGY TO PRODUCE 3D MASKS AND FACE SHIELDS AND REALLY BEING THERE TO SUPPORT FRONT LINE HEALTHCARE WORKERS, NURSES, DOCTORS.

IT STARTED AS SOMETHING PERSONAL FOR SANJEEV AND THE CLUB.

THEY GOT INVOLVED WITH NICKI PALMER'S GROUP, THE PRODUCT DEVELOPMENT GROUP, AND ARE MAKING THAT GO FARTHER.

AND JANA BEST.

SHE IS FINISHING HER SHIFT AND THEN STARTING HER DAY AS AN EMT.

THEY'VE BEEN VOLUNTEERING THERE FOR 20 YEARS.

SHE WAS DEDICATING ALL OF HER TIME AND SHE WAS ABLE TO TAKE ADVANTAGE OF VERIZON'S LEAVE PROGRAM.

AND THIS CUTE LITTLE GUY TAKING HIS FIRST STEPS.

YOU KNOW, THESE ARE THE THINGS THAT REMIND US THAT, YOU KNOW, DESPITE EVERYTHING THAT IS HAPPENING AROUND US THAT THERE ARE STILL THESE MILESTONES AND THESE JOYOUS MOMENTS HAPPENING ALL AROUND US.

AND WE'VE TALKED A LITTLE BIT HERE ON UP TO SPEED.

WE'RE OUT HERE TELLING OUR STORY FOR THE V-TEAM AND THOSE IN THE COMMUNITY WHO WANT TO HEAR AND SEE WHAT WE'RE DOING.

AND SPEAKING OF MILESTONES, I KNOW THERE ARE A FEW FOLKS WATCHING TODAY.

ONE WHO HAS A MILESTONE, THAT'S MY DAD.

HE IS RETIRING.

TODAY IS HIS LAST DAY OF WORK.

AS FAR AS THE REGNER'S FAMILY, GOOD NEWS, I WANTED TO SHARE THAT.

>> JEREMY GODWIN: THAT'S GREAT.

ANDY, HOW IS THE LEG DOING?

>> ANDY CHOI: THE LEG IS DOING WELL.

WALKING AROUND GINGERLY.

A COUPLE STEPS HERE.

I FEEL LIKE THIS IS A CROSS-OVER EPISODE.

WELCOME TO THE SET OF UP TO SPEED MORNING EDITION, AKA, MY MOTHER'S HOUSE, THANKS MOM.

AND CONGRATULATIONS, OF COURSE, TO KATIE'S DAD.
BUT JUST LOOKING BACK ON ALL THE THINGS THAT WE DID ON THE MORNING
EPISODES AND HOW IT'S ALL MOVING OVER HERE TO LIVE NOW, WE GOT A
REALLY GOOD LOOK BACK AT THE THINGS THAT WE LOVE, AND HONESTLY,
IT'S THE CREATIVITY OF OUR V-TEAMERS THAT I LOVE SO MUCH.
COMING INTO OUR GOOD MAILBOX.
THERE WERE TRICK SHOTS THAT PEOPLE WERE SHOWCASING AND SENDING
TO US.
THIS SHOT HERE OF THE HOCKEY PUCK.
THIS IS ONE OF THE KIDS OF OUR V-TEAMERS WHO WATCHED THE SHOW AND
WE SAID SEND US YOUR TRICK SHOTS.
HE WENT OVER THERE AND PUT THAT LITTLE GOAL IN THERE.
WE GOT TOILET PAPER SOCCER, GOLF, PING-PONG IN A CUP, ALL KINDS OF
CRAZY STUFF LIKE THAT.
IT WAS HARD TO FIND A FAVORITE CLIP OR A FAVORITE STORY.
I THINK WHAT WAS REALLY COOL, THOUGH, WAS JUST GETTING A DIFFERENT
SIDE OF PEOPLE.
I KNOW THAT THERE'S A LOT OF HEAVY THINGS GOING ON IN THE WORLD
SINCE WE STARTED DOING THIS.
AND THIS WAS SUCH A NICE WAY TO CREATE A SENSE OF LEVITY, A SENSE
OF COMMUNITY, AND JUST REALLY GET TO KNOW EACH OTHER ON A REALLY
PERSONAL LEVEL.
SO WE WERE ALL ABOUT HAVING FUN, BUT AT THE SAME TIME, I THINK IT
JUST GAVE US A LOT OF PERSPECTIVE.
SO TO EVERYONE WHO HELPED US MAKE THAT MORNING SHOW EPISODE,
THE MORNING SHOW EPISODES, THANK YOU SO MUCH.
NONE OF THAT IS GOING AWAY.
IT'S ALL GOING TO COME HERE TO UP TO SPEED LIVE.
IT'S NICE TO JOIN FORCES AGAIN, JEREMY.
>> JEREMY GODWIN: YEAH.
IT'S INTERESTING OUR TEAMS CROSS AND COME IN THE MIDDLE AND MAKING
THINGS.
ULTIMATELY WHAT WE'RE TRYING TO DO HERE IS SHOW THE GOOD THAT'S
GOING AROUND.
A LOT OF THINGS HAPPENING AROUND AND INSIDE VERIZON.
THAT'S REALLY WHAT ANCHORED US ON UP TO SPEED FOR SO MANY YEARS
NOW.
ANDY GETTING A COUPLE COMMENTS ON TWITTER.
HASHTAG PLEASE DON'T TAKE ANDY'S MOM FROM US.
HOW IS YOUR MOM?
>> ANDY CHOI: SHE'S DOING REALLY WELL.
I SAID THIS ONE IS GOING TO BE LIVE NOW.
MAYBE YOU CAN WALK BY AND SAY HELLO, SO SHE WENT STRAIGHT TO
GARDENING TO AVOID A CAMEO.
WE'RE HAVING FUN HERE.

IT'S BEEN A REAL BLESSING TO BE AROUND AND HELPING EACH OTHER OUT. I THINK IT'S A DYNAMIC THAT A LOT OF US ARE FINDING NEW WAYS TO CONNECT WITH OUR FAMILIES.

WHETHER WE'RE WITH THEM OR APART.

IT'S BEEN REALLY NICE.

>> JEREMY GODWIN: THAT'S GOOD TO SHARE, GOOD TO HEAR SHE'S DOING WELL.

AND CONGRATS TO KATIE'S DAD ON THE RETIREMENT TODAY.

THAT IS A MONUMENTAL LIFE MOMENT THERE.

I'M GLAD SHE SHARED THAT.

I WANT TO TAKE A MOMENT TO DO SOME STUFF WITH RECOGNITION.

ROLL THE VIDEO.

MAKE A POINT AS MUCH AS POSSIBLE TO RECOGNIZE OUR FOLKS.

OF COURSE ALL THE PEOPLE ON OUR CUSTOMER SERVICE TEAMS, FIGURING OUT NEW WAYS TO WORK FROM HOME.

AROUND THE WORLD, OUR GTS, OUR TECH TEAM, FIGURING OUT WAYS TO MAKE THAT WORK.

WHO COULD FORGET THIS IMAGE OF THE NAVY SHIP, COMFORT, COMING INTO NEW YORK CITY, AS SO MANY MEMBERS OF OUR TEAM WERE THERE TO GREET IT, TO GET IT WIRED FOR SERVICE, WHICH WAS CRITICAL.

AND WE HEARD FROM KEVIN SERVICE TALKING ABOUT HIS WIRELINE TEAM OUT THERE COMING UP WITH NEW SOLUTIONS FOR OUR CUSTOMERS.

LIKE THE APP YOU'RE SEEING HERE.

