



National
Multiple Sclerosis
Society

Connections Volunteers Drop-In Call

December 17, 2020



Mollie Burns

Manager, Community Engagement

Open Chat box

Camera and Audio settings
Audio options: **1)** Select 'Computer' to use computer mic, or headset with mic plugged into computer, or **2)** Select 'Phone' and dial number shown on screen with access code and audio pin

Mute/Share webcam/Leave

Mic Camera Screen Leave

Q&A: There will be time for questions after presentation

- Option #1: Pop on camera using your webcam; unmute
- Option #2: Type your question in the Chat box

A recording of this call (without webcam) will be posted on our website at:

<https://www.nationalmssociety.org/Resources-Support/Find-Support/Connect-with-Peers-One-on-One/For-Connection-Program-Volunteers>

Today's Time

- **UPDATE:** We are going digital through the foreseeable future. Status update in March 2021
- We are here to support you! - New support email: peerconnections@nmss.org
- Connections Program Volunteer Website: <http://nationalmssociety.org/peerconnectionsvolunteers>
- Questions/Feedback/Discussion

Holiday Emoji Riddles



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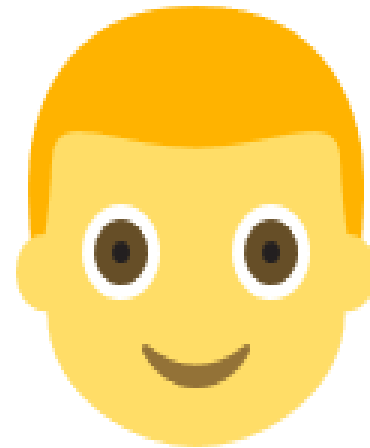


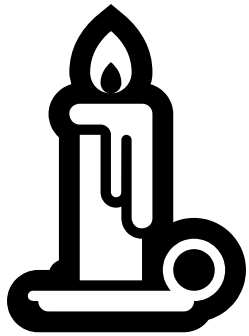


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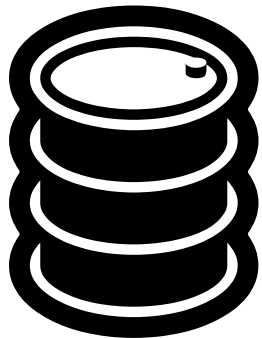
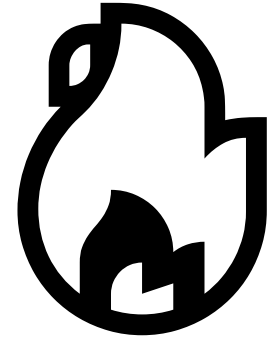




