

WEBVTT

00:00:00.000 --> 00:00:02.598 Support for Yale Cancer Answers comes

NOTE Confidence: 0.82631916

00:00:02.598 --> 00:00:04.899 from Astra Zeneca, a biopharmaceutical

NOTE Confidence: 0.82631916

00:00:04.899 --> 00:00:08.336 business that is pushing the boundaries of

NOTE Confidence: 0.82631916

00:00:08.336 --> 00:00:11.490 science to deliver new cancer medicines.

NOTE Confidence: 0.82631916

00:00:11.490 --> 00:00:15.150 More information at astrazeneca-us.com.

NOTE Confidence: 0.82631916

00:00:15.150 --> 00:00:17.322 Welcome to Yale Cancer Answers with

NOTE Confidence: 0.82631916

00:00:17.322 --> 00:00:19.698 your host doctor Anees Chagpar.

NOTE Confidence: 0.82631916

00:00:19.700 --> 00:00:21.565 Yale Cancer Answers features the

NOTE Confidence: 0.82631916

00:00:21.565 --> 00:00:23.863 latest information on cancer care by

NOTE Confidence: 0.82631916

00:00:23.863 --> 00:00:25.335 welcoming oncologists and specialists

NOTE Confidence: 0.82631916

00:00:25.335 --> 00:00:27.800 who are on the forefront of the

NOTE Confidence: 0.82631916

00:00:27.800 --> 00:00:29.498 battle to fight cancer. This week,

NOTE Confidence: 0.82631916

00:00:29.500 --> 00:00:31.275 it's a conversation about social

NOTE Confidence: 0.82631916

00:00:31.275 --> 00:00:33.050 chemistry and the cancer community

NOTE Confidence: 0.82631916

00:00:33.108 --> 00:00:34.400 with Doctor Marissa King.

NOTE Confidence: 0.82631916

00:00:34.400 --> 00:00:36.560 Doctor King is a professor of
NOTE Confidence: 0.82631916

00:00:36.560 --> 00:00:38.366 organizational behavior at the Yale
NOTE Confidence: 0.82631916

00:00:38.366 --> 00:00:40.202 School of Management and Doctor Chagpar
NOTE Confidence: 0.82631916

00:00:40.202 --> 00:00:42.296 is a professor of surgical
NOTE Confidence: 0.82631916

00:00:42.296 --> 00:00:44.900 oncology at the Yale School of Medicine.
NOTE Confidence: 0.8952342

00:00:46.150 --> 00:00:48.526 So for all of our listeners,
NOTE Confidence: 0.8952342

00:00:48.530 --> 00:00:52.094 you may not know this, but I did my
NOTE Confidence: 0.8952342

00:00:52.094 --> 00:00:54.470 MBA at Yale School of Management,
NOTE Confidence: 0.8952342

00:00:54.470 --> 00:00:57.719 and one of the classes that I took was
NOTE Confidence: 0.8952342

00:00:57.719 --> 00:01:00.253 actually your class Marissa on social
NOTE Confidence: 0.8952342

00:01:00.253 --> 00:01:03.202 networking and it got me to thinking
NOTE Confidence: 0.8952342

00:01:03.202 --> 00:01:06.346 that there's a lot of aspects that are
NOTE Confidence: 0.8952342

00:01:06.350 --> 00:01:08.720 pertinent in terms of social networking
NOTE Confidence: 0.8952342

00:01:08.720 --> 00:01:11.485 when we think about the cancer community,
NOTE Confidence: 0.8952342

00:01:11.490 --> 00:01:14.073 I know that many people think about
NOTE Confidence: 0.8952342

00:01:14.073 --> 00:01:15.850 social networking in business

NOTE Confidence: 0.8952342

00:01:15.850 --> 00:01:18.052 and having relationships and

NOTE Confidence: 0.8952342

00:01:18.052 --> 00:01:20.903 how they can build on that in terms

NOTE Confidence: 0.8952342

00:01:20.903 --> 00:01:22.871 of their network and finding jobs

NOTE Confidence: 0.8952342

00:01:22.938 --> 00:01:25.168 and climbing the corporate ladder.

NOTE Confidence: 0.8952342

00:01:25.170 --> 00:01:26.622 But for cancer patients,

NOTE Confidence: 0.8952342

00:01:26.622 --> 00:01:28.800 I think that that's also true.

NOTE Confidence: 0.8952342

00:01:28.800 --> 00:01:31.770 Have you kind of thought about that?

NOTE Confidence: 0.8952342

00:01:31.770 --> 00:01:35.150 Or what are your thoughts on that?

NOTE Confidence: 0.8952342

00:01:35.150 --> 00:01:35.470 Absolutely.

NOTE Confidence: 0.8952342

00:01:35.470 --> 00:01:36.110 We oftentimes

NOTE Confidence: 0.87550646

00:01:36.110 --> 00:01:38.030 think of the idea of networking,

NOTE Confidence: 0.87550646

00:01:38.030 --> 00:01:40.179 and for many people that idea in

NOTE Confidence: 0.87550646

00:01:40.179 --> 00:01:42.509 and of itself is just morally off

NOTE Confidence: 0.87550646

00:01:42.510 --> 00:01:43.790 putting that there's kind

NOTE Confidence: 0.87550646

00:01:43.790 --> 00:01:45.710 of a feeling of like, oh,

NOTE Confidence: 0.87550646

00:01:45.710 --> 00:01:48.118 this is icky, or it doesn't apply.
NOTE Confidence: 0.87550646

00:01:48.118 --> 00:01:50.152 And part of that is people are
NOTE Confidence: 0.87550646

00:01:50.152 --> 00:01:52.408 oftentimes having in mind an idea of a
NOTE Confidence: 0.87550646

00:01:52.408 --> 00:01:54.670 very instrumental type of networking,
NOTE Confidence: 0.87550646

00:01:54.670 --> 00:01:56.126 and particularly professional networking.
NOTE Confidence: 0.87550646

00:01:56.126 --> 00:01:58.310 So the idea that they're going
NOTE Confidence: 0.87550646

00:01:58.367 --> 00:01:59.921 to try to meet someone to get
NOTE Confidence: 0.87550646

00:01:59.921 --> 00:02:01.710 something in a professional context,
NOTE Confidence: 0.87550646

00:02:01.710 --> 00:02:05.010 and we know from a lot of research that that
NOTE Confidence: 0.87550646

00:02:05.010 --> 00:02:07.092 oftentimes is really off putting
NOTE Confidence: 0.87550646

00:02:07.092 --> 00:02:09.404 to people and impedes their ability
NOTE Confidence: 0.87550646

00:02:09.404 --> 00:02:11.539 to form effective networks.
NOTE Confidence: 0.87550646

00:02:11.540 --> 00:02:13.598 And what I've shown in my research
NOTE Confidence: 0.87550646

00:02:13.598 --> 00:02:15.867 and what I think is important
NOTE Confidence: 0.87550646

00:02:15.867 --> 00:02:18.057 to understand is the difference
NOTE Confidence: 0.87550646

00:02:18.057 --> 00:02:19.989 between networks and networking.

NOTE Confidence: 0.87550646

00:02:19.990 --> 00:02:22.622 So we all have networks, networks

NOTE Confidence: 0.87550646

00:02:22.622 --> 00:02:24.982 are simply the traces of interaction

NOTE Confidence: 0.87550646

00:02:24.982 --> 00:02:27.670 that we have on a daily basis.

NOTE Confidence: 0.87550646

00:02:27.670 --> 00:02:29.590 It's the person you've bumped

NOTE Confidence: 0.87550646

00:02:29.590 --> 00:02:31.510 into at a coffee shop,

NOTE Confidence: 0.87550646

00:02:31.510 --> 00:02:33.430 your relationship with your physician.

NOTE Confidence: 0.87550646

00:02:33.430 --> 00:02:35.022 Your more enduring relationships

NOTE Confidence: 0.87550646

00:02:35.022 --> 00:02:37.410 with your closest friends and family.

NOTE Confidence: 0.87550646

00:02:37.410 --> 00:02:39.986 So all of us have networks and those

NOTE Confidence: 0.87550646

00:02:39.986 --> 00:02:42.119 networks have profound implications.

NOTE Confidence: 0.87550646

00:02:42.120 --> 00:02:44.080 They are strong determinant of

NOTE Confidence: 0.87550646

00:02:44.080 --> 00:02:46.040 emotional well being and support.

NOTE Confidence: 0.87550646

00:02:46.040 --> 00:02:47.995 They also impact our physical

NOTE Confidence: 0.87550646

00:02:47.995 --> 00:02:49.559 health and well being.

NOTE Confidence: 0.87550646

00:02:49.560 --> 00:02:52.312 The type of network you have is a

NOTE Confidence: 0.87550646

00:02:52.312 --> 00:02:54.659 strong predictor of premature mortality,
NOTE Confidence: 0.87550646

00:02:54.660 --> 00:02:56.620 and they certainly also impact
NOTE Confidence: 0.87550646

00:02:56.620 --> 00:02:57.796 their professional success.
NOTE Confidence: 0.87550646

00:02:57.800 --> 00:03:00.537 But when thinking about the cancer community,
NOTE Confidence: 0.87550646

00:03:00.540 --> 00:03:02.144 it's really important to
NOTE Confidence: 0.87550646

00:03:02.144 --> 00:03:04.149 understand that your network has
NOTE Confidence: 0.87550646

00:03:04.149 --> 00:03:05.860 extraordinary implications for your
NOTE Confidence: 0.87550646

00:03:05.860 --> 00:03:07.640 emotional support, your ability to
NOTE Confidence: 0.87550646

00:03:07.640 --> 00:03:10.176 help others and also your ability to
NOTE Confidence: 0.87550646

00:03:10.176 --> 00:03:12.584 get information that you may need and
NOTE Confidence: 0.87550646

00:03:12.584 --> 00:03:14.990 navigate the situation that you're facing.
NOTE Confidence: 0.87550646

00:03:14.990 --> 00:03:16.810 So thinking about the idea
NOTE Confidence: 0.87550646

00:03:16.810 --> 00:03:18.266 of your own network,
NOTE Confidence: 0.87550646

00:03:18.270 --> 00:03:20.286 it's really important to try to
NOTE Confidence: 0.87550646

00:03:20.286 --> 00:03:22.650 understand what are your current strings.
NOTE Confidence: 0.87550646

00:03:22.650 --> 00:03:24.840 How might your network be changing

NOTE Confidence: 0.87550646

00:03:24.840 --> 00:03:27.030 if you're navigating a cancer diagnosis,

NOTE Confidence: 0.87550646

00:03:27.030 --> 00:03:29.473 and how can you build a more

NOTE Confidence: 0.87550646

00:03:29.473 --> 00:03:31.353 effective network to help you

NOTE Confidence: 0.87550646

00:03:31.353 --> 00:03:33.238 meet the demands that you're

NOTE Confidence: 0.8744277

00:03:33.240 --> 00:03:34.372 currently facing?