AND COMING UP WITH A SOLUTION FOR SOMETHING WE CALLED FIOS IN A BOX.

HATS OFF TO ALL THE REALLY PROUD V-TEAMERS OUT THERE WHO KEEP WORKING AND KEEP OUR CUSTOMERS CONNECTED.

I CAN'T SAY THAT ENOUGH FROM THE BUSINESS TEAMS TO VERIZON MEDIA TO CONNECT AND VISIBLE THAT WE TALKED ABOUT ALONG THE WAY.

I APPRECIATE ALL THE WORK THEY'VE DONE.

AND A NEW PIECE OF RECOGNITION TODAY, CHRIS, IF YOU WANT TO TAKE THAT NEXT SLIDE HERE.

WE ARE GIVING THANKS TO ONE OF OUR FOLKS WHO HAS BEEN REDEPLOYED, RELANDO, OUT IN CALIFORNIA.

THIS IS A NOTE FROM A CUSTOMER IN COLORADO.

DURING THESE DIFFICULT DAYS CONNECTING WITH BUSINESSES EXPERIENCING RECORDINGS OR EXPERIENCING LIMITED SERVICE, I HAD THE ABSOLUTE GOOD FORTUNE OF CONNECTING WITH ONE OF YOUR REPRESENTATIVES WHO EXHIBITED THE UTMOST PERFORMANCE.

SANDRA, BEEN A CUSTOMER SINCE 1997, HOW ABOUT THAT.

SHE WENT ONTO SAY YOU'RE VERY LUCKY TO HAVE AN EMPLOYEE OF THIS CALIBER.

SUPERB PERFORMANCE HE PROVIDED TO ME.

WAY TO GO.

HATS OFF TO HIM AND ALL THE FOLKS OUT THERE CONTINUING TO CONNECT

OUR CUSTOMERS.

HERE IS WHERE IT COMES TO YOU NEXT.

WE WANT TO MAKE SURE WE KEEP SHARING THESE STORIES FOR YOU.

YOU CAN ALWAYS E-MAIL THEM TO US AT GOOD@VERIZON.COM.

ANDY, KATIE, AS WE'RE KIND OF WRAPPING UP THIS SECTION BEFORE WE GO TO WELLNESS FRIDAY AND A COUPLE OTHER THINGS, ANY CLOSING THOUGHTS FROM EITHER ONE OF YOU?

>> ANDY CHOI: I'LL JUST SAY KEEP THE GOOD COMING, JEREMY.

IT'S ALL ABOUT BALANCE.

SO AS WE GET BACK TO BAU, I THINK IT'S IMPORTANT THAT WE CONTINUE TO SHARE SORT OF ASPECTS OF OUR LIVES THAT MAY NOT NECESSARILY BE PART OF THE BUSINESS, BUT PART OF OUR JUST WHO WE ARE.

AND SO KEEP SENDING THOSE GREAT STORIES TO GOOD@VERIZON.COM

AND WE'LL MAKE SURE THAT WE CONTINUE HIGHLIGHTING THEM.

>> JEREMY GODWIN: YEAH, THAT'S GOOD.

KATIE?

>> KATIE REGNER: I'LL ECHO WHAT ANDY SAID.

IT'S OUR PRIVILEGE TO SHARE WITH EVERYONE WHAT'S HAPPENING IN AND AROUND VERIZON, AND WE CAN'T DO THAT WITHOUT ALL OF YOU.

LIKE ANDY SAID, SEND THOSE GOOD STORY TO THE GOOD MAILBOX AND DROP US A LINE AND TELL US WHAT'S HAPPENING IN YOUR CORNER OF THE WORLD, YOUR BUSINESS, AND WE'D BE GLAD TO HEAR IT.

>> JEREMY GODWIN: YEAH, THANKS ANDY, KATIE, AND YOU'LL CONTINUE TO SEE AND HEAR FROM OTHER FOLKS FROM THE UP TO SPEED TEAM AS WE CONTINUE GOING FORWARD WITH UP TO SPEED TEAM AS WE CONTINUE EVERY DAY AT NOON.

I WANT TO MAKE SURE YOU ALL HAVE THIS ON YOUR CALENDAR.

JOIN US MONDAY FOR THE LEADERSHIP FORUM WHERE WE WILL HEAR FROM HANS.

HE'LL BE TALKING ABOUT THE PULSE SURVEY RESULTS.

HE'LL ALSO BE JOINED BY OTHER LEADERS FROM AROUND THE BUSINESS.

SO YOU WANT TO MAKE SURE YOU TUNE INTO THAT.

WE'LL BE TAKING SOME OF YOUR LIVE QUESTIONS.

IF THERE IS ANYTHING BUSINESS RELATED IN YOUR BRAIN THAT YOU WANT TO GET AN ANSWER FROM HANS, GO AHEAD AND DROP THAT TO US VIA E-MAIL.

LIVE@VERIZON.COM.

IT WILL BE SET AND READY TO GO.

THAT IS NOON ON MONDAY FOR THE LEADERSHIP FORUM.

AND I WANT TO END WITH THIS TODAY, SOME FINAL THOUGHTS, BECAUSE THERE'S BEEN NO SHORTAGE OF NEWS ABOUT CORONAVIRUS.

BUT WE WOULD BE REMISS IF WE DIDN'T ACKNOWLEDGE THE EVENTS THAT HAVE OCCURRED IN BOTH NEW YORK CITY IN CENTRAL PARK THIS WEEK AND MINNEAPOLIS, WHICH HAVE CONTINUED TO MAKE HEADLINES AROUND THE WORLD.

BOTH STORIES REMIND ME OF THE QUOTE BY DR. MARTIN LUTHER KING, JR. INJUSTICE ANYWHERE IS A THREAT TO JUSTICE EVERYWHERE. BEING A PART OF A COMPANY THAT HAS A PURPOSE MAKES ME SO PROUD TO BE A PART OF THIS V-TEAM. WE'LL HAVE MORE ON THAT IN THE COMING DAYS. I WANT TO THANK EVERYONE FOR JOINING US TODAY FOR UP TO SPEED LIVE. I THINK NOW WE'RE GOING TO GO OVER TO GURU FOR WELLNESS FRIDAY AND THE SEGMENT THAT HE'LL HAVE WITH US TODAY. GURU, HOW ARE YOU? GOOD FRIDAY TO YOU MY FRIEND. >> GURU GOWRAPPAN: JEREMY, GOOD FRIDAY TO YOU, TOO. THAT WAS A BIG SHOW. WE HAVE A BIG SHOW COMING UP. I'M ALWAYS GRATEFUL TO BE ABLE TO DO THE WELLNESS FRIDAY WITH EVERYONE. BUT BEFORE I GET STARTED, I WANT TO THANK JEREMY, KATIE, AND ANDY. YOU GUYS ARE THE LOVE BLOOD OF GOOD ENERGY AT VERIZON. THANKS FOR ALL OF YOU AND CELEBRATING ALL THE THINGS THAT MAKE V-TEAM SO SPECIAL. SO THANKS SO MUCH FOR ALL THE GREAT WORK THAT YOU'RE DOING AND AMAZING. I ALSO WANT TO CONGRATULATE KATIE'S DAD ON RETIREMENT TODAY. THAT'S AMAZING. WE HAVE A VERY SPECIAL GUEST. WE'RE GOING TO TUNE IN TODAY TO THIS WELLNESS FRIDAY. VERY SPECIAL GUEST JOINING TODAY, LORI GOTTLIEB. LORI IS A PSYCHOLOGIST AND AUTHOR OF "MAYBE YOU SHOULD TALK TO SOMEONE" WHICH IS BEING ADAPTED AS A TELEVISION SERIES. SHE ALSO CONTRIBUTES REGULARLY TO THE NEW YORK TIMES AND MANY OTHER PUBLICATIONS. SHE'S ALSO A MEMBER OF THE ADVISORY COUNCIL FOR BRINGING CHANGE TO MIND. NEEDLESS TO SAY, SHE'S A REAL LEADER IN THIS SPACE AND I'M SO EXCITED TO BE HERE WITH HER TODAY. WELCOME, LORI. THANKS FOR BEING WITH US. YOU'RE AMAZING. I'VE BEEN WANTING TO TALK TO YOU FOR A LONG TIME. THIS IS A GREAT PLATFORM. THERE ARE MANY THOUSANDS OF OUR COLLEAGUES WHO ARE TUNING IN AND WATCHING US TODAY. SO HOW ARE YOU DOING? AND THANKS FOR BEING HERE. >> LORI GOTTLIEB: WELL, THANKS SO MUCH FOR HAVING ME, FIRST OF ALL. I'M SO GLAD THAT WE COULD HAVE THIS CONVERSATION.