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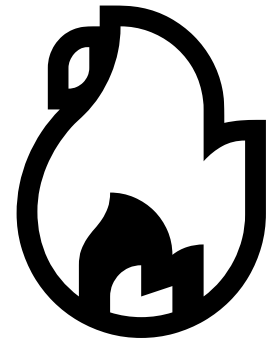
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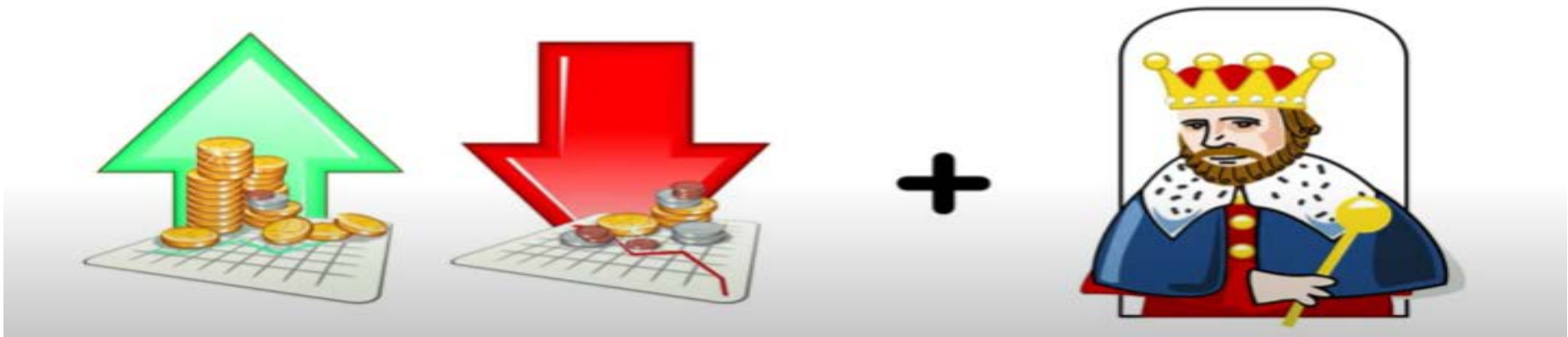
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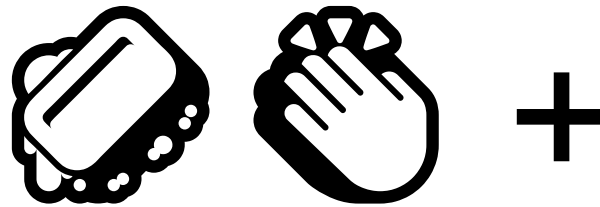
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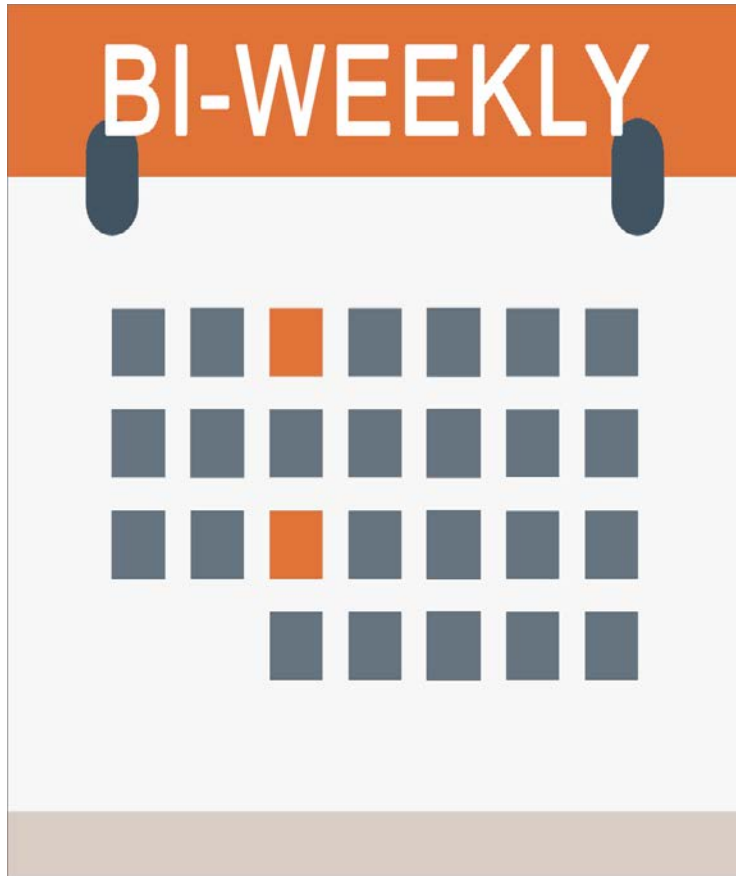
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Be well, stay safe and follow CDC guidelines.



Bi-Weekly Ongoing Drop In Call Dates



- December 17
- January 7
- January 21

Support for Leaders and Groups

- We are going digital through the foreseeable future
- Bi-Weekly Ongoing Drop In Calls
 - Thursdays at noon PST/3EST
 - December 17: Holiday Party, Depression, Meditation
 - January 7,2021: Dr's and Resources Update
 - January 21, 2021: New Leader Training Update
- MS Navigators are available to help
- Find Doctors and Resources Online