NOTE Confidence: 0.8744277

00:03:34.372 --> 00:03:37.768 Yeah, I love that concept because

NOTE Confidence: 0.8744277

00:03:37.770 --> 00:03:41.244 so many people

NOTE Confidence: 0.8744277

00:03:41.250 --> 00:03:43.578 when faced with a cancer diagnosis,

NOTE Confidence: 0.8744277

00:03:43.580 --> 00:03:45.896 it's kind of like you've

NOTE Confidence: 0.8744277

00:03:45.900 --> 00:03:49.222 just been splashed with cold water,

NOTE Confidence: 0.8744277

00:03:49.222 --> 00:03:52.228 deer in the headlights look of, Oh my gosh,

NOTE Confidence: 0.8744277

00:03:52.230 --> 00:03:55.238 what just happened to my life and I

NOTE Confidence: 0.8744277

00:03:55.238 --> 00:03:58.315 find that oftentimes people when faced

NOTE Confidence: 0.8744277

00:03:58.315 --> 00:04:01.675 with that diagnosis will start looking

NOTE Confidence: 0.8744277

00:04:01.758 --> 00:04:04.596 to their network, to their friends.

NOTE Confidence: 0.8744277

00:04:04.600 --> 00:04:06.500 Their next door neighbor,
NOTE Confidence: 0.8744277

00:04:06.500 --> 00:04:07.925 people at church,
NOTE Confidence: 0.8744277

00:04:07.930 --> 00:04:10.310 people in their work context,
NOTE Confidence: 0.8744277

00:04:10.310 --> 00:04:13.523 who may have had the same experience
NOTE Confidence: 0.8744277

00:04:13.523 --> 00:04:16.926 and from that they start gleaning
NOTE Confidence: 0.8744277

00:04:16.926 --> 00:04:19.498 information that helps to
NOTE Confidence: 0.8744277

00:04:19.500 --> 00:04:21.612 inform some of the
NOTE Confidence: 0.8744277

00:04:21.612 --> 00:04:23.020 decisions that they make,
NOTE Confidence: 0.8744277

00:04:23.020 --> 00:04:25.684 but talk a little bit more about how
NOTE Confidence: 0.8744277

00:04:25.684 --> 00:04:27.977 that works because I find that part
NOTE Confidence: 0.8744277

00:04:27.977 --> 00:04:30.403 of it might be that some
NOTE Confidence: 0.8744277

00:04:30.403 --> 00:04:33.175 patients are very good at that and
NOTE Confidence: 0.8744277

00:04:33.175 --> 00:04:35.370 they're very open with their diagnosis
NOTE Confidence: 0.8744277

00:04:35.370 --> 00:04:37.883 and they talk to almost everybody that
NOTE Confidence: 0.8744277

00:04:37.883 --> 00:04:40.483 they can find who can kind of give
NOTE Confidence: 0.8744277

00:04:40.554 --> 00:04:42.702 them some more advice and guidance

NOTE Confidence: 0.8744277

00:04:42.702 --> 00:04:44.844 and tell them about their experience.

NOTE Confidence: 0.8744277

00:04:44.844 --> 00:04:45.548 Other people,

NOTE Confidence: 0.8744277

00:04:45.548 --> 00:04:46.956 on the other hand,

NOTE Confidence: 0.8744277

00:04:46.960 --> 00:04:48.895 really try to keep that

NOTE Confidence: 0.8744277

00:04:48.895 --> 00:04:50.443 very much to themselves.

NOTE Confidence: 0.8744277

00:04:50.450 --> 00:04:52.970 How does that work?

NOTE Confidence: 0.8744277

00:04:52.970 --> 00:04:56.120 And if you're having difficulty

NOTE Confidence: 0.8744277

00:04:56.120 --> 00:04:58.220 engaging your network,

NOTE Confidence: 0.8744277

00:04:58.220 --> 00:05:01.146 what advice do you have for people?

NOTE Confidence: 0.8744277

00:05:01.150 --> 00:05:02.410 It's a really

NOTE Confidence: 0.8596879

00:05:02.410 --> 00:05:04.918 important point that you make and

NOTE Confidence: 0.8596879

00:05:04.920 --> 00:05:07.848 what's interesting is we know that often

NOTE Confidence: 0.8596879

00:05:07.848 --> 00:05:11.192 times when people are faced with a crisis,

NOTE Confidence: 0.8596879

00:05:11.200 --> 00:05:13.300 whether that's the pandemic itself, or

NOTE Confidence: 0.8596879

00:05:13.300 --> 00:05:15.808 what happens after Hurricane Katrina,

NOTE Confidence: 0.8596879

00:05:15.810 --> 00:05:18.792 or for instance, what happens after a
NOTE Confidence: 0.8596879

00:05:18.792 --> 00:05:21.760 diagnosis when people are in a moment
NOTE Confidence: 0.8596879

00:05:21.760 --> 00:05:23.770 of crisis or uncertainty, networks
NOTE Confidence: 0.8596879

00:05:23.770 --> 00:05:25.554 actually in general tend
NOTE Confidence: 0.8596879

00:05:25.554 --> 00:05:28.230 to what we call Turtle in.
NOTE Confidence: 0.8596879

00:05:28.230 --> 00:05:30.822 People tend to gravitate to the people that
NOTE Confidence: 0.8596879

00:05:30.822 --> 00:05:33.376 are closest to their inner circle.
NOTE Confidence: 0.8596879

00:05:33.380 --> 00:05:35.767 The people that they would tend to
NOTE Confidence: 0.8596879

00:05:35.767 --> 00:05:38.177 rely on routinely for help or support.
NOTE Confidence: 0.8596879

00:05:38.180 --> 00:05:39.209 For most people,
NOTE Confidence: 0.8596879

00:05:39.209 --> 00:05:41.610 this is around two to five people,
NOTE Confidence: 0.8596879

00:05:41.610 --> 00:05:43.320 and our networks really focus
NOTE Confidence: 0.8596879

00:05:43.320 --> 00:05:44.688 on this inner circle.
NOTE Confidence: 0.8596879

00:05:44.690 --> 00:05:47.434 In many ways this makes perfect sense.
NOTE Confidence: 0.8596879

00:05:47.440 --> 00:05:50.051 It's highly adaptive in the sense it's
NOTE Confidence: 0.8596879

00:05:50.051 --> 00:05:53.274 really from your inner circle that you get

NOTE Confidence: 0.8596879

00:05:53.274 --> 00:05:55.920 the strongest emotional and social support.

NOTE Confidence: 0.8596879

00:05:55.920 --> 00:05:58.059 The challenge with that natural tendency

NOTE Confidence: 0.8596879

00:05:58.059 --> 00:06:00.600 that happens for so many people is

NOTE Confidence: 0.8596879

00:06:00.664 --> 00:06:03.270 exactly the flip side of this that you

NOTE Confidence: 0.8596879

00:06:03.270 --> 00:06:06.024 pointed to is it many times when

NOTE Confidence: 0.8596879

00:06:06.024 --> 00:06:08.516 we're trying to navigate a diagnosis,

NOTE Confidence: 0.8596879

00:06:08.520 --> 00:06:10.578 we really need new information and we

NOTE Confidence: 0.8596879

00:06:10.578 --> 00:06:13.356 also may be looking for someone who has

NOTE Confidence: 0.8596879

00:06:13.356 --> 00:06:16.020 a shared experience that wouldn't be in

NOTE Confidence: 0.8596879

00:06:16.020 --> 00:06:18.318 this inner circle and just probabilistically,

NOTE Confidence: 0.8596879

00:06:18.320 --> 00:06:19.370 that's quite unlikely,

NOTE Confidence: 0.8596879

00:06:19.370 --> 00:06:22.569 and because we all have a certain amount of

NOTE Confidence: 0.8596879

00:06:22.569 --> 00:06:25.313 time in a certain amount of cognitive energy,

NOTE Confidence: 0.8596879

00:06:25.320 --> 00:06:26.812 we really have to

NOTE Confidence: 0.8596879

00:06:26.812 --> 00:06:29.050 be cognizant about these trade offs.

NOTE Confidence: 0.8596879

00:06:29.050 --> 00:06:31.353 Are we focusing really on our inner
NOTE Confidence: 0.8596879

00:06:31.353 --> 00:06:34.429 circle or are we reaching out to people
NOTE Confidence: 0.8596879

00:06:34.429 --> 00:06:36.444 who could provide new information?
NOTE Confidence: 0.8596879

00:06:36.450 --> 00:06:39.654 Who may be able to have a similar experience
NOTE Confidence: 0.8596879

00:06:39.654 --> 00:06:42.000 that we wouldn't normally talk to?
NOTE Confidence: 0.8596879

00:06:42.000 --> 00:06:44.674 And so this natural tendency to turtle
NOTE Confidence: 0.8596879

00:06:44.674 --> 00:06:47.920 in and focus on our inner circle while
NOTE Confidence: 0.8596879

00:06:47.920 --> 00:06:50.200 it's adapted from an emotional standpoint,
NOTE Confidence: 0.8596879

00:06:50.200 --> 00:06:52.510 it can have pretty significant drawbacks
NOTE Confidence: 0.8596879

00:06:52.573 --> 00:06:54.210 in terms of information seeking.
NOTE Confidence: 0.8596879

00:06:54.210 --> 00:06:56.696 And so you ask an important question.
NOTE Confidence: 0.8596879

00:06:59.370 --> 00:07:02.002 What does this mean for how you can
NOTE Confidence: 0.8596879

00:07:02.002 --> 00:07:03.777 navigate this moment and there's
NOTE Confidence: 0.8596879

00:07:03.777 --> 00:07:05.871 been work that was done
NOTE Confidence: 0.8596879

00:07:05.871 --> 00:07:08.038 by Ned Smith and Tanya Menon,
NOTE Confidence: 0.8596879

00:07:08.040 --> 00:07:09.063 who first identified

NOTE Confidence: 0.8596879

00:07:09.063 --> 00:07:10.768 this tendency to

NOTE Confidence: 0.8596879

00:07:10.768 --> 00:07:12.900 focus on our inner circle during

NOTE Confidence: 0.8596879

00:07:12.900 --> 00:07:14.640 times of stress and uncertainty,

NOTE Confidence: 0.8596879

00:07:14.640 --> 00:07:16.722 and what they found is that

NOTE Confidence: 0.8596879

00:07:16.722 --> 00:07:18.110 not everyone experiences this.