I'M DOING WELL, ALL THINGS CONSIDERED.

AND I THINK, I THINK WHAT A LOT OF US NEED RIGHT NOW IS SOME TOOLS
MAYBE FOR HOW WE CAN MOVE THROUGH THIS A LITTLE BIT MORE
SMOOTHLY.

AND I THINK THAT THAT'S GOING TO BE HELPFUL FOR PEOPLE.

>> GURU GOWRAPPAN: THAT'S GREAT.

WHEN I WAS TALKING ABOUT YOUR BACKGROUND AND THINKING THROUGH
THIS, CAN YOU FIRST TELL US, ALL OF US, A LITTLE BIT ABOUT HOW YOU
DECIDED THAT YOU WANTED TO BECOME A THERAPIST AND WHAT INSPIRED
YOU TO EVEN SEEK THERAPY FOR THE FIRST TIME?

>> LORI GOTTLIEB: YEAH.

I HAVE PROBABLY THE MOST NON-LINEAR PATH EVER TO BECOMING A
THERAPIST.

I ORIGINALLY STARTED WORKING IN FILM AND TELEVISION.

I WAS WORKING AT NBC ON WHAT WAS THEN A NEW SHOW CALLED ER.

AND I WAS REALLY FASCINATED BY THE STORIES, THE RICH HUMAN STORIES.

AND I WAS WORKING WITH A CONSULTANT IN THE ACTUAL EMERGENCY
ROOM WHO SAID MAYBE YOU SHOULD GO TO MEDICAL SCHOOL BECAUSE
YOU LIKE THESE REAL-LIFE STORIES.

SO I WENT TO MEDICAL SCHOOL.

I LEFT MEDICAL SCHOOL TO BECOME A JOURNALIST.

AND THEN LATER, WHERE I FELT LIKE AS A JOURNALIST I WAS HELPING TO
TELL THEIR STORIES, WHEREAS, I FEEL LIKE AS A THERAPIST, I'M HELPING
PEOPLE TO CHANGE THEIR STORY.

I'VE ALWAYS WORKED IN STORY AND THE HUMAN CONDITION.

>> GURU GOWRAPPAN: IT'S AMAZING, WHEN I WAS READING THROUGH YOUR
BOOKER, THE BOOK "MAYBE YOU SHOULD TALK TO SOMEONE," YOU TALK
ABOUT FEEL FOR YOUR PATIENTS.

WHAT DO YOU WANT TO TALK ABOUT THEM THAT MAKES THEM WANT TO
TELL THEIR STORIES AND MAYBE SOME PAINS THAT YOU SAW EMERGE FROM
THESE STORIES?

>> LORI GOTTLIEB: YEAH.

IN THE BOOK I FOLLOWING THESE VERY SEAMINGLY DIFFERENT PEOPLE.

THERE'S FOUR PATIENTS I FOLLOW.

AND THE FIFTH PATIENT IS ME.

WHEN I GO THROUGH MY OWN THERAPY WHEN I'M STRUGGLING.

I SAY MY GREATEST CREDENTIAL IS I'M A CARD CARRYING MEMBER OF THE
HUMAN RACE.

BUT I WANTED TO SHOW THAT WE'RE ALL MORE THE SAME THAN WE ARE
DIFFERENT.

WHEN EWE LOOK AT THE PEOPLE THAT I'M FOLLOWING, THEY MAY SEEM
VERY DIFFERENT THAN THE READER AT FIRST.

BUT BY THE END OF THE BOOK, PEOPLE SAY I SAW MYSELF IN EVERY SINGLE
ONE OF THESE PEOPLE BECAUSE UNDERLYING WHATEVER PRESENTATION
THEY HAVE, AGE, GENDER, YOU KNOW, PERSONALITY, STRUGGLES, THINGS

THEY'RE GOING THROUGH, WE ALL SHARE COMMON FEARS, STRUGGLES, BLIND SPOTS.

THE BOOK IS ABOUT THE HUMAN CONDITION.

>> GURU GOWRAPPAN: WHAT DID YOU HOPE THAT PEOPLE WOULD LEARN FROM YOUR BOOK AND ABOUT WHAT THERAPISTS ARE EXPERIENCING?

>> LORI GOTTLIEB: YEAH.

ONE THING YOU LEARN FROM THE BOOK IS WE GROW IN CONNECTION WITH OTHERS.

AND I THINK THAT'S SO IMPORTANT RIGHT NOW, TOO.

BUT I WROTE THIS BOOK NOT KNOWING, OF COURSE, THAT THERE WOULD A YEAR LATER BE A GLOBAL PANDEMIC AND THAT CONNECTIONS WOULD BE MORE IMPORTANT THAN EVER.

BUT I THINK IT'S REALLY IMPORTANT FOR PEOPLE TO UNDERSTAND THAT, YOU KNOW, WE ALL I THINK FEEL ISOLATED IN OUR EXPERIENCES AND WE DON'T REALLY TALK ABOUT THEM IN A WAY THAT MAYBE IS HELPFUL TO US. AND WHEN WE TAKE OFF THE MASK, WHEN WE STOP GOING THROUGH LIFE WITH THIS SORT OF PERFORMATIVE WAY OF PRESENTING OURSELVES, WE DEEPEN THESE CONNECTIONS, WE DEEPEN THESE RELATIONSHIPS.

NOT ONLY TO OTHERS, BUT TO OURSELVES.

>> GURU GOWRAPPAN: I THINK IT'S GREAT WHAT YOU'RE SAYING, CONNECTIONS, AND CONNECTIONS ARE MORE IMPORTANT THAN EVER WHEN YOU THINK ABOUT WHERE WE ARE TODAY.

YOU'RE NOT SOCIALLY DISTANCED, YOU'RE PHYSICALLY DISTANCED, BUT SOCIALLY VERY CONNECTED.

YOU WANT THAT.

ONE OF THE WAYS THAT YOU TALK ABOUT STORIES, WHAT I LOVED IN THE BOOK, AND HOW YOU TALK ABOUT IT, THERAPY IS OFTEN A VERY SERIOUS TOPIC.

AND YET, YOU'RE FULL OF HUMOR IN THE BOOK.

AND WAS IT INTENTIONAL?

WHY DID YOU DECIDE TO READ SO MUCH LEVITY INTO YOUR STORY?

>> LORI GOTTLIEB: BECAUSE I THINK THAT IS PART OF WHAT LIFE IS LIKE. HUMAN BEINGS ARE RIDICULOUS.