Emotional Wellness for the Holidays and Beyond

Kathy Mackintosh, M.Ed., NBC-HWC

Clear Path Health Coaching, LLC

www.clearpathhc.com

clearpathhc@gmail.com



My Background

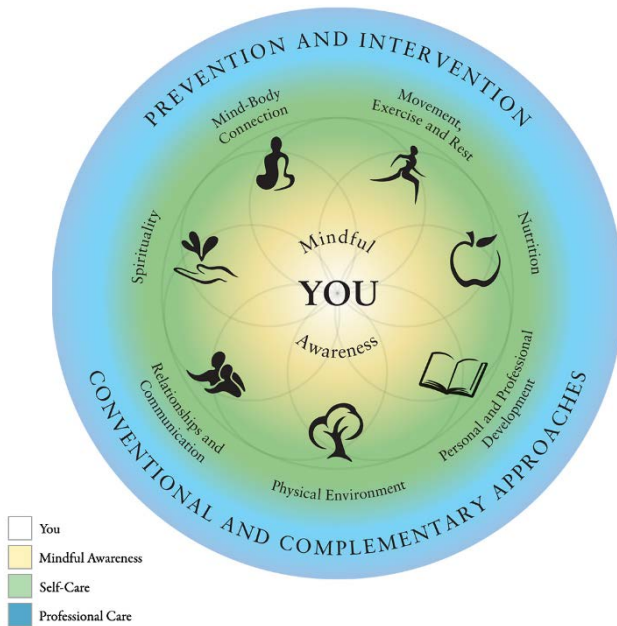
- 10 years of Coaching and 6 years of Teaching Coaching
- 7 years teaching and learning Positive Psychology
 - Very grateful to have been a part of the rollout in 2013 of the Everyday Matters Program as a facilitator
 - This stimulated my interest in learning more and I became Certified in Applied Positive Psychology in 2017

Positive Psychology and Coaching are forward Oriented Techniques. We don't delve too much into the WHYs of how you got here, but the What and How of moving forward and making CHANGES AND PROGRESS



My Influences and Frames of Reference: Duke Integrative Medicine and the Flourishing Center

WHEEL OF HEALTH



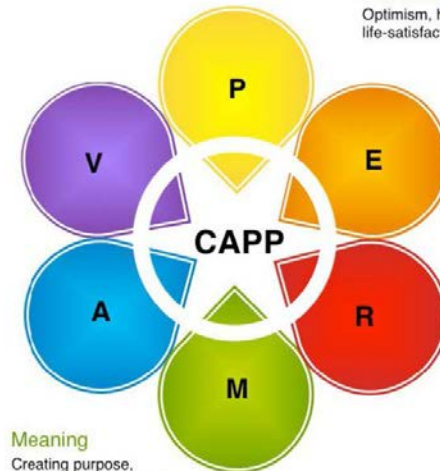
Duke Integrative Medicine

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Flourishing consists of:

Vitality
Optimal wellness,
strong, healthy bodies

Achievement
Accomplishment,
inspired action



Positivity
Optimism, happiness and
life-satisfaction

Engagement
Crafting more flow
experiences and

Relationships
Authentic, meaningful, life-
enhancing connections

Meaning
Creating purpose,
passion and fulfillment

Duke Wheel of Health

The Domains of Self Care:

1. Mind-Body Connection
2. Movement, Exercise and Rest
3. Nutrition
4. Physical Environment
5. Relationships and Communication
6. Spirituality
7. Personal and Professional Development

All with a central Basis Of Mindful Awareness



 **Duke** Integrative Medicine

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Positive Psychology Domains

PERMA-V model - Builds on the Original PERMA model of the early Positive Psychology Movement