NOTE Confidence: 0.8596879

00:07:18.110 --> 00:07:20.798 As you mentioned that it particularly is

NOTE Confidence: 0.8596879

00:07:20.798 --> 00:07:24.008 people who have a sense of a lack of control,

NOTE Confidence: 0.8596879

00:07:24.010 --> 00:07:27.050 they tend to focus in on this inner circle

NOTE Confidence: 0.8596879

00:07:28.114 --> 00:07:30.560 but at the same time you

NOTE Confidence: 0.8596879

00:07:30.560 --> 00:07:32.435 need new information and you need to

NOTE Confidence: 0.8596879

00:07:32.435 --> 00:07:34.347 be able to identify people who you

NOTE Confidence: 0.8596879

00:07:34.347 --> 00:07:36.181 wouldn't normally talk to to help you

NOTE Confidence: 0.8596879

00:07:36.181 --> 00:07:38.120 through this moment and in order to

NOTE Confidence: 0.8596879

00:07:38.120 --> 00:07:40.010 think about that part of your network,

NOTE Confidence: 0.8596879

00:07:40.010 --> 00:07:41.438 one of the most powerful things

NOTE Confidence: 0.8596879

00:07:41.438 --> 00:07:43.498 that you can do is actually to try
NOTE Confidence: 0.8596879

00:07:43.498 --> 00:07:45.076 to induce a more controlled sense
NOTE Confidence: 0.8596879

00:07:45.136 --> 00:07:46.756 of your environment in yourself.
NOTE Confidence: 0.8596879

00:07:46.760 --> 00:07:48.566 So there are a couple of ways
NOTE Confidence: 0.8596879

00:07:48.566 --> 00:07:50.000 of thinking about doing this.
NOTE Confidence: 0.8596879

00:07:50.000 --> 00:07:52.032 One of the most powerful ways that they
NOTE Confidence: 0.8596879

00:07:52.032 --> 00:07:54.287 found is actually to have a sense of
NOTE Confidence: 0.8596879

00:07:54.287 --> 00:07:56.208 reaffirmation of your own sense of self.
NOTE Confidence: 0.8788512

00:07:56.210 --> 00:07:58.578 So who you are and what you value.
NOTE Confidence: 0.8788512

00:07:58.580 --> 00:08:01.332 And in thinking about that before you reach
NOTE Confidence: 0.8788512

00:08:01.332 --> 00:08:04.111 out and you think in before trying to
NOTE Confidence: 0.8788512

00:08:04.111 --> 00:08:06.880 figure out who might be able to help you.
NOTE Confidence: 0.8788512

00:08:06.880 --> 00:08:09.464 It allows you to over come this
NOTE Confidence: 0.8788512

00:08:09.464 --> 00:08:11.585 natural tendency to focus inward when we
NOTE Confidence: 0.8788512

00:08:11.585 --> 00:08:14.186 feel out of control and reaching outward can
NOTE Confidence: 0.8788512

00:08:14.186 --> 00:08:16.832 be really important for forming new ties,

NOTE Confidence: 0.8788512

00:08:16.840 --> 00:08:17.836 getting new information,

NOTE Confidence: 0.8788512

00:08:17.836 --> 00:08:19.496 and navigating a landscape that's

NOTE Confidence: 0.8788512

00:08:19.496 --> 00:08:21.159 really uncertain.

NOTE Confidence: 0.87777

00:08:23.240 --> 00:08:25.640 I think that that's so great,

NOTE Confidence: 0.87777

00:08:25.640 --> 00:08:28.344 but I think the other thing is that

NOTE Confidence: 0.87777

00:08:28.344 --> 00:08:30.623 you know it's sometimes difficult

NOTE Confidence: 0.87777

00:08:30.623 --> 00:08:33.158 because so many cancer patients

NOTE Confidence: 0.87777

00:08:33.158 --> 00:08:35.945 really do feel out of control in

NOTE Confidence: 0.87777

00:08:35.945 --> 00:08:38.870 that kind of sense of I'm going

NOTE Confidence: 0.87777

00:08:38.870 --> 00:08:41.945 to have some self affirmation

NOTE Confidence: 0.87777

00:08:41.950 --> 00:08:44.344 about myself and about what I value

NOTE Confidence: 0.87777

00:08:44.344 --> 00:08:46.329 might be difficult in the moment,

NOTE Confidence: 0.87777

00:08:46.330 --> 00:08:48.970 but I wonder whether

NOTE Confidence: 0.87777

00:08:48.970 --> 00:08:51.599 that inner circle that you turn

NOTE Confidence: 0.87777

00:08:51.599 --> 00:08:53.945 to, those two to five people,

NOTE Confidence: 0.87777

00:08:53.950 --> 00:08:57.883 they may have a much stronger sense of self
NOTE Confidence: 0.87777

00:08:57.890 --> 00:09:01.130 and may actually be kind of linkers to
NOTE Confidence: 0.87777

00:09:01.130 --> 00:09:04.235 help you to expand your circle and
NOTE Confidence: 0.87777

00:09:04.235 --> 00:09:07.879 provide you a safe space to get to
NOTE Confidence: 0.87777

00:09:07.879 --> 00:09:10.573 information or to connect to other
NOTE Confidence: 0.87777

00:09:10.573 --> 00:09:13.658 people who might be able to help.
NOTE Confidence: 0.87777

00:09:13.660 --> 00:09:17.593 Kind of this idea of 6 degrees of separation.
00:09:18.040 --> 00:09:20.668 It's a beautiful suggestion, and an important one,
NOTE Confidence: 0.86948085

00:09:20.670 --> 00:09:23.939 and I often think of this as
NOTE Confidence: 0.86948085

00:09:23.940 --> 00:09:25.630 trying to find a network
NOTE Confidence: 0.86948085

00:09:25.630 --> 00:09:26.982 partner in many circumstances.
NOTE Confidence: 0.86948085

00:09:26.990 --> 00:09:29.356 There is a patient in this circumstance.
NOTE Confidence: 0.86948085

00:09:29.360 --> 00:09:32.080 In particular, you may feel out of control.
NOTE Confidence: 0.86948085

00:09:32.080 --> 00:09:34.699 It may feel very hard to have this sense
NOTE Confidence: 0.86948085

00:09:34.699 --> 00:09:37.385 of self affirmation and really be able to
NOTE Confidence: 0.86948085

00:09:37.385 --> 00:09:40.549 tap into a sense of stability and control,
NOTE Confidence: 0.86948085

00:09:40.550 --> 00:09:43.030 but instead, if you're able to ask for
NOTE Confidence: 0.86948085

00:09:43.030 --> 00:09:45.438 help and ask for people within your
NOTE Confidence: 0.86948085

00:09:45.438 --> 00:09:48.348 inner circle to reach out to their network,
NOTE Confidence: 0.86948085

00:09:48.350 --> 00:09:49.325 it's extraordinarily powerful.
NOTE Confidence: 0.86948085

00:09:49.325 --> 00:09:52.080 Like if we think about our own network,
NOTE Confidence: 0.86948085

00:09:52.080 --> 00:09:54.208 right? Most people on average have around
NOTE Confidence: 0.86948085

00:09:54.208 --> 00:09:56.817 600 to 900 people within their network,
NOTE Confidence: 0.86948085

00:09:56.820 --> 00:09:58.614 but if you think about relying
NOTE Confidence: 0.86948085

00:09:58.614 --> 00:10:00.110 on that inner circle
NOTE Confidence: 0.86948085

00:10:00.110 --> 00:10:02.028 just the people that you know all
NOTE Confidence: 0.86948085

00:10:02.028 --> 00:10:04.287 of a sudden you may go from 600
NOTE Confidence: 0.86948085

00:10:04.287 --> 00:10:06.030 people to 3000 people and then,
NOTE Confidence: 0.86948085

00:10:06.030 --> 00:10:07.102 as you mentioned,
NOTE Confidence: 0.86948085

00:10:07.102 --> 00:10:09.040 you think about the number of people
NOTE Confidence: 0.86948085

00:10:09.040 --> 00:10:10.678 that they are friends with
NOTE Confidence: 0.86948085

00:10:10.678 --> 00:10:13.019 and then all of a sudden there's

NOTE Confidence: 0.86948085

00:10:13.019 --> 00:10:14.484 extraordinary reach into the amount

NOTE Confidence: 0.86948085

00:10:14.490 --> 00:10:16.296 of information that you're able to

NOTE Confidence: 0.86948085

00:10:16.296 --> 00:10:18.045 access and potentially being able to

NOTE Confidence: 0.86948085

00:10:18.045 --> 00:10:19.781 identify people who can help you with

NOTE Confidence: 0.86948085

00:10:19.781 --> 00:10:21.512 either the right piece of information

NOTE Confidence: 0.86948085

00:10:21.512 --> 00:10:22.942 or even a shared experience.

NOTE Confidence: 0.86948085

00:10:22.950 --> 00:10:24.624 I've been through this too and

NOTE Confidence: 0.86948085

00:10:24.624 --> 00:10:26.050 let me tell you what

NOTE Confidence: 0.8766831

00:10:26.050 --> 00:10:27.748 that experience was like for me.

NOTE Confidence: 0.8766831

00:10:27.750 --> 00:10:29.661 Yeah, and as I think

NOTE Confidence: 0.8766831

00:10:29.661 --> 00:10:31.419 about kind of going through

NOTE Confidence: 0.8766831

00:10:31.420 --> 00:10:34.162 that cancer experience there are people

NOTE Confidence: 0.8766831

00:10:34.162 --> 00:10:37.677 who you may come in contact with who

NOTE Confidence: 0.8766831

00:10:37.677 --> 00:10:40.486 can link you to other people, right?