I SAY THAT WITH THE UTMOST COMPASSION.

WE CAN BE RIDICULOUS AND SOMETIMES WE TAKE OURSELVES TOO SERIOUSLY.

WE NEED TO BE ABLE TO LAUGH AT THE HUMAN CONDITION.

WE'RE DOING A TELEVISION SERIES OF THE BOOK AND THE CREATORS OF THE SHOW THE AMERICANS ARE WRITING IT.

I THINK IT'S SO INTERESTING.

I THINK IT'S SO INTERESTING TO SEE THAT HUMOR BEING TRANSLATE INTO THE TV VERSION, TOO.

ONE OF THE THINGS I WANTED TO DO WITH THE BOOK IS DEMYSTIFY WHAT THERAPY ACTUALLY IS.

I THINK PEOPLE DON'T GO TO THERAPY BECAUSE THEY THINK THAT THERAPY

IS ABOUT YOU GO IN EVERY WEEK, YOU TALK ABOUT YOUR CHILDHOOD FOREVER, YOU DOWNLOAD THE PROBLEM OF THE WEEK, YOU LEAVE, THE NEXT WEEK YOU COME BACK AND DOWNLOAD THE PROBLEM OF THE WEEK. THAT'S NOT JUST WHAT THERAPY IS.

THERAPY IS THIS RICH, HUMAN EXPERIENCE.

I TALK IN THE BOOK BECOME IDIOT COMPASSION AND WISE COMPASSION. OUT IN THE WORLD OUR FRIENDS GIVE US IDIOT COMPASSION.

WE SAY LIKE MY PARTNER DID THIS AND MY BOSS DID THIS AND WE SAY YEAH, THEY'RE TERRIBLE, YOU'RE RIGHT.

THAT'S NOT REALLY HELPING THEM.

BECAUSE USUALLY THEY HAVE A ROLE IN THE SITUATION.

SO WHAT THERAPY IS, IS REALLY OFFERING PEOPLE WISE COMPASSION.

WHERE WE HOLD UP A MIRROR TO THEM AND HELP THEM TO SEE SOMETHING ABOUT THEMSELVES THAT MAYBE THEY HAVEN'T BEEN WILLING TO SEE BECAUSE WE ALL HAVE A ROLE IN OUR STORIES AND SOMETIMES PEOPLE COME IN AND THEY SAY I REALLY WANT THINGS TO CHANGE.

BUT USUALLY WHAT THEY WANT TO CHANGE IS SOMEONE ELSE OR SOMETHING ELSE OUT THERE.

AND THAT'S NOT TO SAY THAT THERE AREN'T DIFFICULT PEOPLE OUT THERE.

I REMEMBER WHEN I WAS TRAINING ONE OF MY MENTORS SAID BEFORE DIAGNOSING SOMEONE WITH DEPRESSION MAKE SURE THEY AREN'T SURROUNDED BY DIFFICULT PEOPLE OUT THERE.

THE QUESTION IS WHAT IS YOUR ROLE AND HOW DO YOU RESPOND TO THE DIFFICULT PEOPLE IN YOUR LIFE?

WE HAVE SO MUCH MORE AGENCY AND CHOICES THAN WE BELIEVE THAT WE HAVE.

AND THERAPY CAN HELP YOU TO SEE WHAT CHOICES YOU DO HAVE AND HOW YOU'RE NOT ACTUALLY TRAPPED.

>> GURU GOWRAPPAN: IT'S AMAZING HOW YOU SAY HUMAN BEINGS ARE RIDICULOUS IN A GOOD WAY.

WHEN YOU COME BACK AND TALKING ABOUT IDIOT COMPASSION AND WISE COMPASSION.

IT'S A GREAT WAY TO PUT IT.

AND MANY TIMES YOU TALK ABOUT PEOPLE ARE UNRELIABLE NARRATORS.

IT'S NOT THAT WE LIE. BUT WE USUALLY ONLY TELL HALF THE STORY OR LEAVE OUR SPECIFIC DETAILS.

SO CAN YOU TALK MORE ABOUT THAT.

WHEN I WAS REALLY THINKING THROUGH THAT, I WAS LIKE OH THAT'S SORT OF TRUE.

BUT I WOULD LOVE TO HEAR MORE HOW YOU STRUCTURE THAT.

>> LORI GOTTLIEB: YEAH, THAT'S SUCH A BIG THEME IN "MAYBE YOU SHOULD TALK TO SOMEONE" AND I ALSO DID A TED TALK ABOUT THIS RECENTLY ABOUT HOW THE STORIES THAT PEOPLE COME IN WITH ARE USUALLY UNRELIABLE BECAUSE WE ARE ALL UNRELIABLE NARRATORS.

AND AGAIN, IT'S NOT THAT WE'RE LYING, IT'S THAT A LOT OF TIMES OUR

STORIES ARE DISTORTED THROUGH OUR PARTICULAR LENS.
SO, YOU KNOW, WHO ARE THE VICTIMS AND HEROES IN THIS STORY?
RIGHT?

WHAT PARTS OF THE STORY ARE WE LEAVING IN?

WHAT PARTS OF THE STORY ARE WE LEAVING OUT?

DO WE EMPHASIZE CERTAIN PARTS OF THE STORY?

SO MANY TIMES WHEN WE TELL THE STORY, WE WANT THE PERSON THAT
WE'RE TALKING TO TO AGREE WITH US INSTEAD OF HELPING US TO SEE
SOMETHING NEW, WHICH WOULD BE VERY HELPFUL, WE JUST WANT THEM TO
SAY YES, YOU'RE RIGHT.

YOUR VERSION OF THE STORY IS REAL.

BUT WHAT OFTEN HAPPENS IS IF YOU CAN REWRITE THAT STORY FROM
ANOTHER PERSON'S POINT OF VIEW, A WHOLE SLEW OF CHOICES AND
PERSPECTIVES WILL OPEN UP TO YOU.

SO OFTEN WHEN I SEE COUPLES, FOR EXAMPLE, YOU KNOW, SOMEBODY IS
SO SURE THAT THEIR VERSION OF THE STORY IS THE ACCURATE VERSION OF
THE STORY, WHEREAS THE OTHER PERSON HAS A VERSION OF THE STORY
THAT'S ALSO ACCURATE FROM THAT PERSON'S PERSPECTIVE.

SO WHAT I THINK IT REALLY DOES WHEN YOU EXAMINE YOUR STORY, IF YOU
CAN BROADEN YOUR PERSPECTIVE BY SAYING THIS IS JUST ONE VERSION OF
THE STORY AND THERE ARE MANY VERSIONS OF THE STORY THAT IT WOULD
BE HELPFUL FOR ME TO THINK ABOUT.

>> GURU GOWRAPPAN: LORI, THAT'S A GREAT WAY TO SAY IT.

AND ONE THING I TALK ABOUT, AND I WOULD LIKE FOR YOU TO CORRECT ME
OR GIVE ME A DIFFERENT PERSPECTIVE.

THIS IS MORE ON THE BUSINESS SIDE, AND I THINK YOU CAN APPLY TO YOUR
STORY, AS WELL, CAN YOU BE UNBIASED WHEN YOU WAKE UP EVERY DAY?
EVERYTHING YOU DO?

BECAUSE MOST TIMES THERE IS A STORY TO EVERYTHING, RIGHT?

YOU CAN ALWAYS SAY THIS IS WHAT YOU WANT TO PROVE.

SO I'M GOING TO TELL THIS STORY TO PROVE THAT POINT, WHATEVER IT IS.