P= Positivity

E=Engagement

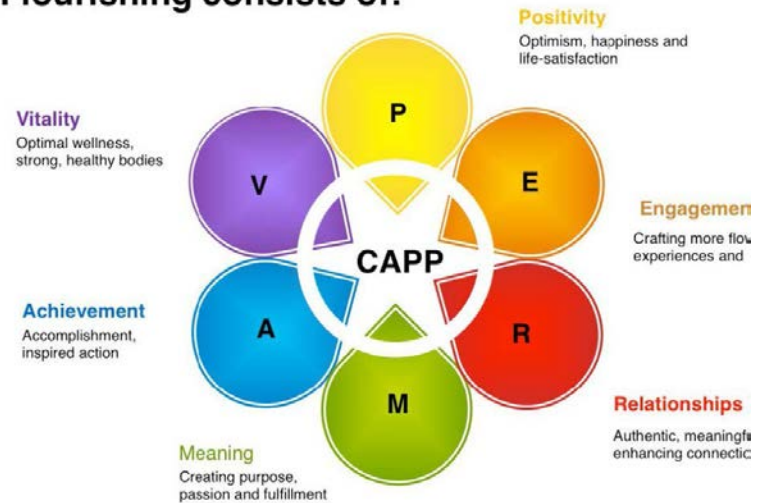
R= Relationships

M= Meaning

A= Achievement

V= Vitality

Flourishing consists of:

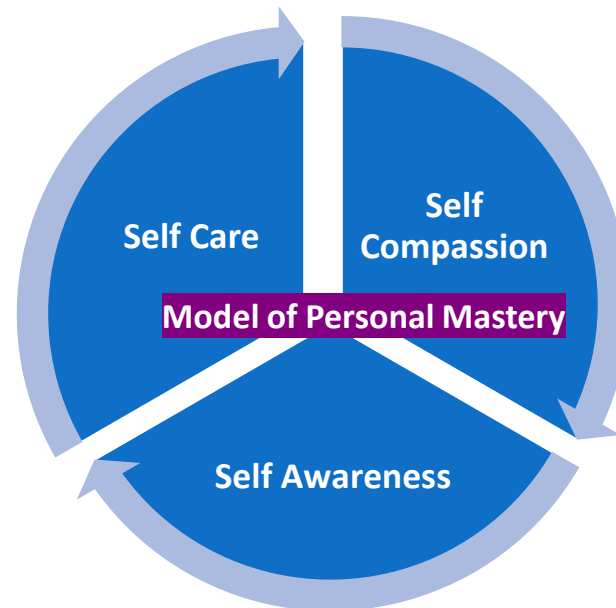


Positive Changes Model

(from Flourishing Center)

Positive Changes are Built through interactions of these 3 areas:


- Self Awareness
- Self Care
- Self Compassion



So, what do we have time to cover today?

Considering the Holidays and the next few months of Viruses, Politics, Vaccines, and Bad Weather, we'll only *touch on*:

- Focusing on the Positive
- Relationships and Communication
- Dealing With Worries
- Self Compassion



FOCUS ON THE
POSITIVE

Spectrum of life's possibilities

+10



-10



Positive
Psychology
focuses
on how
to move

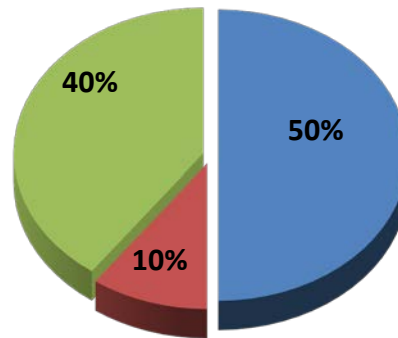
upwards

Psychology
had made
progress on
going from
this
negative
area to 0



Sonja Lyubomirsky- Our Happiness Pie

40% of our happiness
can be determined by
**INTENTIONAL
ACTIVITY.**



- Set Point
- Circumstances
- Intentional Manipulation

Source: Sonja Lyubomirsky, PhD
University of California Riverside



Focus on the positive

Each Negative emotion performs specific functions that enable fixes for situations that brought it up

Evolutionary role of Positive Emotions:

- Not as specific as negatives purposes
- Negative and Positive emotions affect us differently.
- Negative cause a downward spiral of focus-they narrow us but have useful functions
- Positive: upward spiral-broaden us

Focus on the Positive

- Emotions~ the spice of life
- Energetic Bank Account—psychological capital- we make Deposits and withdrawals
- Negative emotions are withdrawals and tend to be double digits whereas positive emotions, which are deposits, are single digits.
- Certain life experiences can add to or take away from your account
- You can go into Emotional Debt because negative emotions take up energy, and positive emotions add energy, *but not equally*.
- Think of Positivity Building as an intentional project, a work ethic.