NOTE Confidence: 0.8766831

00:10:40.486 --> 00:10:43.734 So talking to your doctor or a

NOTE Confidence: 0.8766831

00:10:43.734 --> 00:10:46.615 nurse or a social worker and the
NOTE Confidence: 0.8766831

00:10:46.615 --> 00:10:49.252 concept of even support groups
NOTE Confidence: 0.8766831

00:10:49.252 --> 00:10:52.591 to kind of expand your
NOTE Confidence: 0.8766831

00:10:52.591 --> 00:10:54.770 circle can sometimes be helpful,
NOTE Confidence: 0.8766831

00:10:54.770 --> 00:10:58.265 but I find that there are other again
NOTE Confidence: 0.8766831

00:10:58.265 --> 00:11:00.795 other people who find that support
NOTE Confidence: 0.8766831

00:11:00.795 --> 00:11:03.610 groups really are not so helpful.
NOTE Confidence: 0.8766831

00:11:03.610 --> 00:11:06.360 Particularly when people in that
NOTE Confidence: 0.8766831

00:11:06.360 --> 00:11:09.110 support group may have experiences
NOTE Confidence: 0.8766831

00:11:09.193 --> 00:11:11.815 that are not exactly like yours.
NOTE Confidence: 0.8766831

00:11:11.820 --> 00:11:12.981 So for example,
NOTE Confidence: 0.8766831

00:11:12.981 --> 00:11:16.372 if you have a diagnosis of an early
NOTE Confidence: 0.8766831

00:11:16.372 --> 00:11:19.337 breast cancer and somebody has
NOTE Confidence: 0.8766831

00:11:19.337 --> 00:11:22.362 metastatic pancreatic cancer and is
NOTE Confidence: 0.8766831

00:11:22.362 --> 00:11:25.157 telling you about their experiences,
NOTE Confidence: 0.8766831

00:11:25.160 --> 00:11:28.203 sometimes that can be actually far

NOTE Confidence: 0.8766831

00:11:28.203 --> 00:11:30.618 more scary than having somebody

NOTE Confidence: 0.8766831

00:11:30.618 --> 00:11:33.827 in a support group who really

NOTE Confidence: 0.8766831

00:11:33.827 --> 00:11:35.600 can share experiences

NOTE Confidence: 0.8766831

00:11:35.600 --> 00:11:37.724 that are more in line with

NOTE Confidence: 0.8766831

00:11:37.724 --> 00:11:39.140 what you're going through,

NOTE Confidence: 0.8766831

00:11:39.140 --> 00:11:41.366 but at the same time some people

NOTE Confidence: 0.8766831

00:11:41.366 --> 00:11:43.390 find that these support groups,

NOTE Confidence: 0.8766831

00:11:43.390 --> 00:11:45.508 regardless of how mixed they are,

NOTE Confidence: 0.8766831

00:11:45.510 --> 00:11:47.838 are still helpful.

NOTE Confidence: 0.8766831

00:11:47.840 --> 00:11:50.204 How would you kind of contextualize

NOTE Confidence: 0.8766831

00:11:50.204 --> 00:11:52.310 that and

NOTE Confidence: 0.8766831

00:11:52.310 --> 00:11:55.534 is there a way to kind of think

NOTE Confidence: 0.8766831

00:11:55.534 --> 00:11:57.519 about people's own situations and

NOTE Confidence: 0.8766831

00:11:57.519 --> 00:12:00.016 what they would benefit most from,

NOTE Confidence: 0.8766831

00:12:00.016 --> 00:12:02.454 or how they should filter information

NOTE Confidence: 0.8766831

00:12:02.454 --> 00:12:04.890 that they get from their networks?
00:12:05.296 --> 00:12:06.920 I think that that's
NOTE Confidence: 0.849451
00:12:06.920 --> 00:12:09.762 one of the most challenging pieces when
NOTE Confidence: 0.849451
00:12:09.762 --> 00:12:12.766 you're trying to think about from a
NOTE Confidence: 0.849451
00:12:12.766 --> 00:12:15.334 support group standpoint is figuring out
NOTE Confidence: 0.849451
00:12:15.406 --> 00:12:18.087 for you where that boundary lies and
NOTE Confidence: 0.849451
00:12:19.226 --> 00:12:21.716 I think one piece of the
NOTE Confidence: 0.849451
00:12:21.716 --> 00:12:23.882 support is oftentimes going to come
NOTE Confidence: 0.849451
00:12:23.882 --> 00:12:25.639 through being able to identify
NOTE Confidence: 0.849451
00:12:25.639 --> 00:12:28.229 with others in the group and have a
NOTE Confidence: 0.849451
00:12:28.229 --> 00:12:30.203 sense of shared experience and that
NOTE Confidence: 0.849451
00:12:30.203 --> 00:12:32.706 in many ways is easier to navigate
NOTE Confidence: 0.849451
00:12:32.706 --> 00:12:34.878 when you have some group composed
NOTE Confidence: 0.849451
00:12:34.945 --> 00:12:37.153 of people who are in a similar
NOTE Confidence: 0.849451
00:12:37.153 --> 00:12:38.688 situation, right?
NOTE Confidence: 0.849451
00:12:38.688 --> 00:12:40.316 So for instance,
NOTE Confidence: 0.849451

00:12:40.316 --> 00:12:42.254 if the group is primarily composed
NOTE Confidence: 0.849451

00:12:42.254 --> 00:12:44.450 of people with early stage breast
NOTE Confidence: 0.849451

00:12:44.450 --> 00:12:46.315 cancer versus later stage pancreatic
NOTE Confidence: 0.849451

00:12:46.315 --> 00:12:48.137 cancer it's going to be
NOTE Confidence: 0.849451

00:12:48.140 --> 00:12:51.276 easier to find those points
NOTE Confidence: 0.849451

00:12:51.276 --> 00:12:53.170 of identification and connection,
NOTE Confidence: 0.849451

00:12:53.170 --> 00:12:55.459 but I think there's also for
NOTE Confidence: 0.849451

00:12:55.459 --> 00:12:58.085 people who are sort of particularly
NOTE Confidence: 0.849451

00:12:58.085 --> 00:13:00.705 feeling uncomfortable with respect to
NOTE Confidence: 0.849451

00:13:00.710 --> 00:13:03.218 how much they feel comfortable
NOTE Confidence: 0.849451

00:13:03.218 --> 00:13:04.472 sharing or disclosing,
NOTE Confidence: 0.849451

00:13:04.480 --> 00:13:06.570 people also have very different
NOTE Confidence: 0.849451

00:13:06.570 --> 00:13:07.824 preferences and tendencies
NOTE Confidence: 0.849451

00:13:07.830 --> 00:13:09.930 to navigate boundaries about
NOTE Confidence: 0.849451

00:13:09.930 --> 00:13:13.194 how much can I hear about someone
NOTE Confidence: 0.849451

00:13:13.194 --> 00:13:15.491 else's experience while still protecting

NOTE Confidence: 0.849451

00:13:15.491 --> 00:13:18.305 myself and being able to empathize?

NOTE Confidence: 0.849451

00:13:18.310 --> 00:13:19.690 But not become engrossed

NOTE Confidence: 0.849451

00:13:19.690 --> 00:13:21.070 in someone else's situation,

NOTE Confidence: 0.849451

00:13:21.070 --> 00:13:23.050 so those are easier to navigate

NOTE Confidence: 0.849451

00:13:23.050 --> 00:13:25.123 when you have groups that are

NOTE Confidence: 0.849451

00:13:25.123 --> 00:13:27.181 more similar with respect to where

NOTE Confidence: 0.849451

00:13:27.181 --> 00:13:29.010 people are with the disease, but

00:13:30.045 --> 00:13:31.770 particularly if you NOTE Confidence: 0.849451

00:13:31.770 --> 00:13:34.506 know that that's not

NOTE Confidence: 0.849451

00:13:34.506 --> 00:13:36.804 a challenge for you being able to be

NOTE Confidence: 0.849451

00:13:36.804 --> 00:13:39.593 a part of a broader group and just

NOTE Confidence: 0.849451

00:13:39.593 --> 00:13:42.119 connecting regardless of your

NOTE Confidence: 0.849451

00:13:42.120 --> 00:13:43.840 experience is different from mine.

NOTE Confidence: 0.849451

00:13:43.840 --> 00:13:46.164 They were all in many ways going

NOTE Confidence: 0.849451

00:13:46.164 --> 00:13:48.353 through a challenging time and talking

NOTE Confidence: 0.849451

00:13:48.353 --> 00:13:50.233 about what those challenges are

NOTE Confidence: 0.849451

00:13:50.240 --> 00:13:51.708 instead of the specifics,
NOTE Confidence: 0.849451

00:13:51.708 --> 00:13:53.543 the medical specifics can generally
NOTE Confidence: 0.849451

00:13:53.543 --> 00:13:55.627 be really helpful for everybody.
00:13:56.016 --> 00:13:57.560 I think it's so
NOTE Confidence: 0.866467

00:13:57.560 --> 00:14:00.010 cool to think about how social connection
NOTE Confidence: 0.866467

00:14:00.010 --> 00:14:02.179 really affects the cancer experience,
NOTE Confidence: 0.866467

00:14:02.180 --> 00:14:04.630 and we're going to come back to
NOTE Confidence: 0.866467

00:14:04.630 --> 00:14:07.686 all of that right after we take a
NOTE Confidence: 0.866467

00:14:07.686 --> 00:14:10.260 short break for a medical minute.
NOTE Confidence: 0.866467

00:14:10.260 --> 00:14:12.843 Please stay tuned to learn more about
NOTE Confidence: 0.866467

00:14:12.843 --> 00:14:15.202 social chemistry in the cancer community
NOTE Confidence: 0.866467

00:14:15.202 --> 00:14:17.572 with my guest Doctor Marissa King.
NOTE Confidence: 0.866467

00:14:17.580 --> 00:14:19.605 Support for Yale Cancer Answers
NOTE Confidence: 0.866467

00:14:19.605 --> 00:14:21.225 comes from AstraZeneca,
NOTE Confidence: 0.866467

00:14:21.230 --> 00:14:23.278 a biopharmaceutical business with
NOTE Confidence: 0.866467

00:14:23.278 --> 00:14:26.350 a deep rooted heritage in oncology
NOTE Confidence: 0.866467

00:14:26.426 --> 00:14:28.976 and a commitment to developing
NOTE Confidence: 0.866467

00:14:28.976 --> 00:14:31.016 cancer medicines for patients.
NOTE Confidence: 0.866467

00:14:31.020 --> 00:14:34.660 Learn more at astrazeneca-u.com.
NOTE Confidence: 0.866467

00:14:34.660 --> 00:14:36.485 This is a medical minute
NOTE Confidence: 0.866467

00:14:36.485 --> 00:14:38.310 about head and neck cancers,
NOTE Confidence: 0.866467

00:14:38.310 --> 00:14:40.195 although the percentage of oral
NOTE Confidence: 0.866467

00:14:40.195 --> 00:14:42.495 and head and neck cancer patients
NOTE Confidence: 0.866467