IS THERE ANOTHER WAY TO SAY YOU WANT TO BE AS UNBIASED IN A WAY
WITHOUT HAVING A PERSPECTIVE?

OR WOULD YOU RATHER SAY HAVE SOME BIAS THAT'S OKAY.

HOW DO YOU TALK ABOUT THE UNBIAS?

BECAUSE STORIES ARE ALWAYS BIASED.

>> LORI GOTTLIEB: YEAH.

WELL, OF COURSE, BECAUSE WE'RE ALL SUBJECTIVE.

BUT WHEN YOU USE THE WORD BIASED OR UNBIASED, I THINK IT'S ABOUT
BEING CURIOUS.

YOU MAY HAVE YOUR PERSPECTIVE, BUT CAN YOU BE CURIOUS ABOUT
SOMEBODY ELSE'S PERSPECTIVE, OR IN THE WORKPLACE LET'S SAY.

CAN YOU BE CURIOUS ABOUT ANOTHER PERSON'S IDEA?

CAN YOU BE CURIOUS ABOUT THE WAY THEY WANT TO DO SOMETHING, EVEN
IF YOUR INITIAL REACTION IS OH, NO, I DON'T THINK THAT'S GOING TO WORK.

>> GURU GOWRAPPAN: THAT'S GREAT.
YOU KNOW THE BOOK THE ALCHEMIST, ONE OF THE THINGS I LOVE ABOUT
THAT BOOK IS EVERY TIME YOU READ IT IT'S A DIFFERENT STORY.
YOU CAN GO IN A DIFFERENT JOURNEY.
IF THIS NARRATION GOES IN THIS DIRECTION, HOW DOES THE STORY END?
OR YOU CAN TAKE DIFFERENT PERSPECTIVES.
I FEEL LIKE THERE'S A GOOD RELATIONSHIP THERE.
SO AS WE EXAMINE OUR STORIES, IT CAN HELP US SEE HOW WE CAN
CHANGE.

YOU ALSO TALK ABOUT HOW WE AS HUMANS CAN CHANGE, BUT ARE
SOMETIMES RESISTANT TO IT.
WHAT ARE A FEW THINGS THAT KEEP PEOPLE FROM MAKING ADJUSTMENTS
IN THEIR LIVES?

>> LORI GOTTLIEB: YEAH, CHANGE IS REALLY HARD, BECAUSE I DON'T THINK
PEOPLE REALIZE THAT CHANGE COMES WITH LOSS.

LOSS IS ALWAYS TIED WITH CHANGE.

EVEN IF YOU'RE MAKING A POSITIVE CHANGE, USUALLY YOU'RE GIVING UP
THE COMFORT OF WHAT YOU ALREADY KNOW.

HUMANS DON'T DO WELL WITH UNCERTAINTY.

IT MAY FEEL LIKE I FEEL A LITTLE MORE COMFORTABLE WITH THERE.

THAT'S PART OF WHY CHANGE IS HARD.

CHANGE DOESN'T JUST HAPPEN LIKE THE NIKE SLOGAN, JUST DO IT.

AND I GO THROUGH A CHAPTER IN THE BOOK CALLED HOW HUMANS CHANGE
AND IT'S ABOUT THE DIFFERENT STAGES THAT WE GO THROUGH FROM NOT
EVEN REALIZING THAT WE'RE KIND OF UNCONSCIOUSLY THINKING ABOUT
CHANGING TO THEN IT'S KIND OF THERE BUT WE DON'T REALLY REALIZE IT TO
KIND OF PLANNING THE CHANGE AND THEN BEING READY FOR ACTION.

AND THEN THE HARDEST PART OF CHANGE IS AFTER YOU'VE MADE THE
CHANGE.

IT'S CALLED MAINTENANCE.

HOW DO YOU MAINTAIN THE CHANGE?

AND, YOU KNOW, PEOPLE FEEL LIKE A LOT OF THE TIMES IF THEY SLIP UP,
LIKE IF THEY GO BACK TO AN OLD PATTERN THAT ALL OF THE CHANGE WAS A
WASTE.

AND IT'S NOT.

IT'S NORMAL THAT YOU'RE GOING TO REGRESS AND THEN YOU JUST GO
RIGHT BACK IT TO.

SO I THINK PEOPLE HAVE THIS IDEA THAT SOMETHING IS WRONG WITH THEM
IF THEY CAN'T EASILY MAKE A CHANGE.

BUT CHANGE IS REALLY HARD.

AND I THINK THE OTHER REASON CHANGE IS HARD IS BECAUSE MY OWN
THERAPIST SAID THIS TO ME, AND IT'S IN THE BOOK, TOO.

HE SAID AT ONE POINT YOU REMIND ME OF THIS CARTOON AND IT'S OF A
PRISONER SHAKING THE BARS, DESPERATELY TRYING TO GET OUT, BUT ON
THE RIGHT AND THE LEFT, NO BARS.

SO MANY OF US ARE LIKE THAT.
WE WOULD RATHER SORT OF SHAKE THE BARS AND SAY THIS
CIRCUMSTANCE IS HAPPENING TO ME AND I'M TRAPPED AND I CAN'T CHANGE.
AND YET, WE CAN WALK AROUND THE BARS.
BUT THE REASON WE DON'T WALK AROUND THE BARS SOMETIMES IS
BECAUSE WITH FREEDOM COMES RESPONSIBILITY.
AND IF WE WALK AROUND THE BARS, WE HAVE TO BE RESPONSIBLE FOR OUR
CHOICES.
WE HAVE TO BE RESPONSIBLE FOR OUR LIVES.
AND QUITE FRANKLY, IT'S EASIER TO BLAME THINGS THAT GO WRONG ON
SOMETHING, SOMEONE OR SOMETHING ELSE OUT THERE.
YOU KNOW, WE CALL THESE PEOPLE SORT OF HELP-REJECTING
COMPLAINERS.
WE ALL KNOW THEM, RIGHT?
SOMETIMES WE ARE THEM.
AND THOSE ARE THE PEOPLE WHO, YOU KNOW, THEY SAY THEY WANT HELP
AND THEN EVERY TIME YOU GIVE THEM A SUGGESTION THEY SAY YEAH, NO,
THAT WON'T WORK BECAUSE, YOU KNOW, I CAN'T DO THAT BECAUSE.
RIGHT?
AND SO THEY DON'T ACTUALLY WANT THE HELP.
THEY JUST WANT TO COMPLAIN.
>> GURU GOWRAPPAN: YES.
I'M LOVING THIS, BECAUSE THERE'S SO MUCH CORRELATION.
NOT JUST YOUR PERSONAL LIFE, BUT WHEN YOU THINK ABOUT RUNNING A
BUSINESS, MOST TIMES I TALK ABOUT EVERYBODY HAS AN EXCUSE WHEN
THINGS DOESN'T HAPPEN, RIGHT?
AND ONE OF THE CORE PHILOSOPHIES IS YOUR GOAL IS TO REMOVE
EXCUSES.
IT'S A PARALLEL.
ONE GOOD WAY TO THINK ABOUT IF YOU THINK ABOUT COVID-19 AND WHAT
IT'S DONE, YOU TALK ABOUT CHANGE.
CHANGE TAKES TIME AND THE PREVIOUS POINT YOU JUST MADE.
BUT COVID-19 IS FORCING CHANGE MUCH SOONER, BUT OUR MINDSET, OUR
SITUATION, EVERYTHING THAT WE'RE DOING, USING THESE CHANGES AND
THE NEEDS WE ALL HAVE, IT'S OKAY.
I MEAN THERE'S NO CHOICE.
BUT HOW SHOULD PEOPLE ACCEPT IT AND WALK THROUGH THIS CHANGE?
AND SAY THIS CHANGE ISN'T HAPPENING OVER THREE YEARS.
IT'S HAPPENING IN WEEKS AND DAYS AND WE NEED TO CHANGE OUR LIVES.
WHAT ADVICE WOULD YOU GIVE THEM?
>> LORI GOTTLIEB: YEAH, I THINK CHANGE ALWAYS PRESENTS AN
OPPORTUNITY.
EVEN IF THE CIRCUMSTANCES ARE NOT SOMETHING THAT YOU WOULD HAVE
CHOSEN, LIKE WHAT WE'RE GOING THROUGH RIGHT NOW.
I THINK SO MANY PEOPLE ARE REALLY LOOKING AT WHAT IS IMPORTANT TO

THEM.