Prioritizing Positivity

- What does this mean? Habitually taking into account your potential happiness when you make decisions about how to organize your everyday life
- Small changes that build up-take time to do them
- Negative emotion muscles are strong, like worry, guilt, anger, partly for evolutionary reasons
- We need to WORK to build up our Positive Muscles

Methods to Increase Positivity

Happiness boosters



Meditation

5 minutes a day, just watching your breath, remaining patient
Minutes right after, we feel calm and contentment, heightened
awareness and empathy.

Can permanently rewire the brain to raise levels of happiness,
lower stress, and improve immune function

Happiness Boosters

Gratitudes

Pick what fits your needs

Pick a fixed time to contemplate it

Choose one thing a day you take for granted to reexamine



Gratitude Strategies

Recognize one ungrateful thought
and substitute a grateful one (reframing)

Find a Gratitude Partner

Express Gratitude Directly to another
(Phone, Letter or Face to face)



Journaling

Books or Apps

Not a diary-analyze your topic with all the positivity and reality tools you can

What can you learn from the matter?

How can you grow from the experience?



Happiness Boosters

Finding something to look

forw



Spending money- but not on “stuff”

Happiness Strategy—Conscious acts of kindness

Best to do them all on one day a week

Random, but deliberately planned



Happiness Boosters

Infusing positivity into your surroundings



(This includes removing Negative Things as well)

Exercising



Exercising a signature strength



Learn to Savor Life's Joys





Relationships and Communication

Relationships and Communication

Loneliness and Isolation are threats to our health



However, lately, too much togetherness has also been a problem!





Importance of Relationships

Health Risks of Loneliness (CDC)

Although it's hard to measure social isolation and loneliness precisely, there is strong evidence that many adults aged 50 and older are socially isolated or lonely in ways that put their health at risk. Recent studies found that:

- Social isolation significantly increased a person's risk of premature death from all causes, a risk that may rival those of smoking, obesity, and physical inactivity.¹
- Social isolation was associated with about a 50% percent increased risk of dementia.¹
- Poor social relationships (characterized by social isolation or loneliness) was associated with a 29% increased risk of heart disease and a 32% increased risk of stroke.¹
- Loneliness was associated with higher rates of depression, anxiety, and suicide.
- Loneliness among heart failure patients was associated with a nearly 4 times increased risk of death, 68% increased risk of hospitalization, and 57% increased risk of emergency department visits.¹



COMMUNICATION SKILLS

Active Constructive Responding

That's Great news!
I'm happy FOR YOU
Tell Me More!
Congratulations!
How does that make
you feel?

Do you really think you can
handle that, with all that
responsibility?

	ACTIVE	PASSIVE
CONSTRUCTIVE	HAPPY WITH Enthusiastic Eye contact Authentic Engaged Helps savour	HAPPY FOR Low energy support Delayed response Quiet
DESTRUCTIVE	UNHAPPY WITH Squashes the event Dismissive Demeaning	UNHAPPY FOR Turns focus inward Evasive Ignores speaker

Oh, that's cool,
good for you.

Ok.
Can we talk about dinner now?
The same thing happened
to me last year.
Did I tell you I bought a new car?

Celeste Headlee (TED Talk)

- Letting others talk about themselves is very powerful as it activates the same areas of the brains sex and heroin!
 - Don't count social media interactions as true social interactions. They do not count as conversations in the way that the brain reacts.
 - Researchers assigned people to discuss their life dreams or other meaningful questions over either text, video, or the phone. They found that while typing left people feeling more emotionally distant, phone and video had the same effect. You don't need video to feel connected, just your voices. If you're not comfortable with video, turn it off!
-
- Amit Kumar of the University of Texas at Austin and Nicholas Epley of the University of Chicago Booth School of Business

Conversation Hints (Celeste Headlee Ted Talk)

1. Don't multitask. Be actually present.*
2. Don't Pontificate—If you want to tell your opinion without arguments and pushback, write a blog!
3. Use Open Ended Questions.
4. Go with the Flow- be aware of and let any ideas for responses and stories that pop into your head go right away again. Don't dam up the flow by stopping listening in order to think about what you want to say. (This is Mindfulness in action)
5. If you don't know something, admit it.

