Darlene: Ok, before we start I want to start by acknowledging that I'm coming from Tasmanian Aboriginal land sea and waterways, and I want to acknowledge with deep respect the traditional custodians of land on which I'm on today, the palawa people, and acknowledge the traditional custodians of the various lands on which you are all working today and the Aboriginal and Torres Strait Islanders that may be participating in this webinar. Thank you for joining us. Balancing bias is an amazing topic, I'm loving all the different names that Deb is presenting for us each week. We have had, this was offered on Wednesday, and it was a great success. So look forward to doing it again today. So let's make a start Deb.

>> Thank you Darlene, welcome everyone for our second week of mid-week charge 12 at 12 at 1 o'clock on Friday, because we like to do things. Balancing bias. This is about our negativity bias and hate to let you all know that, but we are born and we have an inbuilt negativity bias in our brains, it's part of how we evolved as human beings, it helped us kind of risk Saber Tooth tigers when we stepped out of our caves and what it means is that we notice the pad things that happen to us, we notice them more, they resonate more with us so we feel them more strongly, they last longer, we're more likely to talk about them and they actually fast track into our memory. And what happens is that they can eclipse the good. They have up to four times the impact of good things. So we can have 10 good things that happen to us in a day and then if a couple of bad things happen it throws our day. So the bad eclipses the good, and as one person puts it it's the bad that screams the loudest, and we notice it more. This is about balancing that out. How do we balancing out that loud voice of our negativity bias, and make it a bit more even. Just think about it, you've had a pretty good day at work and then something throws you, maybe you're not listened to in a meeting or someone talks over your idea, leaves you feeling a bit irky inside, maybe you are given bad feedback about a presentation, this is a classic, you can get 10 good feedback comments about a presentation and that one bad feedback remark can stay with you a lot longer, or maybe you have had a student who has felt down by your service, so it doesn't matter that you've been great with about 20 students that week, if one student feels let down and maybe makes a complaint, the chances are that's a student you're going to think about on the weekend, or think about when you finish work for the day. So what we need to do is find ways to balance that. Can anybody think of some ways that the negativity bias plays out in your life? I've given you a few examples. Any other examples? This is our Friday kind of ah, nearly the end of the week. Sometimes I see it really clearly in media, and in fact we are drawn to media about bad stories and that's why the news often features those stories and that's what people want to hear. It's really hard if you ever get with the media you realise it's hard to get a good news story on. Sometimes in our relationships. So if I wake up a bit grumpy with my partner on Saturday morning because he probably hasn't put his clothes away or hasn't done the dishes when he said he would, if I'm not careful I can stay with that grumpiness and looking at all the things he hasn't done, and then I just get fixated on that, my negativity bias kicks in and I forget to look at all the things he has done. He might have not done the dishes but he sat down with me and talked through a problem, or he went and painted, we are painting a new chook yard at the moment, so he did that. So we actually can criticise all the stuff that's not done and we forget to talk about or praise when people go an extra mile and all the things that they do do.

>> I can't think think of any specific examples, but I just want to say, oh my goodness, I do this all the time with the examples you gave. It's so great to have a fork for it.

