[Visual: Webinar begins, screen appears showing the first speaker, Simon bridges, also featured on screen is a name tile in the bottom left corner]

**0:01 [Simon Bridges]**

Well, good morning to hundreds who have tuned into this webinar by First Steps, the Ministry of Business, Innovation and Employment and the Auckland Business Chamber. And with someone we're really privileged, I think, to have with us today, Dr. Lucy Hone. Lucy's got a really strong academic background. But also got a hugely practical take on resilience, grief, and coping with the loss amongst other things. And indeed, Lucy translates the best of resilience research to help people cope with tough times. Lucy is a top, sought after speaker. And if you haven't already, although I suspect if you're on this webinar you have, do check out her TEDTalk for 2020, which has been viewed by and helped many millions of people. She's an author with a book called Resilient Grieving: Finding Strength and Embracing Life After a Loss that Changes Everything. And you can also check her out on LinkedIn. And I've certainly done that as well. Lucy welcome.

[Visual: Screen changes, to show the other presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**1:06 [Dr Lucy Hone]**

Kia ora koutou, hello Simon, and hello everyone who has managed to find the time to turn up today because frankly, we all know how hard that is, so well done you.

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**1:19 [Simon Bridges]**

Hey, without sort of descending something, not boring, but worthy. First off, I mean, just briefly, give me a sense of your academic background.

[Visual: Screen changes, to show the presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**1:29 [Dr Lucy Hone]**

Yeah, interesting academic background, I can promise you that the people that I did my undergrad degree in Edinburgh with back in, I can't even remember when it was, would be astounded to see that I ended up being at three different institutions. And I did my masters in Resilience Psychology at the University of Pennsylvania in 2009 - It's quite a long time ago now - so I've definitely been at this for quite some time. And I interesting, I went there, because in 2009, on the back of the global financial crisis, that was the first time I felt that this word 'resilience' was being, you know, heavily bandied around without anybody really knowing much about it. And so, it seemed to me that there was lots of conversation that, you know, you the economy needs to be resilient, and nations needed to be resilient. So, I got myself over there, because they were one of only two academic departments globally at the time, that you could study wellbeing, science, and resilience psychology, and brilliantly for me, when I turned up there in 2009, they had just picked up the contract to train all American Forces to be as mentally fit as they traditionally have been physically fit. And so, for someone like me, who's that's my main quest is how do we actually make scientific research practical to people in their everyday lives. And so that's where I really started looking at resilience. And then I came back to Otautahi. I commuted between Philadelphia and Otautahi, which was quite a crazy experience, I have to say. And then I came back here and signed up with AUT with Grant Schofield to do my thesis, my PhD, because again, he was the only academic in this country who would have taken me on at the time. And so, it was such a little explored field back then. And I had given up maths at 15, so for me doing a PhD was quite the growth mindset moment. And yeah, he said to me the other day that my PhD which looked at measuring this word, 'wellbeing' and trying to work out what wellbeing actually was, and why all of the science was having such a limited impact in public health and in occupational health at the time. And he said to me, it was one of the biggest stats, you know, laden PhDs he ever ended up supervising. So, you can teach old dog’s new tricks.

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**4:16 [Simon Bridges]**

Not that old, Grant's an amazing academic, if only I'd put some of his, I think it's a dietary stuff he's done, isn't it, into practice, everything would be better. But anyway, that's another story.

[Visual: Screen changes, to show the presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**4:27 [Dr Lucy Hone]**

It's not too late, [laughs] anybody who is listening to this call. Grant's work is brilliant. And, and yeah, I mean –

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**4:36 [Simon Bridges]**

It's a book on fasting, isn't it?

[Visual: Screen changes, to show the presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**4:38 [Dr Lucy Hone]**

Yeah, I wrote, I edited, that book for him, quite some, again, quite some time ago, 'What the Fat' and 'What The Fast' - both brilliant books, and really important, particularly for midlife to understand actually, how you can redress all of the bad stuff you've done with a bit of fasting and it's not as hard as it sounds. That is not what we're here to talk about today.