Conversation Hints (Celeste Headlee TED Talk)

6. Don't equate your experience with theirs. All experiences are different, even on the same topic.
7. Avoid repeating yourself. We think it reinforces our point, but it doesn't
8. Avoid unnecessary details ("Just the facts, ma'am")
9. LISTEN. This is the Single most important skill you can develop. **
10. Be brief.

Be interested in other people.

* A study found that people who had a cell phone nearby while talking were judged to not be believable or trustworthy

**Buddha said something to the effect: *If your mouth is open, you're not learning.*

Calvin Coolidge: *No man ever listened his way out of a job.*



WORRYING

Nothing is Certain

- One element of worriers is often a trait of not being able to stand doubt and uncertainty. They might think that worrying helps them predict what the future has in store for them, to prevent surprises. But it doesn't work!
- Thinking about all the things that could go wrong doesn't make life any more predictable or safer. Worrying about the future only keeps you from enjoying the good things in the present.
- You have to give up your belief that worrying serves a positive purpose. Period.



Tools To Help: Schedule a WORRY PERIOD and Postpone it!

Because you cannot command yourself to stop thinking about something, even if you really want to, set aside a worry period for each day.

- Scheduled
- Regular
- Finite

Tools to Help: Practice Mindfulness

- Worrying involves the future
- Mindfulness focuses on the present

Use mindfulness to acknowledge your thoughts and worries and then let them go without judgment

If you are aware that you are getting stuck on one thought, bring your attention back to the present

Tools to help:
Decide if the
problem is
solvable

- Worrying rarely leads to solutions
- Problem solving does lead to solutions
- So, decide if the problem is real, or just a
WHAT-IF

I'll handle it!*

- All fears boil down to “something bad could happen” and you won't be able to handle it
- But you've always handled everything up to now. You've handled things before, and you'll handle them again

* Emiliya Zhivotovskaya

Flip It!*

* **Emiliya
Zhivotovskaya**

Begin by writing a list of all the things you can think of that you don't want to happen

- I don't want to gain weight.
- I don't want to be stuck inside all winter.
- I don't want to be alone for the holidays.

FLIP IT!

Write what you DO want instead

- I don't want to gain weight.

I want to eat healthy foods that help me maintain my weight.

- I don't want to be stuck inside all winter.

I want to find ways to be able to enjoy the outdoors this winter.

- I don't want to be alone for the holidays.

I want to keep me and my relatives safe this holiday by visiting via technology.

Self Compassion



How many of us are guilty of Self Criticism?

It takes good awareness to catch yourself at it, and to practice reframing or rephrasing your thoughts. This is an hour-long topic by itself!

A few hints:

Do you hear yourself saying I should do, or I should have done....?

Do you say things to yourself you wouldn't say out loud, maybe even to someone you don't like (*"What an idiot!"*) ?

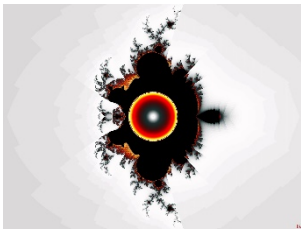
Do you think getting angry at yourself for failing to do something will motivate you?

Do you find yourself procrastinating more than in the past?

Well, you might be.....

Self Compassion: Talk back to that Critic!

- Give your Inner Critic a name
- What does its voice sound like?
What sound quality does it have?
- What color is it?





Mindful Awareness

What is Mindfulness?

- ▶ Awareness centered in the present moment.
- ▶ Paying attention on purpose, non-judgmentally.
- ▶ Living each moment with self-compassion.
- ▶ Allowing curiosity with an open mind.
- ▶ Switching off “auto-pilot” mode.



Mindful Practices

Formal – dedicated time set aside to focus on awareness, practice being mindful

- ▶ Sitting meditation
- ▶ Breath awareness
- ▶ Yoga
- ▶ Mindful walking
- ▶ Mindful eating



Mindful Practices

Informal – times when you are completely engaged in moment-to-moment awareness

- ▶ Watching a sunrise or sunset
- ▶ Drinking a cup of tea
- ▶ Showering or brushing your teeth
- ▶ Washing dishes
- ▶ Taking three breaths before answering the phone



Mindful Breath Practices

In for 5 Out for 5

Inhaling for a slow count of 5 and exhaling for a slow count of 5 brings you down to 6 breaths a minute (average for many people is 15). A ratio of 5:5 has been proven to increase HRV in just minutes.