00:14:42.495 --> 00:14:44.903 in the United States is only about
NOTE Confidence: 0.866467

00:14:44.903 --> 00:14:46.818 5% of all diagnosed cancers,
NOTE Confidence: 0.866467

00:14:46.818 --> 00:14:48.778 there are challenging side effects
NOTE Confidence: 0.866467

00:14:48.778 --> 00:14:50.197 associated with these types
NOTE Confidence: 0.866467

00:14:50.197 --> 00:14:51.817 of cancer and their treatment.
NOTE Confidence: 0.866467

00:14:51.820 --> 00:14:53.408 Clinical trials are currently
NOTE Confidence: 0.866467

00:14:53.408 --> 00:14:55.393 underway to test innovative new
NOTE Confidence: 0.866467

00:14:55.393 --> 00:14:57.288 treatments for head and neck cancers,
NOTE Confidence: 0.866467

00:14:57.290 --> 00:14:59.270 and in many cases less radical

NOTE Confidence: 0.866467
00:14:59.270 --> 00:15:01.670 surgeries are able to preserve nerves,
NOTE Confidence: 0.866467
00:15:01.670 --> 00:15:03.860 arteries and muscles in the neck,
NOTE Confidence: 0.866467
00:15:03.860 --> 00:15:05.540 enabling patients to move, speak
NOTE Confidence: 0.866467
00:15:05.960 --> 00:15:09.050 breathe, and eat normally after surgery.
NOTE Confidence: 0.866467
00:15:09.050 --> 00:15:11.102 More information is available
NOTE Confidence: 0.866467
00:15:11.102 --> 00:15:12.128 at yalecancercenter.org.
NOTE Confidence: 0.866467
00:15:12.130 --> 00:15:16.000 You're listening to Connecticut Public Radio.
NOTE Confidence: 0.866467
00:15:16.000 --> 00:15:16.400 Welcome
NOTE Confidence: 0.85034096
00:15:16.400 --> 00:15:18.400 back to Yale Cancer Answers.
00:15:18.400 --> 00:15:21.011 This is doctor Anees Chagpar
NOTE Confidence: 0.85034096
00:15:21.011 --> 00:15:23.522 and I'm joined tonight by my
NOTE Confidence: 0.85034096
00:15:23.522 --> 00:15:25.206 guest Doctor Marissa King.
NOTE Confidence: 0.85034096
00:15:25.206 --> 00:15:26.818 We're talking about social
NOTE Confidence: 0.85034096
00:15:26.818 --> 00:15:28.884 chemistry and the cancer community
NOTE Confidence: 0.85034096
00:15:28.884 --> 00:15:30.799 and right before the break,
NOTE Confidence: 0.85034096
00:15:30.800 --> 00:15:32.800 Marissa, we were talking about

NOTE Confidence: 0.85034096

00:15:32.800 --> 00:15:34.800 the power of social connection,

NOTE Confidence: 0.85034096

00:15:34.800 --> 00:15:36.615 especially when going

NOTE Confidence: 0.85034096

00:15:36.615 --> 00:15:39.035 through a crisis like cancer.

NOTE Confidence: 0.85034096

00:15:39.040 --> 00:15:41.968 And there were a few points that I

NOTE Confidence: 0.85034096

00:15:41.968 --> 00:15:45.116 wanted to just kind of bring up again.

NOTE Confidence: 0.85034096

00:15:45.120 --> 00:15:47.416 One of the things that you mentioned

NOTE Confidence: 0.85034096

00:15:47.416 --> 00:15:49.658 in passing was that there are

NOTE Confidence: 0.85034096

00:15:49.658 --> 00:15:51.648 data that social connection can

NOTE Confidence: 0.85034096

00:15:51.648 --> 00:15:53.479 actually affect your longevity.

NOTE Confidence: 0.85034096

00:15:53.480 --> 00:15:57.326 Can you talk more about that?

00:15:58.130 --> 00:15:59.170 Our interactions

NOTE Confidence: 0.85151

00:15:59.170 --> 00:16:02.014 in a moment to moment basis and our

NOTE Confidence: 0.85151

00:16:02.014 --> 00:16:04.426 ability to connect with one another

NOTE Confidence: 0.85151

00:16:04.426 --> 00:16:07.225 impacts our physical health and it does

NOTE Confidence: 0.85151

00:16:07.225 --> 00:16:09.675 that in many ways through

NOTE Confidence: 0.85151

00:16:09.675 --> 00:16:11.478 stress in particular.

NOTE Confidence: 0.85151

00:16:11.478 --> 00:16:14.019 So if humans were really built for

NOTE Confidence: 0.85151

00:16:14.020 --> 00:16:15.970 social connection and because of

NOTE Confidence: 0.85151

00:16:15.970 --> 00:16:18.305 that there are many biomarkers that

NOTE Confidence: 0.85151

00:16:18.305 --> 00:16:20.524 change when we're in a high quality,

NOTE Confidence: 0.85151

00:16:20.530 --> 00:16:21.978 supportive interaction. For instance,

NOTE Confidence: 0.85151

00:16:21.978 --> 00:16:24.150 when you're in a supportive interaction,

NOTE Confidence: 0.85151

00:16:24.150 --> 00:16:25.248 your cortisol levels,

NOTE Confidence: 0.85151

00:16:25.248 --> 00:16:27.078 which is a biomarker for stress,

NOTE Confidence: 0.85151

00:16:27.078 --> 00:16:28.600 will decrease and overtime

NOTE Confidence: 0.85151

00:16:28.600 --> 00:16:29.650 those stress levels,

NOTE Confidence: 0.85151

00:16:29.650 --> 00:16:31.400 whether they are lower because

NOTE Confidence: 0.85151

00:16:31.400 --> 00:16:33.379 you're in supportive interactions or

NOTE Confidence: 0.85151

00:16:33.379 --> 00:16:35.419 their higher because you're feeling

NOTE Confidence: 0.85151

00:16:35.419 --> 00:16:37.090 more isolation and loneliness,

NOTE Confidence: 0.85151

00:16:37.090 --> 00:16:38.634 it's through those channels

00:16:40.180 --> 00:16:42.110 and stress is a more

NOTE Confidence: 0.85151

00:16:42.110 --> 00:16:44.426 immediate factor that impacts longevity.

00:16:45.585 --> 00:16:47.510 I think that's so interesting

NOTE Confidence: 0.853102

00:16:47.510 --> 00:16:49.718 that you bring it back to

NOTE Confidence: 0.853102

00:16:49.718 --> 00:16:51.760 kind of a biological basis.

NOTE Confidence: 0.853102

00:16:51.760 --> 00:16:54.760 I mean, we think about how

NOTE Confidence: 0.853102

00:16:54.760 --> 00:16:57.522 when you get a hug your oxytocin

NOTE Confidence: 0.853102

00:16:57.522 --> 00:17:00.640 levels go up and it's that

NOTE Confidence: 0.853102

00:17:00.640 --> 00:17:02.335 feel good hormone

NOTE Confidence: 0.853102

00:17:02.335 --> 00:17:05.725 that makes people feel more comfortable,

NOTE Confidence: 0.853102

00:17:05.730 --> 00:17:09.664 more safe, but I think that now,

NOTE Confidence: 0.853102

00:17:09.670 --> 00:17:11.914 especially in the pandemic,

NOTE Confidence: 0.853102

00:17:11.914 --> 00:17:14.722 when we are

NOTE Confidence: 0.853102

00:17:14.722 --> 00:17:16.966 physically distancing, socially isolating,

NOTE Confidence: 0.853102

00:17:16.970 --> 00:17:19.575 especially for people going through

NOTE Confidence: 0.853102

00:17:19.575 --> 00:17:22.180 cancer that can be particularly

NOTE Confidence: 0.853102

00:17:22.258 --> 00:17:24.280 problematic and difficult.

NOTE Confidence: 0.853102
00:17:24.280 --> 00:17:28.207 So even if you have a network,
NOTE Confidence: 0.853102
00:17:28.210 --> 00:17:31.618 if you can't physically
NOTE Confidence: 0.853102
00:17:31.618 --> 00:17:33.890 engage with that network
NOTE Confidence: 0.853102
00:17:33.890 --> 00:17:36.130 what can you do to really reduce
NOTE Confidence: 0.853102
00:17:36.130 --> 00:17:38.574 some of that stress and still
NOTE Confidence: 0.853102
00:17:38.574 --> 00:17:40.929 benefit from that social connection?
NOTE Confidence: 0.853102
00:17:40.930 --> 00:17:42.100 One of the
NOTE Confidence: 0.8864325999999999
00:17:42.100 --> 00:17:44.641 most powerful things that you can do
NOTE Confidence: 0.8864325999999999
00:17:44.641 --> 00:17:46.833 is actually just have a conversation
NOTE Confidence: 0.8864325999999999
00:17:46.833 --> 00:17:49.755 in which you feel heard and we know
NOTE Confidence: 0.8864325999999999
00:17:49.755 --> 00:17:52.015 that listening has an extraordinarily
NOTE Confidence: 0.8864325999999999
00:17:52.015 --> 00:17:54.612 powerful effect on health and well
NOTE Confidence: 0.8864325999999999
00:17:54.612 --> 00:17:56.567 being both physical and mental.
NOTE Confidence: 0.8864325999999999
00:17:56.570 --> 00:17:58.525 There have been clinical trials
NOTE Confidence: 0.8864325999999999
00:17:58.525 --> 00:18:00.480 after clinical trials that have shown this.
NOTE Confidence: 0.8864325999999999

00:18:00.480 --> 00:18:02.430 In fact, feeling
NOTE Confidence: 0.8864325999999999

00:18:02.430 --> 00:18:04.106 listened to reduces pain,
NOTE Confidence: 0.8864325999999999

00:18:04.106 --> 00:18:06.620 and it also reduces recovery time.
NOTE Confidence: 0.8864325999999999

00:18:06.620 --> 00:18:08.980 And one of the things that for me is so
NOTE Confidence: 0.8864325999999999

00:18:09.042 --> 00:18:11.127 interesting about listening is studies
NOTE Confidence: 0.8864325999999999

00:18:11.127 --> 00:18:13.897 that have asked people whether or not
NOTE Confidence: 0.8864325999999999

00:18:13.897 --> 00:18:16.361 they feel like they're a good listener.
NOTE Confidence: 0.8864325999999999

00:18:16.370 --> 00:18:18.000 The vast majority of people,
NOTE Confidence: 0.8864325999999999