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**4:55 [Simon Bridges]**

No, it's not I will just say I got it, and my brother stole it and so I've never read it, but Grant gave it to me.

What, just again briefly, but you know, having heard your academic background, what is so remarkable and poignant is, of course, your story as a study in what you've studied. And you know, you, are someone who, you know, we know, tragically and dramatically lost your precious 12-year-old daughter, that would be I think, the worst nightmare anyone can envisage. Let me just, if you would Lucy, give us a sense of your story.

[Visual: Screen changes, to show the presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**5:35 [Dr Lucy Hone]**

Thank you, Simon. And it's particularly poignant for me right now. Because our wee girl, Abby, as you said, was killed in a tragic car accident back in 2014. And she was only 12. And we would have just celebrated her 21st birthday on Monday (24 April). So, it's been a big week in our house. And I owe the irony of being this academical academic, as I call myself in this topic, and you know, I, because I was doing, so I'd done my resilience research and training over in Philadelphia. And then I came back to Christchurch and was just started on my own research when the earthquakes hit. And so, in that immediate first year of my own doctoral study, I actually put much of that on hold, and was just helping other people because I work with all sorts of organisations and government agencies, SAR, you know, the Search and Rescue teams and Fletcher EQR - all sorts of companies - trying to help our community get back on their feet in that post quake environment. And I thought that that was my calling. I thought that was my moment to put all of this resilience study and understanding to good use. And sadly, as you say, you know, we were wrong, because literally a driver went through a stop sign on the Queen's birthday weekend in 2014 and killed Abby and her best friend, Ella, and Ella's mum. And so, I, I really did find myself flung to the other side of the equation, you know, I'm meant to be the resilience academic helping other people. And in truth, I wasn't sure how useful all of that material would be for us and for me, then, but I became really determined to try to apply it to that bereavement context, because I was appalled at how useless the existing grief resources we were given were.

We were told to write off five years of our life to Abby's loss, to that we are now prime candidates for divorce, mental illness, and family estrangement. And honestly, I remember thinking, seriously, thanks for that I thought my life was already pretty terrible. And I can laugh about it now, but it really demonstrated to me how little the mainstream public health grief experts knew about my field of resilience psychology. I know from all of my study, that the ways we choose to think, and the ways that we choose to act, have a big bearing on our lived experience. They're not the only things and yes, your genes and your environment also have an influence. But the one bit that you can control is that you know, really to monitor how you're thinking, and acting are working for you, and are they helping and are they harming you.

So, I guess in many ways, I do consider myself as quite fortunate because without that training, I wouldn't have had the roadmap that I did have. And so that's why we run this program called 'Coping with Loss' now, to help people understand that there are better ways to grieve and the five stages of grief in particular, that no doubt you've heard of, and so many people on this call would have heard of, have no scientific backing whatsoever. They're complete rubbish. So yeah, I'm on a bit of a crusade really to help people understand the ways of thinking and acting that can help them whether it is divorce, you know, dementia, a physical impairment, dealing with cancer. We all, adversity doesn't discriminate, you know, we all have tough times, hey.

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**9:40 [Simon Bridges]**

It's, it's really, we're thinking of you and your husband, your family, at what would have been your daughter's 21st and it's interesting what you say just there I mean, there are these, for lack of better way of saying it, old wive’s tales, as they call them out there, about these things. I mean, one thing that's interesting to me and I'm sure the listeners and that's why they've come on, as we speak about resilience at one level Lucy, it's - it's one of the buzzwords of our time. And you've talked about how what around 09 or something that started to enter and the way we think of it now, the kind of the discussion, but it clearly means something deeply, profoundly significant to us.

Because otherwise, how do we explain we've got hundreds of people on this discussion right now. Why do you think we've got hundreds of people on this call? What is it about resilience? What's the why of resilience?