WHAT ARE THEIR PRIORITIES, WHO MATTERS TO THEM, AND WHAT MATTERS TO THEM.

BECAUSE THEY'VE BEEN FORCED TO KIND OF STEP BACK AND EXAMINE THAT. AND THEY CAN ALSO SAY, I THINK IN THE BOOK THERE'S THIS WOMAN WHO COMES BACK FROM HER HONEYMOON AND SHE'S DIAGNOSED WITH CANCER. AND ONE OF THE THINGS THAT SHE TAUGHT ME IN WORKING WITH HER THAT I THINK APPLIES TO ALL OF US, EVEN RIGHT NOW, IS LIVING YOUR LIFE WITH MORE INTENTION.

THAT, YOU KNOW, LIFE HAS 100% MORTALITY RATE AND THAT'S NOT JUST FOR OTHER PEOPLE.

AND I THINK WE'RE SEEING THAT RIGHT NOW.

AND I THINK THAT IF WE ARE AWARE THAT WE HAVE A LIMITED TIME AND I THINK COVID-19 HAS CERTAINLY MADE THAT FRONT AND CENTER FOR US, THEN I THINK WE LIVE WITH MORE INTENTION.

AND THERE ARE LOTS OF THINGS IN OUR LIVES WHERE WE SAY DO I REALLY WANT TO SPEND MY TIME ON THAT AS WE EMERGE FROM COVID?

OR ARE THESE THINGS THAT I DON'T NEED TO GO BACK TO?

AND WHAT ARE THE THINGS THAT I REALLY WANT TO PRIORITIZE THAT I WASN'T SPENDING MORE TIME ON THAT MAYBE I WANT TO?

SO, I THINK WITH CHANGE THERE'S ALWAYS AN OPPORTUNITY TO LEARN SOMETHING NEW ABOUT WHAT'S IMPORTANT TO YOU.

>> GURU GOWRAPPAN: AND JUST FOLLOWING ON THE COVID-19 PATH, WHY DO YOU THINK, GIVEN THE CHALLENGES NOW, WHY DO YOU THINK THERAPY IS IMPORTANT, ESPECIALLY NOW DURING THIS TIME?

>> LORI GOTTLIEB: I THINK IT'S IMPORTANT BECAUSE WE TREAT OUR EMOTIONAL HEALTH DIFFERENTLY THAN OUR PHYSICAL HEALTH.

WHEN WE FEEL DISCOMFORT IN OUR BODY BEFORE WE HAVE SAY A MASSIVE HEART ATTACK, RIGHT?

YOU'RE GOING TO GET IT CHECKED OUT IF YOU HAVE DISCOMFORTABLE IN YOUR CHEST.

IF YOU HAVE EMOTIONAL DISCOMFORT, OFTEN PEOPLE SAY I HAVE A ROOF OVER MY HEAD AND FOOD ON THE TABLE, IS SO MY PROBLEMS REALLY AREN'T THAT BAD AND I DON'T NEED TO GET THAT CHECKED OUT.

AND PEOPLE COME TO THERAPY WHEN THEY'RE HAVING THE EQUIVALENT OF AN EMOTIONAL HEART ATTACK.

AT THAT POINT THEY'VE SUFFERED FOR SO LONG.

MAYBE THEY'VE HAD ANXIETY OR DEPRESSION OR RELATIONAL DIFFICULTIES FOR A LONG TIME.

IT DIDN'T NEED TO GET THAT BAD FOR THEM TO GET HELP.

I THINK NOW PEOPLE ARE SAYING EMOTIONAL HEALTH IS IMPORTANT.

I NEED TO FOCUS ON THAT.

MAYBE IF I FOCUS ON THAT NOT JUST IN A CRISIS, BUT ALL THE TIME, THEN I'M GOING TO BE MORE ADAPTABLE AND FLEXIBLE AND RESILIENT IN MY DAILY LIFE.

>> GURU GOWRAPPAN: CURIOUS TO ALSO THINK ABOUT THERE IS UNFORTUNATELY SOMETIMES STIGMA AGAINST THERAPY.

WHY DO YOU THINK PEOPLE ARE SO RESISTANT TO THERAPY?

>> LORI GOTTLIEB: I THINK PARTLY BECAUSE THEY DON'T KNOW WHAT IT IS. I THINK WHEN YOU READ THE BOOK PEOPLE FINALLY GET AN IDEA OF WHAT THERAPY ACTUALLY IS.

IN THE TV SHOW WE'RE GOING TO MAKE THAT VERY ACCURATE.

I THINK A LOT OF PORTRAYALS OF THERAPISTS HAVE BEEN THE BRICK WALL, THE PERSON WHO DOESN'T SAY ANYTHING.

NOBODY WANTS TO GO TALK TO A BRICK WALL.

AND I THINK THE OTHER TROUPE OF THERAPY IS THE THERAPIST OF THE TRAIN WRECK, THE HOT MESS WHO DOESN'T HAVE IT TOGETHER AT ALL. BUT NONE OF THAT IS WHAT IT'S REALLY LIKE.

THERE'S STIGMA BECAUSE THEY FEEL LIKE EVERYBODY ELSE HAS IT ALL TOGETHER AND THAT THEY ARE THE ONLY ONES SORT OF GOING THROUGH THIS AND THEY THINK THERE IS SOMETHING WRONG WITH THEM IF THEY CAN'T DEAL WITH THE STRUGGLE ON THEIR OWN, THAT THEY'RE WEAK, THAT THERE'S SOMETHING, YOU KNOW, THAT'S NOT A SIGN OF STRENGTH.

AND YET GOING TO GET HELP IS ACTUALLY A HUGE SIGN OF STRENGTH.

IT SAYS I VALUE MYSELF AND I VALUE THE PEOPLE AROUND ME AND I KNOW THAT, YOU KNOW, HAVING MY EMOTIONAL HEALTH BE A PRIORITY IS GOING TO STRENGTHEN MY RELATIONSHIPS IN THE WORLD.

AND IT'S GOING TO STRENGTHEN, YOU KNOW, EVERYTHING ABOUT THEIR LIVES.

IT'S GOING TO HELP THEM PERFORM BETTER AT WORK.

IT'S GOING TO HELP THEM NAVIGATE THEIR RELATIONSHIPS MORE SMOOTHLY, AND I THINK THE OTHER THING IT'S GOING TO HELP THEM DO IS HAVE A BETTER RELATIONSHIP WITH THEMSELVES.

BECAUSE WE ARE SO UNKIND TO OURSELVES.

PEOPLE DON'T REALIZE THAT.

SO, I HAD THIS WOMAN WHO SAID TO ME, OH NO, I'M NOT SELF-CRITICAL.