00:18:18.000 --> 00:18:18.885 96% of people,
NOTE Confidence: 0.8864325999999999

00:18:18.885 --> 00:18:21.570 will tell you that there are good listener,
NOTE Confidence: 0.8864325999999999

00:18:21.570 --> 00:18:22.870 but most of us,
NOTE Confidence: 0.8864325999999999

00:18:22.870 --> 00:18:24.495 if we've been in conversation,
NOTE Confidence: 0.8864325999999999

00:18:24.500 --> 00:18:26.445 know that's simply not true.
NOTE Confidence: 0.8864325999999999

00:18:26.445 --> 00:18:28.642 And even for people who do actively
NOTE Confidence: 0.8864325999999999

00:18:28.642 --> 00:18:30.624 think about what they're doing in
NOTE Confidence: 0.8864325999999999

00:18:30.624 --> 00:18:32.299 conversation in terms of listening,

NOTE Confidence: 0.8864325999999999
00:18:32.300 --> 00:18:34.250 most of the time there's an
NOTE Confidence: 0.8864325999999999
00:18:34.250 --> 00:18:35.550 emphasis on active listening,
NOTE Confidence: 0.8864325999999999
00:18:35.550 --> 00:18:36.902 asking follow up questions.
00:18:37.920 --> 00:18:40.237 Perhaps jumping in with your own story,
NOTE Confidence: 0.8864325999999999
00:18:40.240 --> 00:18:41.236 nodding in affirmation,
NOTE Confidence: 0.8864325999999999
00:18:41.236 --> 00:18:42.899 but there's another type of
NOTE Confidence: 0.8864325999999999
00:18:42.900 --> 00:18:44.560 listening that
NOTE Confidence: 0.8864325999999999
00:18:44.560 --> 00:18:46.220 particularly has deep healing effects,
NOTE Confidence: 0.8864325999999999
00:18:46.220 --> 00:18:47.548 and that's deep listening.
NOTE Confidence: 0.8864325999999999
00:18:47.548 --> 00:18:49.540 And in that modality of listening,
NOTE Confidence: 0.8864325999999999
00:18:49.540 --> 00:18:51.856 the idea isn't so much to be
NOTE Confidence: 0.8864325999999999
00:18:51.856 --> 00:18:53.184 engaging with the speaker,
NOTE Confidence: 0.8864325999999999
00:18:53.190 --> 00:18:55.507 but it's just to give them space,
NOTE Confidence: 0.8864325999999999
00:18:55.510 --> 00:18:58.170 and one of the ways to see how much space
NOTE Confidence: 0.8864325999999999
00:18:58.238 --> 00:19:01.157 that you're giving someone in a conversation,
NOTE Confidence: 0.8864325999999999
00:19:01.160 --> 00:19:03.477 if you just simply ask someone,

NOTE Confidence: 0.8864325999999999
00:19:03.480 --> 00:19:06.480 hey, how are you doing today?
NOTE Confidence: 0.8864325999999999
00:19:06.480 --> 00:19:07.932 And let them begin talking.
NOTE Confidence: 0.8864325999999999
00:19:07.932 --> 00:19:09.864 And in the meantime just be silent
NOTE Confidence: 0.8864325999999999
00:19:09.864 --> 00:19:11.858 and notice what your tendencies are.
NOTE Confidence: 0.8864325999999999
00:19:11.860 --> 00:19:14.850 Do you want to jump in with your own story?
NOTE Confidence: 0.8864325999999999
00:19:14.850 --> 00:19:17.532 Do you want to ask a follow up question,
NOTE Confidence: 0.8864325999999999
00:19:17.540 --> 00:19:19.038 but just don't
NOTE Confidence: 0.8864325999999999
00:19:19.038 --> 00:19:20.230 act on that,
NOTE Confidence: 0.8864325999999999
00:19:20.230 --> 00:19:22.330 but just give the other person space.
NOTE Confidence: 0.8864325999999999
00:19:22.330 --> 00:19:24.120 And particularly when people are going
NOTE Confidence: 0.8864325999999999
00:19:24.120 --> 00:19:25.920 through challenging times in many ways,
NOTE Confidence: 0.8864325999999999
00:19:25.920 --> 00:19:27.708 they just want to be heard,
NOTE Confidence: 0.8864325999999999
00:19:27.710 --> 00:19:29.498 but for a lot of people,
NOTE Confidence: 0.8864325999999999
00:19:29.500 --> 00:19:31.900 there's a tendency to want to give advice.
NOTE Confidence: 0.8864325999999999
00:19:31.900 --> 00:19:32.806 So in conversations,
NOTE Confidence: 0.8864325999999999

00:19:32.806 --> 00:19:34.316 actually even asking someone whether
NOTE Confidence: 0.8864325999999999

00:19:34.316 --> 00:19:36.124 it's a patient or someone trying
NOTE Confidence: 0.8864325999999999

00:19:36.124 --> 00:19:37.591 to support the patient, which
NOTE Confidence: 0.8864325999999999

00:19:37.591 --> 00:19:39.457 also can be quite a difficult role
NOTE Confidence: 0.8864325999999999

00:19:39.457 --> 00:19:41.429 to simply even ask,
NOTE Confidence: 0.8864325999999999

00:19:41.430 --> 00:19:43.430 do you want to just be listened to
NOTE Confidence: 0.8864325999999999

00:19:43.430 --> 00:19:45.782 or do you want advice and oftentimes
NOTE Confidence: 0.8864325999999999

00:19:45.782 --> 00:19:47.942 you'll be amazed how often people
NOTE Confidence: 0.8864325999999999

00:19:47.942 --> 00:19:49.820 will say that they actually just
NOTE Confidence: 0.8864325999999999

00:19:49.820 --> 00:19:51.380 want to be listened to.
NOTE Confidence: 0.8383514

00:19:52.100 --> 00:19:54.878 I think that that's
NOTE Confidence: 0.8383514

00:19:54.878 --> 00:19:57.146 so important because I think we've
NOTE Confidence: 0.8383514

00:19:57.146 --> 00:20:00.178 all been in situations like that where
NOTE Confidence: 0.8383514

00:20:00.180 --> 00:20:02.346 somebody is going through a crisis,
NOTE Confidence: 0.8383514

00:20:02.350 --> 00:20:04.155 whether it's a cancer diagnosis
NOTE Confidence: 0.8383514

00:20:04.155 --> 00:20:06.680 or losing a job or

NOTE Confidence: 0.8383514

00:20:06.680 --> 00:20:08.840 facing another health crisis like Covid.

NOTE Confidence: 0.8383514

00:20:08.840 --> 00:20:11.006 I mean, we've all been through

NOTE Confidence: 0.8383514

00:20:11.006 --> 00:20:12.450 all of those situations

NOTE Confidence: 0.8383514

00:20:12.450 --> 00:20:15.698 I feel like in the last year.

NOTE Confidence: 0.8383514

00:20:15.700 --> 00:20:19.687 And people just want to vent.

NOTE Confidence: 0.8383514

00:20:19.690 --> 00:20:22.346 They just want to feel heard.

NOTE Confidence: 0.8383514

00:20:22.346 --> 00:20:26.777 But at the same time you want to help.

NOTE Confidence: 0.8383514

00:20:26.780 --> 00:20:27.952 So how

NOTE Confidence: 0.8383514

00:20:27.952 --> 00:20:32.054 do you kind of overcome that?

NOTE Confidence: 0.8383514

00:20:32.060 --> 00:20:34.230 I think that piece about

NOTE Confidence: 0.8345081

00:20:34.230 --> 00:20:36.040 wanting to help is right.

NOTE Confidence: 0.8345081

00:20:36.040 --> 00:20:37.850 It is important to recognize,

NOTE Confidence: 0.8345081

00:20:37.850 --> 00:20:40.016 if this is your tendency,

NOTE Confidence: 0.8345081

00:20:40.020 --> 00:20:41.805 it's most likely because you

NOTE Confidence: 0.8345081

00:20:41.805 --> 00:20:44.010 actually want to be of help,

NOTE Confidence: 0.8345081

00:20:44.010 --> 00:20:46.706 and so I think asking people at the
NOTE Confidence: 0.8345081

00:20:46.706 --> 00:20:49.070 beginning of a conversation,
NOTE Confidence: 0.8345081

00:20:49.070 --> 00:20:51.617 do you just want to be heard or are you
NOTE Confidence: 0.8345081

00:20:51.617 --> 00:20:53.674 actually seeking advice helps both
NOTE Confidence: 0.8345081

00:20:53.674 --> 00:20:56.236 parties set expectations and the second
NOTE Confidence: 0.8345081

00:20:56.310 --> 00:20:58.844 piece t NOTE Confidence: 0.8345081

00:20:58.844 --> 00:21:01.016 mention asking for help you think,
NOTE Confidence: 0.8345081

00:21:01.016 --> 00:21:02.826 particularly during times of crisis.
NOTE Confidence: 0.8345081

00:21:05.110 --> 00:21:06.970 And understanding and being able to
NOTE Confidence: 0.8345081

00:21:06.970 --> 00:21:09.020 differentiate are you just listening,
NOTE Confidence: 0.8345081

00:21:09.020 --> 00:21:10.650 are you asking or offering
NOTE Confidence: 0.8345081

00:21:10.650 --> 00:21:11.954 help is really important
NOTE Confidence: 0.8345081

00:21:11.960 --> 00:21:13.988 because those are two very different
NOTE Confidence: 0.8345081

00:21:13.988 --> 00:21:15.870 support functions.
NOTE Confidence: 0.8345081

00:21:15.870 --> 00:21:17.682 But for many people it's extraordinarily
NOTE Confidence: 0.8345081

00:21:17.682 --> 00:21:19.780 difficult no matter what the circumstances.
NOTE Confidence: 0.8345081

00:21:19.780 --> 00:21:21.978 But one of the things that I
NOTE Confidence: 0.8345081

00:21:21.978 --> 00:21:24.020 think is powerful to think about,
NOTE Confidence: 0.8345081

00:21:24.020 --> 00:21:25.324 and overcoming that resistance,
NOTE Confidence: 0.8345081

00:21:25.324 --> 00:21:27.280 is also engaging in perspective taking.
NOTE Confidence: 0.8345081

00:21:27.280 --> 00:21:29.236 So if you're the
NOTE Confidence: 0.8345081

00:21:29.236 --> 00:21:30.540 person who needs help,
NOTE Confidence: 0.8345081

00:21:30.540 --> 00:21:32.976 if you're the patient or the person
NOTE Confidence: 0.8345081

00:21:32.976 --> 00:21:35.017 who just received a diagnosis and
NOTE Confidence: 0.8345081

00:21:35.017 --> 00:21:37.180 you do feel like you need help,
NOTE Confidence: 0.8345081

00:21:37.180 --> 00:21:39.340 but are reluctant to ask for
NOTE Confidence: 0.8345081

00:21:39.340 --> 00:21:41.464 it to imagine what it's like
NOTE Confidence: 0.8345081

00:21:41.464 --> 00:21:43.300 to be on the other side,
NOTE Confidence: 0.8345081

00:21:43.300 --> 00:21:45.136 to be a friend or family
NOTE Confidence: 0.8345081

00:21:45.136 --> 00:21:47.549 member who so wants to help but
NOTE Confidence: 0.8345081

00:21:47.549 --> 00:21:49.414 oftentimes doesn't know how to.
NOTE Confidence: 0.8345081

00:21:49.420 --> 00:21:51.545 Imagine that and thinking about

NOTE Confidence: 0.8345081

00:21:51.545 --> 00:21:54.416 your asking for help is in many

NOTE Confidence: 0.8345081

00:21:54.416 --> 00:21:56.426 an opportunity for them to

NOTE Confidence: 0.8345081

00:21:56.426 --> 00:21:59.152 be of service for them to feel

NOTE Confidence: 0.8345081

00:21:59.152 --> 00:22:01.127 that they have some purpose.