[Visual: Screen changes, to show the presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**10:40 [Dr Lucy Hone]**

It's such a good question, isn't it? Because I'm also willing to bet, like you, that for many of the people on this call, it's also a really annoying word and I think there is a bit of, we can get - I was fed up with hearing about it, you having it universally banded around back in 2009. And so, I fully understand that people find it a frustrating word now, because for various reasons, let's just start with that. People don't like it, because they're often told to be resilient, without actually being given the how. And that's, you know, what we're very much about at the institute is giving people the everyday tools, and the belief that they can get through things. But on top of that, it is - I get a lot of feedback, I post a lot on LinkedIn, about resilience tips, and what you can do. And I get a lot of feedback from people who are understandably concerned that it has kind of been weaponised, like, you know, if you're not firing on all cylinders all the time, then there's something wrong with you, and less than with you. So, I - let me start by saying that I hate that, that description of resilience definition that it's about bouncing back. Because I am telling you that in the weeks, months, almost really two or three years after Abby died, I didn't feel bouncy at all, you know, as I would say, Tigger has no place here.

And you don't go back. In our hands, we'd hope that we can help people to understand what navigating tough times teaches them about themselves and those around them. So, I don't think you get to go backwards because you actually get shaped by events. So, it's important, why are we all here? Because we don't lots of us like the word, and yet we understand, just as I said earlier, that adversity doesn't discriminate, that we as humans, we have - in fact, as humans, we have three uses of resilience, I can tell you from my research.

So, the first is to deal with those big moments in life. And if you have watched my TEDTalk, those people that are on the call today, you'll have seen that, that I start the TEDTalk by saying stand up, if any of these apply to you, you know, if you've ever had your heart broken, if you've had to navigate a divorce, if you are dealing with dementia, or any kind of mental illness or suicide has touched your life, physical impairment, lived through a global pandemic, you know, a natural disaster, we all have to deal with the big stuff. And we don't like feeling out of control, there is this human desire to control and influence over our circumstances. So that's the first use of resilience. The second one is we need it for everyday life stresses. And I think, you know, that's what we that's what we kind of need to discuss on today's call is that what can you do in the every day. And I did a piece of research back in 2016, where we asked people what they do for their wellbeing. And the results pretty much came back, eat, sleep move, you know, we all when you ask people what they do for their wellbeing they tell you they do some form of physical activity, they connect with friends, they might do some pastimes and hobbies, they might try and eat well and get some good sleep. All of which are really good and important. They're all evidence-based tools to enable wellbeing.

The only thing is you can't do them. When you're in a meeting and one of your colleagues nicks your idea or something, you know, or some –

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**14.43 [Simon Bridges]**

It was probably me [laughs]

[Visual: Screen changes, to show the presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**14.47 [Lucy Hone]**

Or some key clients, you know, phones and tells you they're putting their business elsewhere. So, you can't just say hold up, I'm off to yoga or to play squash because, so you need what we would say this kind of real time resilience, the - the in-moment tools, the ways of thinking and acting that are going to help you cope with whatever is being thrown at you.

So that's the second use. And these two are about how we react to events, the big events, the everyday events. The third use of resilience is, it is our capacity for resilience that enables us to deal with new things and live through uncertainty and change, to embrace the new to meet new people to, to adapt to new operating systems, and new tech, all of those things.

In when you look at it through those three lenses, it's kind of obvious why people realise they need a few more tools in their kete, and that I'm all about that - that's good. And the last thing I want to say to kind of answer that question is that Karen Reivich, who was in charge of creating that Comprehensive Soldier Fitness program, when I was there, she always used to say to us that resilience is a capacity, not a fixed rate, meaning you can build it, you can learn more tools. And also, it is like a stew, you know, and the way you make your stew, Simon is completely different to the way I make my stew. Meaning, it has a whole lot of different ingredients in it. And it is all of our jobs, to find the resilience stew that works for us, you know, the ways of thinking and acting pretty everyday things like leaning on your friends, using a sense of humour, knowing how and ask when to ask for help, a sense of kind of optimism and hope. That's the kind of ingredients that we have in our resilience stews. But we all do it differently. So, we have to find what works.