Belly breathing

This refers to using your diaphragm, also known as your third lung, when breathing. Visualize a balloon in your stomach that you fill with breath as you inhale and exhale.

Mindful Breath Practices

Calming Breathing

When you're stressed out or anxious, breath at a ratio of 1:2. This means your exhale should be twice as long as your inhale. This does not feel natural if you are very stressed or anxious

Begin with in for 2, out for 4.

Then 3:6, then 4:8.

Once you find a doable pace, repeat for 10 cycles at a minimum. Try eventually to do it for 5-10 minutes

Invigorating Breathing

To add energy back to yourself, reverse the patterns of calming. Your inhales should be twice as long as your exhales. One minute should help, as you are giving your body lots of oxygenated blood. Don't overdo it.

REVIEW

What topics have we talked about today that Mindfulness would help with?





Mindful Awareness

Let's Practice for a few minutes

Questions?

www.clearpathhc.com
clearpathhc@gmail.com

The logo features a stylized orange and white path that curves from the bottom left towards the top right, resembling a road or a path. The word "Clear" is written in a black serif font to the left of the path, and "Path" is written in the same font to the right. Below "Clear Path" is the text "Health Coaching, LLC" in a smaller, black serif font.
Clear Path
Health Coaching, LLC



**National
Multiple Sclerosis
Society**

**Society Resources
We are Here**

Updated Connection Volunteer Website



For Peer Connections Volunteers

- Resources for Connections Volunteers
- Call Archive

SHARE [Like 0](#) [Tweet](#) [Share](#)

Welcome to the Peer Connections Volunteers resource page - we're glad you're here! Our Peer Connections Volunteers are trained individuals who focus on the needs of people affected by MS - needing support. This page is designed to support you in your role(s) as a Peer Connections Volunteer by providing relevant information and resources to prepare and ensure continued success in working with individuals in the MS community.

This page provides links to general MS information, Society services and support, and the resources specific to your volunteer role. Additionally, you'll find best practices and a self-help group, handling difficult conversations, and resources to share additional emotional support.

 [Chat with an MS Navigator](#) 

ASK an MS Expert tomorrow December 18

Managing MS as a Team

MS can affect everyone in your circle of support. Partners, spouses, family, and friends can be drawn more closely together by their shared concerns and collaborative efforts.

Join us for a discussion with families affected by MS. Hear how they support each other, tackle decision-making, adjust to new relationship roles, and learn about resources to support your success from a Society MS Navigator.

Café' Con Leche

Conversation and Support in Spanish for People Living with Multiple Sclerosis

The National MS Society wants to make sure that everyone affected by MS can connect with others, feel supported, and receive reliable information regardless of where they are.

Meetings are the 2nd Tuesday of each month at 4:00 p.m. ET. For more information or to register call 1-800-344-4867, option 3, or nationalMSSociety.org/Espanol

Updated Emotional Support Resources



MS Navigator®

An MS Navigator can be reached at 1-800-344-4867 anytime 7 a.m. - 5 p.m. MT Monday-Friday. Chat is also available on the National MS Society site. MS Navigators are available by email as well at ContactUsNMSS@nmss.org.
<https://www.nationalmssociety.org/MSNavigator>

National MS Society Self-Help Groups

National MS Society self-help groups focus on advocacy, education and empowerment by providing social and emotional support within a peer setting. Individuals come together at to seek and provide support while building a sense of community through the power of connection. <https://www.nationalmssociety.org/Resources-Support/Find-Support/Join-a-Local-Support-Group>

MSFriends® Helpline

The MSFriends helpline connects interested individuals with volunteers living with MS for 1:1 peer connection via phone. MSFriends provides confidential conversations by connecting you directly to volunteers who know first-hand what is it like to live with MS. Volunteers are available 7 days a week from 7 a.m. – 10 p.m. MT.
www.nationalMSSociety.org/MSFriends

MSFriends® Paired

The MSFriends paired program connects interested individuals to trained volunteer via a pairing process based on selected criteria. These connections meet via phone, email or video calls based on a mutually agreed upon availability. Email PeerConnections@nmss.org to learn how to register.