NOTE Confidence: 0.8345081

00:22:01.130 --> 00:22:02.780 It can be extremely gratifying,

NOTE Confidence: 0.8345081

00:22:02.780 --> 00:22:05.404 so no matter who is asking for help,

NOTE Confidence: 0.8345081

00:22:05.410 --> 00:22:07.706 oftentimes there's a reluctance to do that.

NOTE Confidence: 0.8345081

00:22:07.710 --> 00:22:10.302 But one of the most powerful ways to

NOTE Confidence: 0.8345081

00:22:10.302 --> 00:22:12.643 overcome it is actually to think about

NOTE Confidence: 0.8345081

00:22:12.643 --> 00:22:15.307 what it would be like for the other

NOTE Confidence: 0.8345081

00:22:15.307 --> 00:22:17.575 person to be able to provide help.

NOTE Confidence: 0.8345081

00:22:17.580 --> 00:22:19.220 And particularly in this moment

NOTE Confidence: 0.8345081

00:22:19.220 --> 00:22:20.204 in the pandemic.

NOTE Confidence: 0.8345081

00:22:20.210 --> 00:22:22.991 So many of us need a sense of purpose

NOTE Confidence: 0.8345081

00:22:22.991 --> 00:22:25.807 that in many ways you're giving a

NOTE Confidence: 0.8800615

00:22:25.810 --> 00:22:27.450 gift to the other person.
NOTE Confidence: 0.8800615

00:22:27.450 --> 00:22:29.746 Yeah, I think that is really,
NOTE Confidence: 0.8800615

00:22:29.750 --> 00:22:31.362 really on point, because
NOTE Confidence: 0.8800615

00:22:31.362 --> 00:22:33.377 we've all seen it right.
NOTE Confidence: 0.8800615

00:22:33.380 --> 00:22:35.152 Cancer patients oftentimes will retreat.
NOTE Confidence: 0.8800615

00:22:36.040 --> 00:22:38.710 They'll try to do it all,
NOTE Confidence: 0.8800615

00:22:38.710 --> 00:22:41.818 and they'll find that they really can't.
NOTE Confidence: 0.8800615

00:22:41.820 --> 00:22:44.040 And yet they are reluctant
NOTE Confidence: 0.8800615

00:22:44.040 --> 00:22:46.260 to ask anybody for help.
NOTE Confidence: 0.8800615

00:22:46.260 --> 00:22:47.210 And meanwhile,
NOTE Confidence: 0.8800615

00:22:47.210 --> 00:22:50.060 the people who are their support
NOTE Confidence: 0.8800615

00:22:50.060 --> 00:22:52.916 circle don't really know what to do.
NOTE Confidence: 0.8800615

00:22:52.920 --> 00:22:56.014 They want to help,
NOTE Confidence: 0.8800615

00:22:56.020 --> 00:22:58.690 but then they don't want to,
NOTE Confidence: 0.8800615

00:22:58.690 --> 00:23:02.830 and they want to give people space but
NOTE Confidence: 0.8800615

00:23:02.830 --> 00:23:05.318 they want to be of service and I

NOTE Confidence: 0.8800615

00:23:05.318 --> 00:23:07.828 think that your concept of,

NOTE Confidence: 0.8800615

00:23:07.830 --> 00:23:10.154 think about the fact that if

NOTE Confidence: 0.8800615

00:23:10.154 --> 00:23:12.490 the shoe was on the other foot,

NOTE Confidence: 0.8800615

00:23:12.490 --> 00:23:14.866 you would so want to help and it

NOTE Confidence: 0.8800615

00:23:14.866 --> 00:23:17.479 feels so good to help other people.

NOTE Confidence: 0.8800615

00:23:17.480 --> 00:23:21.368 You just need that permission to do so.

NOTE Confidence: 0.8800615

00:23:21.370 --> 00:23:24.576 What other advice do you have for

NOTE Confidence: 0.8800615

00:23:24.576 --> 00:23:27.679 people who are trying to

NOTE Confidence: 0.8800615

00:23:27.680 --> 00:23:29.416 navigate these stressful situations

NOTE Confidence: 0.8800615

00:23:29.416 --> 00:23:31.894 and are feeling isolated and

NOTE Confidence: 0.8800615

00:23:31.894 --> 00:23:34.000 truthfully are physically isolated?

00:23:34.479 --> 00:23:37.353 I'm thinking more about at the

NOTE Confidence: 0.8800615

00:23:37.353 --> 00:23:40.308 end of life.

00:23:41.246 --> 00:23:43.586 We've seen these tragic pictures

NOTE Confidence: 0.8800615

00:23:43.586 --> 00:23:46.630 on the news of people with Covid.

NOTE Confidence: 0.8800615

00:23:46.630 --> 00:23:49.780 They may or may not have cancer.

NOTE Confidence: 0.8800615

00:23:49.780 --> 00:23:53.378 They can't have their loved ones around.

NOTE Confidence: 0.8800615

00:23:53.380 --> 00:23:55.018 How do you deal with that?

NOTE Confidence: 0.8306562

00:23:56.910 --> 00:23:59.385 In particular, in those moments

NOTE Confidence: 0.8306562

00:23:59.385 --> 00:24:01.860 when oftentimes we would really

NOTE Confidence: 0.8306562

00:24:01.941 --> 00:24:04.636 be like relying on touch and touch

NOTE Confidence: 0.8306562

00:24:04.636 --> 00:24:07.050 is so powerful and so healing,

NOTE Confidence: 0.8306562

00:24:07.050 --> 00:24:09.260 but particularly in those moments,

NOTE Confidence: 0.8306562

00:24:09.260 --> 00:24:11.900 right now, it's just not possible.

NOTE Confidence: 0.8306562

00:24:11.900 --> 00:24:13.764 Oftentimes people default

NOTE Confidence: 0.8306562

00:24:13.764 --> 00:24:17.038 to video and mthere's a lot

NOTE Confidence: 0.8306562

00:24:17.038 --> 00:24:19.396 of reasons why we're doing this,

NOTE Confidence: 0.8306562

00:24:19.400 --> 00:24:20.723 and it's helpful

NOTE Confidence: 0.8306562

00:24:20.723 --> 00:24:23.810 oftentimes to be able to see someone else,

NOTE Confidence: 0.8306562

00:24:23.810 --> 00:24:25.575 but we know from

NOTE Confidence: 0.8306562

00:24:25.575 --> 00:24:27.765 a lot of research that voice

NOTE Confidence: 0.8306562

00:24:27.765 --> 00:24:29.902 only rather than sort of voice

NOTE Confidence: 0.8306562

00:24:29.902 --> 00:24:31.834 and video at the same time,

NOTE Confidence: 0.8306562

00:24:31.840 --> 00:24:33.545 that voice only is much

NOTE Confidence: 0.8306562

00:24:33.545 --> 00:24:34.909 better at conveying emotion,

NOTE Confidence: 0.8306562

00:24:34.910 --> 00:24:36.950 and it's much better at conveying

NOTE Confidence: 0.8306562

00:24:36.950 --> 00:24:38.711 empathy and so it's something

NOTE Confidence: 0.8306562

00:24:38.711 --> 00:24:41.063 to think about and keep in mind.

NOTE Confidence: 0.8306562

00:24:41.070 --> 00:24:43.506 And perhaps experiment that if you

NOTE Confidence: 0.8306562

00:24:43.506 --> 00:24:45.930 perhaps have been trying to keep in

NOTE Confidence: 0.8306562

00:24:45.930 --> 00:24:47.904 touch only through video and voice,

NOTE Confidence: 0.8306562

00:24:47.910 --> 00:24:49.956 the video actually can be distracting.

NOTE Confidence: 0.8306562

00:24:49.960 --> 00:24:52.508 Video also can make people much more

NOTE Confidence: 0.8306562

00:24:52.508 --> 00:24:54.363 self conscious about how they're

NOTE Confidence: 0.8306562

00:24:54.363 --> 00:24:57.123 looking or focus on the situation at hand.

NOTE Confidence: 0.8306562

00:24:57.130 --> 00:24:59.587 And in many ways it's easier to

NOTE Confidence: 0.8306562

00:24:59.587 --> 00:25:01.792 connect on an emotional level

NOTE Confidence: 0.8306562

00:25:01.792 --> 00:25:04.467 by just hearing someone's voice.

NOTE Confidence: 0.8306562

00:25:04.470 --> 00:25:06.906 It's far more humanizing and it

NOTE Confidence: 0.8306562

00:25:06.906 --> 00:25:10.090 also is able to convey empathy in

NOTE Confidence: 0.86200595

00:25:10.090 --> 00:25:12.904 a way that voice in video at

NOTE Confidence: 0.86200595

00:25:12.904 --> 00:25:15.269 the same time can't.

NOTE Confidence: 0.86200595

00:25:15.270 --> 00:25:18.726 Wow, I would have never thought that

NOTE Confidence: 0.86200595

00:25:18.730 --> 00:25:20.890 I guess because I always

NOTE Confidence: 0.86200595

00:25:20.890 --> 00:25:22.186 thought about communication.