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**16:55 [Simon Bridges]**

That's really helpful about the why, you know, it's the crisis, its everyday life, we need it. It's the capacity to do new things. And there's so many new things. You perhaps answered this a little bit, let's just briefly before we get to the tools, because we're going to do that around business and what that means for you know, that your everyday businessperson, but you've said it's not it's not a spring, you know, it's not something that's a bounce back. I mean, how do you define resilience? What does what do you say it means? And, and actually, let me add to that, what are people who've got it look like?

[Visual: Screen changes, to show the presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**17:27 [Dr Lucy Hone]**

Okay, so our definition is that it is your capacity, note, not fixed, right? So, it's your capacity to be able to steer through whatever is facing you, really, and so I can say it's your capacity to steer through adversity, ongoing disruption, challenge, and change. But you know, steer through whatever it is, that is, you're up against, that's threatening your ability to pretty much feel good and function well, which while we're on definitions, the findings of my PhD research is that there are so many definitions of wellbeing, the one we like most that is academically sound is that it's about feeling good and functioning well. And no one can really kind of have a bugbear about, you know, we all pretty much understand that we'd like to feel good and function well. So, what does someone look like, who is managing to operate out of their capacity for resilience, you know, really use that capacity. And I'd say they either are feeling good and functioning well, despite whatever's going on. Or they are managing to keep the show on the road, until the enough time has passed, that they really can get back to that mainly feeling good and functioning well.

And it was interesting for me, and I'm not going to get into this now, because this is a whole different lecture. But I did my PhD and looking at high levels of wellbeing psychological flourishing, and what you needed to do to be in that top 25% of flourishing, and I realised when Abby died, that I had gripes with that definition, because one of the prerequisites for high levels of wellbeing for flourishing is that you have to have high levels of positive emotion. Now, you know, I, you can't lose your daughter and experience high levels of positive emotion. Doesn't mean you don't experience any positive emotions. And that's another real myth about grief actually, is that positive emotions are not only very often present, but actually very helpful when we're grieving. But few people experience really high levels of them.

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**19:40 [Simon Bridges]**

Sometimes resilience is - yeah, I mean, sometimes it's just getting through, right? Until you can be in that position to be better than we shouldn't judge, in fact, you'd be- you'd be unusual if you if you did have those high levels of that sense of wellbeing, after some of the crises including the one you've talked about.

Let's get a bit practical. You call yourself a pracademic - I like that - and so you know, you can do this, and let's take the business context. What does all this mean for a busy business owner? Yeah - and give me - give us some yours, you know, another buzzword, really but give us some tools.

[Visual: Screen changes, to show the presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**20:24 [Dr Lucy Hone]**

So, I definitely am qualified to do that because we have been running the New Zealand Institute of Wellbeing and Resilience. Dr. Denise Quinlan and I since 2017. So, we are your classic start-up business in many ways, and we do everything. Nowadays, we do a bit less of doing everything. But I know what it is to be a small business owner, and my husband has been a builder for the last 20 years. So, you know, we're definitely lived those hats.

It means that you’re stretched pretty thin, doesn’t it? That you are very often doing everything, doing your accounts at night, wearing many hats. And so, that is the recipe for overwhelm and additionally we know from the burnout research that those people that truly love their jobs are at elevated risk of burnout. Because if you, which makes sense, because if you derive a sense of meaning and purpose and your identity from your work then, of course, you throw your all into it. And very often we work longer and longer hours which of course is another recipe, is another driver of burnout.