AND I SAID I WANT YOU TO WRITE DOWN EVERYTHING YOU SAY TO YOURSELF OVER THE COURSE OF A FEW DAYS AND BRING IT BACK TO ME BECAUSE WHEN I GIVE TALKS, I WILL SAY TO THE AUDIENCE WHO IS THE PERSON WHO YOU TALK TO MOST IN THE COURSE OF YOUR LIFE.

I'LL SAY IS IT YOUR PARTNER?

IS IT YOUR SIBLING?

IS IT YOUR BEST FRIEND?

IS YOUR CHILD?

IS IT YOUR PARENT?

AND PEOPLE WILL RAISE THEIR HANDS TO ALL OF THAT.

BUT REALLY THE PERSON THAT WE TALK TO MOST IN THE COURSE OF OUR LIVES IS OURSELF.

AND WHAT WE SAY ISN'T ALWAYS KIND OR TRUE OR HELPFUL.

WHEN YOU TALK TO YOURSELF, ASK YOURSELF IS WHAT I'M SAYING KIND AND

TRUE AND HELPFUL.

AND IF IT'S NOT, IT'S LIKE A BAD RADIO STATION PLAYING IN THE BACKGROUND.

SO IF YOU JUST TURN THE DIAL AND GO TO A DIFFERENT RADIO STATION, BECAUSE I THINK WHAT HAPPENED WAS THIS WOMAN CAME BACK AND SHE SAID I AM SUCH A BULLY TO MYSELF.

I HAD NO IDEA.

AND IT WOULD BE THINGS LIKE "OH YOU MADE THAT MISTAKE, YOU'RE SO STUPID."

THOSE ARE THE KINDS OF THINGS SHE WOULD SAY TO HERSELF.

WE WOULD NEVER SAY THAT TO A FRIEND.

NOT BECAUSE WE'RE TRYING TO BE NICE.

NOT BECAUSE IT'S IDIOT COMPASSION.

BUT ACTUALLY BECAUSE IF OUR FRIEND MADE THAT SAME MISTAKE, WE WOULDN'T SAY OH SHE'S STUPID.

YOU KNOW, WE WOULD NOT THINK THAT ABOUT HER.

WE WOULD THINK OH YEAH, SHE MADE A MISTAKE.

SO I THINK THE WAYS THAT WE TALK TO OURSELVES IS REALLY IMPORTANT. EVEN THE WAY THAT WE'RE TALKING TO OURSELVES ABOUT THE PANDEMIC. RIGHT?

I THINK A LOT OF PEOPLE THEY HAVE THESE EXPECTATIONS FOR THEMSELVES THAT THEY'RE SUPPOSED TO PERFORM AT THE LEVEL THAT THEY WERE PERFORMING BEFORE THE PANDEMIC WITHOUT TAKING INTO ACCOUNT THIS EXPERIENCE THAT WE'RE ALL GOING THROUGH.

SO, I SAY TO PEOPLE, IF YOU ARE PRIORITIZING SLEEP, YOU'RE GOING TO SLEEP AT YOUR NORMAL TIME, YOU'RE WAKING UP AT YOUR NORMAL TIME, YOU'RE PUTTING ON CLOTHES, AND BY CLOTHES I MEAN SWEATPANTS, SOMETHING THAT IS NOT YOUR PAJAMAS.

YOU'RE EATING YOUR MEALS AND TAKING CARE OF YOUR FAMILY AND GETTING SOME WORK DONE IN SOME CAPACITY THAT YOU NEED TO GET DONE, YOU'RE DOING AMAZING.

IT IS AMAZING THAT YOU'RE DOING ALL OF THAT.

SO MANY PEOPLE ARE SAYING I DIDN'T GET ENOUGH DONE TODAY.

BUT I THINK THE WAY THAT AGAIN WHEN WE GO BACK TO THE STORY, THE STORY WE'RE TELLING OURSELVES ABOUT HOW WE'RE DOING RIGHT NOW, ESPECIALLY PARENTS, PARENTS ARE SAYING TO THEMSELVES I'M NOT DOING ENOUGH.

MY KID IS DOING REMOTE SCHOOLING, I'M NOT ABLE TO KEEP UP WITH IT, WHATEVER IT IS.

I WOULD SAY TO ALL PARENTS YOU ARE DOING GREAT.

YOU KNOW, IF YOUR KIDS ARE STILL ALIVE AND EVERYBODY IS BASICALLY, THEIR BASIC NEEDS ARE BEING TAKEN CARE OF, YOU'RE DOING GREAT.

>> GURU GOWRAPPAN: IT'S AMAZING.

WE'RE ARE DEFINITELY CAPTURING A LOT OF NOTES AND TIPS THAT YOU'RE SAYING.

AND JUST A COUPLE OF THINGS THAT STOOD OUT: YOU'RE NOT WEAK IF YOU'RE ASKING FOR HELP.

I THINK THAT'S IMPORTANT EARLY ON WHAT YOU MENTIONED.

AND THE GREATEST POINT, IT'S SO OBVIOUS, BUT WE DON'T REALIZE, IS YOU TALK TO YOURSELF MOST.

BE KIND, BE TRUE, AND THINK ABOUT BEING HELPFUL.

I THINK IT'S AMAZING HOW YOU STRUCTURE IT AND I'M SURE PEOPLE LIKE IT.

I WANT TO SUMMARIZE A COUPLE OF THINGS.

YOU ALSO WRITE AN ADVICE COLUMN.

I WANTED TO GET A FEW PIECES OF ADVICE FOR YOU, FOR THOSE TUNING IN.

FIRST, WHAT WOULD YOU SAY TO SOMEONE WHO IS HAVING A HARD TIME TALKING, TAKING THE FIRST STEP, AND GETTING THEMSELVES INTO THERAPY.

LET'S START WITH THAT SLIDE AND THEN GO TO THE SECOND ONE.

>> LORI GOTTLIEB: YEAH, I THINK PEOPLE ARE SO AFRAID OF THEIR FEELINGS.

I THINK THAT WHAT PEOPLE FIND IS THE FEAR OF THEIR FEELINGS IS SCARIER THAN THE FEELINGS THEMSELVES.

WE HAVE THIS IDEA THAT THERE IS SOMETHING NEGATIVE ABOUT CERTAIN FEELINGS LIKE ANXIETY AND SADNESS.

YOU KNOW, ANXIETY AND SADNESS AND ANGER AND ALL TO THOSE FEELINGS ARE LIKE A COMPASS.

THEY TELL YOU WHAT DIRECTION TO GO IN.

SO IF YOU'RE FEELING ANXIOUS, IT HELPS YOU TO SEE WHAT'S NOT WORKING IN MY LIFE.

IF YOU'RE FEELING ANGRY, IT HELPS YOU TO SEE WHAT IS THIS THAT DOESN'T FEEL RIGHT TO ME.

I'M ANGRY BECAUSE SOMETHING FELT LIKE IT WASN'T RIGHT TO ME.

IF YOU'RE SAD, YOU CAN SAY, YOU KNOW, WHAT IS THAT TELLING ME ABOUT SOMETHING THAT NEEDS TO CHANGE IN MY LIFE.

AND SO WHEN WE DON'T PAY ATTENTION TO OUR FEELINGS, SOMETIMES WE TRY TO NUMB THEM OUT WITH TOO MUCH FOOD OR ALCOHOL OR HOURS SPENT ON THE INTERNET.

A COLLEAGUE OF MINE SAID THE INTERNET IS THE BEST SHORT-TERM NON-PRESCRIPTION PAINKILLER OUT THERE.

WE TRY TO NUMB OUR FEELINGS.