Happy the App

The National MS Society also has a collaboration with Happy the App to ensure that people living with MS get the emotional support they need. Happy the App is a 24/7 phone-based service provided through a mobile phone app that connects individuals experiencing everyday stresses, life struggles or feeling lonely with compassionate listeners.
[Happy the App: National MS Society](#)

Spanish Emotional Support Resources



Recursos de Apoyo Emocional

Navegantes para la EM®

Puede conectarse con un Navegante para la EM llamando al 1-800-344-4867 opción #3 para español, de lunes a viernes de 7 a.m. - 5 p.m. MT. También está disponible la opción de chat en la página web de la Sociedad Nacional de EM. Igualmente puede contactarlos en la siguiente dirección de correo electrónico: ContactUsNMSS@nmss.org
<https://www.nationalmssociety.org/MSNavigator>

Grupos de Apoyo de la Sociedad Nacional de EM

Los grupos de apoyo de la Sociedad Nacional de EM se enfocan en educación y empoderamiento a través de proporcionar apoyo social y emocional. Individuos se unen al grupo para buscar y dar soporte creando un ambiente de comunidad a través del poder de la



ANQUETTE (R), DIAGNOSED IN 2013

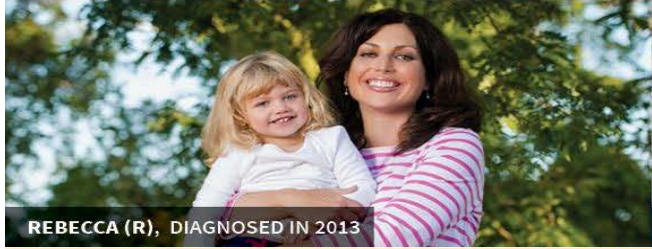


ANDREW (R), DIAGNOSED IN 2013



GALEN, DIAGNOSED IN 2011

NATIONAL MS SOCIETY COMMUNITY



REBECCA (R), DIAGNOSED IN 2013



ELLECIA, DIAGNOSED IN 2011



JOSEPH (L), DIAGNOSED IN 2008



Live Fully, Live Well

A Wellness Program for People with MS & their Support Partners



**MS
WARRIOR**

Leaders

*MS Warrior
Leader
Support Group*

*A Support Group for
MS Group Leaders*

*Join us on Zoom
3rd Thursday of the month @ 4pm (EST)*

*Meeting ID 84207053474
Passcode- Warrior*

*Contact Monica at
SPEAKMSTOME@GMAIL.COM*

Need Support Connecting Your Group?

Resources are Available!

- ✓ Skype
- ✓ Zoom
- ✓ FaceTime
- ✓ Google Hangout
- ✓ Facebook Messenger
- ✓ Free Teleconference Tools
- ✓ Support Group finder on Society Website

***Connect with your Society Staff Partner
to discuss your needs***

SELF-HELP GROUP MEETING DISCLAIMER

The National MS Society respects the rights of people with MS to obtain any and all information they want related to MS including information on wellness, medical treatments or complementary therapies, products and services. The information presented at this meeting does not necessarily reflect the views or official position of the National Multiple Sclerosis Society, nor carry the endorsement or support of the Society. To protect your privacy and the privacy of other members, please do not record, take screenshots, or share information about other members of this group outside of this meeting. For specific medical advice, contact your physician. For the opinion of the National Medical Advisory Committee of the National MS Society on any therapy, treatment or product, please contact your chapter at 1-800-344-4867 (1-800-FIGHT-MS), or visit our website at nationalMSSociety.org

CONNECTING LEADERS TO LEADERS

- What questions do you have?
- What questions are you getting from others?
- What resources or support would be helpful?
- Share helpful tips for other leaders

Connect with the National MS Society



facebook.com/nationalMSsociety



instagram.com/MSsociety



twitter.com/MSsociety



youtube.com/nationalMSsociety



[linkedin.com/company/
national-MS-society](https://linkedin.com/company/national-MS-society)