So, what can you do? So, I think the first thing is to understand that if you do want to go the distance, and you want to keep your show on the road, come what may, you do need to have tools that work for you. So, you need to work out what your particular individualised ways of thinking and acting are, that seem to enable you to get through the days managed to, you know, have time off at the weekend, and actually, notice that your functioning isn't going downhill. So, in many ways, that's a really important marker here is that your functioning is okay, you're feeling good, pretty good, you're functioning, you're feeling pretty, feeling good and functioning well, and that you're not deteriorating. You're not isolating yourself from all your friends, and the things that used to give you pleasure. And a quick aside here is if you wonder, if you notice things don't give you pleasure and you notice that you're feeling increasingly exhausted, with work, emotionally exhausted, physically exhausted, cognitively, you know, your brain power is exhausted, and you feel really ineffective at work and you become cynical about well, "what's the point, you know, nothing I ever do makes a difference." - that is, those are the three key indicators of burnout.

So – feeling exhausted, feeling cynical, and feeling ineffective. And the different between depression and burnout is that if you feel those things during the week and then you wake up in the weekend feeling woohoo I’m better again, then you can be sure that that is burnout not depression. Because depression, you don’t feel better in the weekend, you still feel that lacklustre, lack of any kind of interest and positive emotions.

So, what can we do? One of the things that I think is a tool that we talk quite a lot about and is ruthless prioritisation. So, it's important for everybody on this call to realise that your attention is probably now your most precious resource. It's not even just time, you know, we used to say time was a really precious resource. And time is, but because we're bombarded all of us, particularly small business owners, with so many demands on our attention, I want to really encourage you today to continually throughout the working week, monitor what you are focusing your attention on. And so, this kind of plays out in two different ways. One is make sure that your task orientation means that you are ruthlessly prioritising tasks that only you can do that really require your attention and that align with your strategic goals and mission.

And so a practical way of doing that it is that you know, I get my - here it is, here's my black book [Visual: Lucy holds up an black A4 notebook and then puts back down out of view] that I get out every week.

And on a Monday morning, I just throw everything down on the left hand side of a new page. And literally in no order, I go through all my emails, and make sure, literally, it is a brain dump. And then on the right hand side, I pull over seven or eight things that I think if I managed to really nail those this week, then that will feel like I've actually prevailed and I've had an effective week. So it's a good way of ruthless, ruthlessly prioritising.

Another good strategy is to have a conversation with a colleague or friend, your partner, about mind wandering. And what are the things where you squander your attention, typically, and to get really self-aware and clear on that. So you know, is it having your phone present? I read a study recently that said, even having your phone on your desk next to you means that it slows down our productivity, and we make more mistakes. So put it in a drawer, put it in your handbag, leave it in the car, whatever you need to do.

And a final thing on prioritising your attention is to understand your particular most - your kind of - what do we call them, I've forgotten what the phrase, we used to use with Grant as well, but to know, when you do your peak hour - that's it - when you are most likely to be at your best in your working day. Because for some people that 6pm. For me, it's normally around 8am. So know when that is a make sure that you put real boundaries around that precious time, and during that time that you're only doing important work. So quit out of email, put your phone away, and quit out of any other notifications that will vie for your attention, because what we know from the literature is particularly switching gears from one thing to another is really draining for our cognitive ability. So we become, you know, like brain dead because we've gone from a phone call about this, the email about that, looking at something else, trying to write a report, and so you want to be able to just put some boundaries of time around those important tasks.

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**27:39 [Simon Bridges]**

Amazing, I think my, my peak times about 7am Lucy, so there you go.

[Visual: Screen changes, to show the presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**27:45 [Dr Lucy Hone]**

But don't squander it.

That's my point is just know it. This is part of the recipe, you know, knowing what works for you don't squander it. You know, occasionally, obviously, something happens, and you lose that time, but really know how precious it is, and physically quit out. Do you quit out of your email?

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**28:02 [Simon Bridges]**

I'd love to tell you I did. And I've got a phone sitting right here. But you've given good advice.