NUMBNESS IS A STATE OF BEING OVERWHELMED BY TOO MANY FEELINGS.

IF WE DON'T KNOW OUR FEELINGS, IT'S LIKE WALKING AROUND WITH A GLITCHY GPS.

WE'RE GOING TO MISDIRECT OUR FEELINGS INTO A SHORT-TEMPEREDNESS AND AN ADDICTIVE BEHAVIOR.

WHEN YOU GO TO THERAPY, YOU GET A REALLY GOOD IDEA OF LET ME LISTEN TO MY THEORIES AND TELL ME WHAT I REALLY NEED.

WE'RE SO AFRAID OF ENVY.

FOLLOW YOUR ENVY. IT TELLS YOU WHAT YOU WANT.

SO IF YOU'RE ENVYIOUS OF ANOTHER PERSON, THIS IS TELLING ME ABOUT A DESIRE THAT I'M NOT ACTING ON IN MY OWN LIFE.

SO USE YOUR FEELINGS AND THERAPY CAN HELP YOU TO VERY SKILLFULLY GET ACQUAINTED WITH YOUR FEELINGS AND USE THEM TO YOUR ADVANTAGE.

>> GURU GOWRAPPAN: ONE MORE QUESTION FOR YOU, LORI. YOU BEING ON BOTH SIDES, WHICH ONE IS EASIER?

>> LORI GOTTLIEB: OH, MAN.

I WOULD SAY DEFINITELY BEING A THERAPIST IS EASIER.

BEING A PATIENT IS HARD WORK.

PEOPLE THINK THEY'RE GOING TO COME TO THERAPY AND GET SOME INSIGHT AND THAT'S GOING TO HELP THEM.

BUT IF YOU HAVE INSIGHT AND YOU DON'T MAKE CHANGES OUT IN THE WORLD, THEN IT DOESN'T HELP.

DID YOU DO SOMETHING DIFFERENT?

NO, BUT I UNDERSTOOD WHY I DID THAT.

WELL, THAT'S GREAT.

THAT'S THE FIRST STEP.

BUT YOU HAVE TO USE THE INSIGHT TO MAKE CHANGES.

IT'S NOT JUST HAPPENING IN THE ROOM.

IT'S HAPPENING DURING THE WEEK WHEN YOU'RE USING THE THERAPY OUT IN THE WORLD.

IT'S KIND OF HARD WORK IN THE WAY THAT PHYSICAL THERAPY IS HARD WORK, IT MAY BE HARD IN THE MOMENT, BUT YOU'LL BE STRONGER FOR DOING IT.

>> GURU GOWRAPPAN: LAST QUESTION.

MORE BROAD ADVICE THAT YOU'VE RECAPPED TODAY, PEOPLE WHO ARE GOING TO THERAPY OR NOT, GENERALLY FROM THIS SESSION TODAY, WHAT DO YOU SAY WE SHOULD TAKE AWAY AS WE GO DOWN THIS PATH OF COVID-19, BEYOND THAT, MENTAL WELLBEING BROADLY.

JUST GIVE US SOME BROAD STRUCTURES FOR US.

>> LORI GOTTLIEB: YEAH.

I WOULD SAY FIRST OF ALL TO PRACTICE SELF-COMPASSION.

BECAUSE I THINK THAT AGAIN GOING BACK TO HOW HARD WE ARE ON OURSELVES, I THINK PEOPLE FEEL LIKE IF THEY HAVE COMPASSION FOR THEMSELVES, THAT THEY'RE NOT GOING TO PUSH THEMSELVES OR THEY'RE NOT GOING TO BE ACCOUNTABLE, AND THEY'RE NOT GOING TO, YOU KNOW, REALLY DO THE THINGS THAT THEY NEED TO DO.

IT'S QUITE THE OPPOSITE.

THAT WHEN YOU BEAT YOURSELF UP, IN THE SHORT-TERM YOU MAY BE MORE PRODUCTIVE, BUT IN THE LONG-TERM YOU WON'T BE.

IF YOU ARE SELF-COMPASSIONATE, IT NOT ONLY GIVES YOU COMPASSION FOR YOURSELF SO YOU CAN THEN THINK MORE CLEARLY AND MORE CALMLY MOVE FORWARD AND DO WHAT YOU NEED TO DO, BUT IT GIVES YOU COMPASSION FOR THE PEOPLE AROUND YOU AND THAT OPENS YOU UP TO

CONNECTIONS.

IT OPENS YOU UP TO NEW IDEAS.

IT OPENS YOU UP TO LOTS OF POSSIBILITIES.

SO I THINK THE MAIN THING RIGHT NOW IS TO WATCH THAT INTERNAL VOICE AND MAKE SURE THAT THAT VOICE IS COMPASSIONATE.

>> GURU GOWRAPPAN: THANKS SO MUCH, LORI.

I THINK THAT'S THE TIME WE HAVE TODAY.

SUCH AN HONOR AND PRIVILEGE FOR US TO HAVE YOU AND SHARE A LOT OF PARTS.

I THINK IN SUMMARY, AT LEAST SOME OF THE THINGS I TOOK AWAY AND WHAT YOU JUST SHARED, CONNECTION IS MORE IMPORTANT THAN EVER. WE ALL FEEL ISOLATED AND DON'T ALWAYS TALK ABOUT OUR STRUGGLES. BUT IT'S IMPORTANT THAT WE TALK ABOUT IT.

A REALLY RICH, HUMAN EXPERIENCE THAT WE CAN ALL REALLY BENEFIT FROM.

AND WE DON'T NEED TO WAIT UNTIL WE ARE AT A POINT, LIKE YOU SAID, OF THE EMOTIONAL HEART ATTACK.

WE CAN START EARLIER AND START VALUING AND FOCUS ON OUR EMOTIONAL HEALTH RIGHT NOW.

THAT WILL HELP US ALL BE KINDER TO OURSELVES FIRST, SELF-COMPASSION, AND RESILIENT IN THE FUTURE.

THAT'S WHAT IT BUILDS.

THANK YOU, LORI, FOR BEING WITH US.

I WANT TO SHARE WITH OUR EMPLOYEES, IF YOU WANT TO START TALKING TO SOMEONE, MAKE SURE YOU'RE TAKING ADVANTAGE OF ALL THE BENEFITS AND RESOURCES WE HAVE AT VERIZON FROM THE EMPLOYEE ASSISTANCE PROGRAM, PHYSICAL AND MENTAL HEALTH BENEFITS, AND THE SUPPORT OF PEERS IN ONE OF OUR ERGs.

LORI, AGAIN, THANK YOU FOR COMING.

IT IS A PLEASURE.

>> LORI GOTTLIEB: THANK YOU SO MUCH.

>> GURU GOWRAPPAN: THANK YOU EVERYONE FOR TUNING IN.

IF YOU'RE INTERESTED AND WANT TO LEARN MORE, I ENCOURAGE YOU TO CHECK OUT LORI'S BOOK, WHICH IS "MAYBE YOU NEED TO TALK TO SOMEONE."

AND AS I SAID, THERE ARE AMAZING STORIES.

LORI SPOKE ABOUT SOME OF THOSE STORIES TODAY.

IT'S AMAZING HOW IT'S LIGHT HEARTED IN MANY WAYS.

AS LORI SAID, HOPEFULLY YOU GUYS CAN TAKE SOMETHING AWAY FROM THE BOOK, WHICH IS MAYBE YOU CAN TALK TO SOMEONE.

HAVE A WONDERFUL WEEKEND.

AND I'LL TALK TO YOU NEXT WEEK.

THANK YOU.

BYE.