>> Thanks Deb, that's a good point. And it explains it, it's not me, it's my negativity bias, and I just like to then, if I catch myself with it, I say ah, that's my negativity bias kicking in, so how am I going to balance it? I love this quite from Rick Hansen, he says it so well, our brains are like Velcro for the negative, so those negative things stick to it, and like Teflon for the good so they can run off, you often here with people even if they are praised for the good, they say that's how it is, it's nothing much, we shrug it off, in Australia we are good at doing that, but if bad things happen we kind of dwell and it goes round and round and you want to talk it out. Even you sometimes see in team meetings we can go straight into the problems and that's where we stay and we feel good if we're talking about the problems, but then we miss talking about our successes and what goes well. So how can we balance this bias out? There's two key ways that research has found is really effective, and the first one is just the WWW, so rather than the World Wide Web it's the what went well. So asking what went well, asking it when you start team meetings, asking when you are checking in on someone, when you are catching up with a friend, doing supervision, so what went well? And often I know when I'm doing a bit of supervision or coaching of my team, I'd go what went well, and they go, this didn't work out and this didn't work out, and I say we're not talking about that yet, I just want to get what went well and starting with that, training ourselves and others to think about what went well before jumping into the problems, because chances are we jump into the problems, our negativity bias will stay there and we won't move on. The other really great thing that's been found to help reverse the negativity bias is gratitude practice, it's noticing what's good in our life and affirming that and being really active in that. I looked at, like if we talk about gratitude I'm sure I'm going to get nodding heads, a lot of you have your cameras off, if you had your cameras on I know I'd get lots of nodding heads, gratitude is really important. I just thought I would Google what the word practice means, and practice means it's actually using a theory, an idea or a concept, it's actively using it, actually putting it into practice. So we have gratitude, we all think gratitude, but have we got a gratitude practice, do we do something really regular to be grateful? So grateful is affirming what's good in our life and then actually acknowledging that we are here and what we have is actually dependent on a whole lot of different people and situations. And it's really interesting, if you watch something like Back in Time or Further Back in Time on the ABC show with Annabelle Crabb, when they are taking people back to the early 1900s, all the things they didn't have then that we have now, I started off my life with not having an inside toilet, not having a flushable toilet, not having vacuum cleaner, no carpet on the floor, and now I have, and gratitude practice also reverses that taking it for granted. And study after study after study shows gratitude practice is really essential for our wellbeing and helps reverse a whole lot of that negative stuff that happens in our day. In fact I think you can call it the vitamin C of our wellbeing. If you went to a doctor and you said I want to really protect my mental wellbeing, my mental health, they give you a bottle of gratitude practice, it's really, really important. But we forget to do it and because we haven't made it a habit, we haven't made a little routine. So gratitude is really great, megastrategy, a big vitamin C of our wellbeing, and the key thing is gratitude practice. I have a couple of things that I do regularly, and one thing in our team meetings, my team meetings in my mentoring program that I coordinate, we always start with gratitude. We go around the room and everyone will say something that they feel grateful for in the moment. We had a meeting that showed images, it took half the meeting, bit it was worth it. We start with what do you feel grateful for in the moment, and what happens, they say I'm going to share that in the meeting, and what happens is it starts to get us looking for the good things that happen because we know we need to share them with someone. The other thing you can do is keep a gratitude journal or what went well journal, you write two or things each day of what went well or the gratitude. Again it gets you looking for the good things in your day and you do it every day so it reverses the taking it for granted and negativity bias. It's a great way to start your team meeting, it takes five minutes, it's a bit of a jolt of joy for everyone, it's also sharing so it builds the team and it gets people looking for the good. So just wondering, this is your question to take away, what do you do to practice gratitude for yourself, in your team, your family and those around you, and if you want you can make it a little habit, and a this is another habit of mine, I sprinkle it all through my day. If I'm driving and I stop at a red traffic light I think of things I'm grateful for, and with any habit, if you want to wire it into your brain you celebrate at the very moment when you do the new behaviour, so I look at myself, because I'm sure I'd look funny to the drivers next to me. Think about how you can start a gratitude practice. Today's session is drawn on research from Professor Roy Baumeister and Robert Evans, and you will have this link when we share the PowerPoint. Thank you. Over to you Darlene.

>> Brilliant. Thank you Deb, it's wonderful to be reminded, I know how it is good for me but haven't put it into the routine. So I might even over share at this time, I might change, because at the stop lights I do my pelvic floor, but I think I'd rather do my gratitude list at the stop lights. I'm about to put a poll up and thank you everybody who has participated in the chat, it's great to see the chat. If you can take a couple of seconds to fill in the poll. We've started a Facebook group so that's a private group that people can share, so I think a couple of weeks ago we all put up our little bits of joy that we can do when things aren't going so well so it's a great way to keep the conversation going. So it's brilliant. So Jane has put the link in there and then the next session we have is the Inner Ally which is on next Wednesday and Friday, and that's around, sometimes we are quite mean to ourselves, our negative talk in ourselves, and this is a way of building an ally in ourselves which I'm looking forward to as well. Sometimes it's like we know all this stuff but we need to stop and actually take charge and re set ourselves like we're saying. Thank you Deb, thank you everybody for joining us, and actually we are running early, which is absolutely brilliant and Deb is very lucky, her partner decided to share.

>> Okay. Thank you.

>> Thank you everybody, have a great day.