[Visual: Screen changes, to show the presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**28:08 [Dr Lucy Hone]**

Well, honestly, that's such a good tip. Because as soon as, because the dopamine in our brains, as soon as it sees that little, little number come in on your mail, you switch immediately your attention to that, because it feels good, you can tick that task off really easily. Don't let that happen.

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**28:24 [Simon Bridges]**

Yeah, the easy, not the essential. You've talked a lot about this everyday business situation, you've given some great advice and tools there. I mean, you know, earthquakes, we've had COVID, we've had the slow running things we've just recently suffered in the Upper North Island, Floods, Cyclone. So, for many, nothing changed as a result of those, but for some it was complete devastation. And you know, I'm conscious, that's not the same as losing a loved one like you have, but it can be your life's work that's gone down the toilet, can be the ability to provide for your family that's gone. So there's a deep loss there. Maybe it's the same stuff, but I just, trying to get a sense of what's your practical advice on resilience, grief and coping with that, for that business person who's just, you know, seeing their business, as I say, you know, bluntly go down the toilet.

[Visual: Screen changes, to show the presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**29:19 [Dr Lucy Hone]**

It's such a good question. So the earthquakes did teach me so much about dealing with those extreme circumstances. And there's nothing like living through it to really learn on the job. So the first thing when you're in that environment, is to re-establish regular routines as quickly as you are able to so obviously, some of them you can't and we certainly know that living here, and the importance of re-establishing routines it comes from the fact that doing so, your brain going about its everyday routine, tells your stress response that it's okay to turn that fight or flight or freeze response off now. So that's why it's so important to get the schools back up and running to find some way of working as best you can. And then we also know, of course, that connection is absolutely vital for resilience. In fact, the standout finding of resilience research is that nobody goes it alone. So, for people who have been particularly affected through the cyclone, or any other traumatic event, what happens is, we start off in the heroic phase where there's huge amount of, you know, everybody rushes to help. And then there's the honeymoon phase, which is soon follows that, where you start to feel, you know, you will get through this, we've got lots of help, it's all going to be okay. And then sadly, you come into the slump of what we call the long-term recovery phase. And in that phase, which you will get through, the most important thing is to understand is that it is physically exhausting, it's demoralising, and so your key tools here are to find the people who are going to enable you to go the distance, to view it as a marathon, not a sprint, you know, to know that you cannot continue to do 20 hour days, because that is not sustainable for you or your family. So, to sort your support, to really surround yourself with the different people who will give you support.

This is something we see in grief very often, in our coping with loss programme we have people who are fed up with the fact their nearest and dearest aren’t giving them the kind of support they need. And so, we would always challenge them on that, and say don’t expect a single or a few people to do everything, you know to be your everything you need emotional support, you need physical support, you need knowledge support, you know start to understand there’s lots of different types of support you actually need and don’t expect one or two or three people to tick all those boxes. So, take what we would call a strength bases approach, look at the people around you and go “what can they do? How can they deliver to help me through this time and also what can you do for them?” Because we know that helping others is a core fundamental for resilience, you know it is a real part of that recipe. Having a mission or some kind of meaning and purpose that is beyond just your survival, helping others really helps us too. So, um yeah, and the other thing about uncertainty that I want to say is that a good tip is to focus when you’re living in a period of such uncertainty, to try and focus your attention on the certainties, the things that you can rely upon, the things, the routines and the practices that will be there for you. And again, its something about recalibrating your brain, to see to focus on the stuff that is reliable and certain and really determinedly step away from and tune out all of those warnings of uncertainty. So if you find your news media notifications are tipping you over the edge then ask yourself, you know keeping those on is that helping me? Or is it harming me? And if it’s harming you, get on your phone and quit out of them all, because you need to put your own mental health here first.

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**33:52 [Simon Bridges]**

I will say Lucy on that I have got rid of basically all my apps on my phone, that’s it that’s it. It’s not exactly a, I think they called them so called dumb phone, it’s not quite as smart and active as it could be. Um, you’ve talked about the US Military you’ve talked about Grant Scofield and I think of him you know training those elite athletes to get the habits to become even more elite, um just as you can do that with your muscles, I suppose the question is, how do we build resilience in ourselves, make ourselves stronger in this regard and different but I suppose maybe on the same tangent question, how do we do it with others? Maybe its our kids or maybe if we’re a business owner, we’ve got three employees and one of them is perhaps suffering, how do we get them and their resilience up?

[Visual: Screen changes, to show the presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**34:43 [Dr Lucy Hone]**

Such a good question, um so actually to speak to the first part of that, you’re absolutely spot on, resilience or any kind of mental health – what you’re doing it’s like a muscle, just like you wouldn’t go to the gym or and expect to be really fit, or you wouldn’t play one round of golf and expect to be brilliant, you need to work on these strategies too, and Dr Emer Woodward who is clinical director has this great phrase that says “if you practice when its easy, it becomes easy when its hard.” Meaning, if you just keep putting, trying to you know tune your attention into what is good in your world, and you do that on an everyday basis the more you try and have those conversations around what went well, how have I managed to be effective and prevail this week, who is here to help me? The more you tune you train your brain to tune away from its default mechanism, which is, “woe is me, everything is awful, I’m useless and I can’t cope. And the more you do that in the everyday, so the more you practice when it’s easy, when you’re up against the really tough moments it becomes easier to do so, it’s easy when it’s hard. Um, what can we do for others? So, I think one of the little known things about resilience, is that its not a solo occupation you know, like I said the standout finding in resilience research is that nobody goes it alone. So, we do have this capacity within us resilience does reside within us, but boy does it reside between us as well. So, the simple answer to your answer Simon is, yes, we can absolutely grow each other’s capacity for resilience, one of the basic ways you do that is to spend time with them, to listen to them, when you’re working in teams we recommend people ask not tell, to give people that active listening patience. But the bottom line is, all of that watercooler chat, lets call it, you know the coffee shop when you bump into someone you have those conversations, every time you give someone the time of day, you actually stop to genuinely care about them and their Diwali celebrations at the weekend, what they did with, you know, their son or daughters rugby team whatever it was. You are building, you know the real connections that serve us well in tough times, so you don’t go building your resilience at 3am, you build it in the everyday. So that when the tough times come, you have these really strong, firm and supportive networks that you can fall back on in, when it is tough times. I think it’s really important people understand that everyone can build resilience, in what we call TNT (tiny noticeable things), you know just giving people the extra time of day. Valuing their contribution, saying thank you Simon for creating that PowerPoint for me because when I took it to the client, they were blown away by that particular way that you created that slide, or messaging or whatever it is. So, get really precise on feedback, value people, give them feedback but make it really explicit.

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**38:29 [Simon Bridges]**

That’s ah really great advice, look I’m brimming with more I could ask you about burnout and high performance but I am getting told off somewhere, I do just want to say the comments have come in really strongly, um this one I think is representative of what we’ve heard, from Amanda: “So happy to hear this Lucy like everyone else I just had to bumble my way through all of this, ah by myself. But actually, I think what we’ve learned from you Lucy today amongst many other things is there are practical tools, ah and the more we practice them the better we will be. Thank you so much Lucy, we really appreciate it, thank you to all the listeners that have tuned in, if you want or need more check out the resources around Lucy and we have mentioned the famous Ted talk, but there is a lot of other material out there. And also go to FirstSteps.NZ where you can access one on one help, wellbeing resources and more. Once again, Lucy thank you so much for um coming on, and wish you and everyone a good rest of the day.

[Visual: Screen changes, to show the presenter on screen, Dr Lucy Hone, with a name tile in the bottom left corner, and a bookcase in the background]

**39:38 [Dr Lucy Hone]**

Ka kite.

[Visual: Screen reverts back to show Simon Bridges on screen, again with a name tile in the bottom left corner]

**39:40 [Simon Bridges]**

Ka kite ano.