NOTE Confidence: 0.86200595

00:25:22.190 --> 00:25:24.350 You know, being in part,

NOTE Confidence: 0.86200595

00:25:24.350 --> 00:25:26.936 we always think about this nonverbal

NOTE Confidence: 0.86200595

00:25:26.936 --> 00:25:28.420 part of communication, but

NOTE Confidence: 0.86200595

00:25:28.420 --> 00:25:30.870 the data

NOTE Confidence: 0.86200595

00:25:30.937 --> 00:25:33.223 really doesn't support that.

00:25:35.722 --> 00:25:37.990 A couple reasons that this is true,

NOTE Confidence: 0.86200595

00:25:37.990 --> 00:25:39.278 the data seems

NOTE Confidence: 0.85708743

00:25:39.280 --> 00:25:41.110 to suggest that if we're focusing

NOTE Confidence: 0.85708743

00:25:41.110 --> 00:25:42.850 just on emotion and empathy,

NOTE Confidence: 0.85708743

00:25:42.850 --> 00:25:44.722 that voice only tends to be

NOTE Confidence: 0.85708743

00:25:44.722 --> 00:25:46.739 better and our

NOTE Confidence: 0.85708743

00:25:46.740 --> 00:25:48.702 natural tendency is to

NOTE Confidence: 0.85708743

00:25:48.702 --> 00:25:50.703 default fto video like we're trying

NOTE Confidence: 0.85708743

00:25:50.703 --> 00:25:52.908 to recreate the thing that feels as

NOTE Confidence: 0.85708743

00:25:52.908 --> 00:25:55.155 close to normal life as possible.

NOTE Confidence: 0.85708743

00:25:55.160 --> 00:25:57.407 But in reality, the idea is

NOTE Confidence: 0.85708743

00:25:57.407 --> 00:25:59.815 exactly what you said that the more

NOTE Confidence: 0.85708743

00:25:59.815 --> 00:26:01.867 we can get more nonverbal cues,

NOTE Confidence: 0.85708743

00:26:01.870 --> 00:26:03.485 the problem is that video

NOTE Confidence: 0.85708743

00:26:03.485 --> 00:26:05.100 conferencing is actually pretty bad at

NOTE Confidence: 0.85708743

00:26:05.100 --> 00:26:06.392 conveying nonverbal cues.

NOTE Confidence: 0.85708743

00:26:06.392 --> 00:26:09.620 So I have a choice.

NOTE Confidence: 0.85708743

00:26:09.620 --> 00:26:09.937 Essentially, I

NOTE Confidence: 0.85708743

00:26:09.937 --> 00:26:12.156 can either look at your eyes or

NOTE Confidence: 0.85708743

00:26:12.156 --> 00:26:14.568 I can look at my webcam and not

NOTE Confidence: 0.85708743

00:26:14.568 --> 00:26:16.730 that's a signal of distraction.

NOTE Confidence: 0.85708743

00:26:16.730 --> 00:26:18.674 Our eyes also tend to gravitate

NOTE Confidence: 0.85708743

00:26:18.674 --> 00:26:20.687 towards mouths instead of eyes in video

NOTE Confidence: 0.85708743

00:26:20.687 --> 00:26:22.637 conferencing and our ability just to

NOTE Confidence: 0.85708743

00:26:22.637 --> 00:26:24.573 convey nonverbal cues

NOTE Confidence: 0.85708743

00:26:24.573 --> 00:26:27.064 on video is pretty poor and so that

NOTE Confidence: 0.85708743

00:26:27.064 --> 00:26:28.999 is actually making the cognitive load

NOTE Confidence: 0.85708743

00:26:29.000 --> 00:26:31.172 higher and making it more difficult

NOTE Confidence: 0.85708743

00:26:31.172 --> 00:26:33.399 to connect 'cause we're trying to

NOTE Confidence: 0.85708743

00:26:33.399 --> 00:26:35.179 monitor something that we don't

NOTE Confidence: 0.85708743

00:26:35.179 --> 00:26:37.480 actually have an ability to do well.

NOTE Confidence: 0.85708743

00:26:37.480 --> 00:26:39.885 The second piece of this is it also

NOTE Confidence: 0.85708743

00:26:39.885 --> 00:26:41.390 can create barriers to interaction,

NOTE Confidence: 0.85708743

00:26:41.390 --> 00:26:43.406 so if I'm not feeling well one

NOTE Confidence: 0.85708743

00:26:43.406 --> 00:26:44.700 day
NOTE Confidence: 0.85708743

00:26:44.700 --> 00:26:46.160 or perhaps I've been through
NOTE Confidence: 0.85708743

00:26:46.160 --> 00:26:47.986 treatment and I'm just also not
NOTE Confidence: 0.85708743

00:26:47.986 --> 00:26:49.218 looking my physical best,
NOTE Confidence: 0.85708743

00:26:49.220 --> 00:26:51.470 I may not want to be seen and
NOTE Confidence: 0.85708743

00:26:51.540 --> 00:26:53.822 so I may actually avoid interaction in
NOTE Confidence: 0.85708743

00:26:53.822 --> 00:26:56.216 a way through video that I wouldn't
NOTE Confidence: 0.85708743

00:26:56.216 --> 00:26:58.244 otherwise if it were voice only.
NOTE Confidence: 0.85708743

00:26:58.250 --> 00:27:00.226 So just a phone call and so both
NOTE Confidence: 0.85708743

00:27:00.226 --> 00:27:02.460 from an issue of self presentation,
NOTE Confidence: 0.85708743

00:27:02.460 --> 00:27:04.676 but also our ability to really hone
NOTE Confidence: 0.85708743

00:27:04.676 --> 00:27:07.389 in on what's going on with someone else.
NOTE Confidence: 0.85708743

00:27:07.390 --> 00:27:08.975 The evidence seems to suggest
NOTE Confidence: 0.85708743

00:27:08.975 --> 00:27:10.999 that just hearing voice can be more
NOTE Confidence: 0.890678223636364

00:27:11.000 --> 00:27:14.306 powerful?
NOTE Confidence: 0.890678223636364

00:27:14.306 --> 00:27:18.657 That is so so interesting and something that I think a lot of

NOTE Confidence: 0.890678223636364

00:27:18.657 --> 00:27:22.059 our listeners probably didn't know and

NOTE Confidence: 0.890678223636364

00:27:22.059 --> 00:27:25.889 can really benefit from.

NOTE Confidence: 0.890678223636364

00:27:25.890 --> 00:27:28.642 What other tips do you

NOTE Confidence: 0.890678223636364

00:27:28.642 --> 00:27:31.050 have for perhaps healthcare providers

NOTE Confidence: 0.890678223636364

00:27:31.050 --> 00:27:33.785 and connecting with patients?

NOTE Confidence: 0.890678223636364

00:27:33.790 --> 00:27:37.304 Because this is hard on them as well.

NOTE Confidence: 0.890678223636364

00:27:37.304 --> 00:27:40.380 I mean, I think everybody right now

NOTE Confidence: 0.890678223636364

00:27:40.380 --> 00:27:43.346 is going through so much stress and

NOTE Confidence: 0.890678223636364

00:27:43.346 --> 00:27:46.733 the idea of a really kind of trying

NOTE Confidence: 0.890678223636364

00:27:46.733 --> 00:27:49.965 to step up even more your game as

NOTE Confidence: 0.890678223636364

00:27:50.066 --> 00:27:53.146 a health care provider.

NOTE Confidence: 0.890678223636364

00:27:53.146 --> 00:27:56.352 Normally you're trying to deal with patients.

NOTE Confidence: 0.890678223636364

00:27:56.360 --> 00:27:58.604 You're trying to get the best

NOTE Confidence: 0.890678223636364

00:27:58.604 --> 00:27:59.726 outcome for them.

NOTE Confidence: 0.890678223636364

00:27:59.730 --> 00:28:01.254 Connect emotionally with them,
NOTE Confidence: 0.890678223636364

00:28:01.254 --> 00:28:04.210 and now on top of all of that,
NOTE Confidence: 0.890678223636364

00:28:04.210 --> 00:28:06.454 you also are dealing with all
NOTE Confidence: 0.890678223636364

00:28:06.454 --> 00:28:08.325 of your own stresses, right?
NOTE Confidence: 0.890678223636364

00:28:08.325 --> 00:28:10.950 You're in a Covid rich environment.
NOTE Confidence: 0.890678223636364

00:28:10.950 --> 00:28:13.189 You've got kids at home who
NOTE Confidence: 0.890678223636364

00:28:13.189 --> 00:28:15.054 are trying to home school.
NOTE Confidence: 0.890678223636364

00:28:15.060 --> 00:28:18.630 You may have had a partner who
NOTE Confidence: 0.890678223636364

00:28:18.630 --> 00:28:21.090 just lost a job or whatever.
00:28:22.245 --> 00:28:24.940 What advice do you have for health
NOTE Confidence: 0.890678223636364

00:28:25.022 --> 00:28:28.058 care providers in terms of maintaining
NOTE Confidence: 0.890678223636364

00:28:28.058 --> 00:28:30.549 their own social connections and
NOTE Confidence: 0.890678223636364

00:28:30.549 --> 00:28:33.244 being there not only for their
NOTE Confidence: 0.890678223636364

00:28:33.244 --> 00:28:35.740 patients but also for themselves?
NOTE Confidence: 0.8871641

00:28:37.130 --> 00:28:39.020 I think one of the most important
NOTE Confidence: 0.8871641

00:28:39.020 --> 00:28:40.972 things to realize is that
NOTE Confidence: 0.8871641

00:28:40.972 --> 00:28:42.772 social connection really happens in
NOTE Confidence: 0.8871641

00:28:42.772 --> 00:28:45.215 the minute and the quality of our
NOTE Confidence: 0.8871641

00:28:45.215 --> 00:28:46.543 social connections is determined
NOTE Confidence: 0.8871641

00:28:46.543 --> 00:28:49.910 in a very small time scale.
00:28:51.904 --> 00:28:53.956 Whether you're a health care provider
NOTE Confidence: 0.8871641

00:28:53.956 --> 00:28:55.861 or patient or just a person trying
NOTE Confidence: 0.8871641

00:28:55.861 --> 00:28:58.197 to get through day to day life
NOTE Confidence: 0.8871641

00:28:58.197 --> 00:28:59.693 in Covid everyone is extraordinarily
NOTE Confidence: 0.8871641

00:28:59.693 --> 00:29:01.460 stressed and particularly if it
NOTE Confidence: 0.8871641

00:29:01.460 --> 00:29:03.060 is in a healthcare setting.
NOTE Confidence: 0.8871641

00:29:03.060 --> 00:29:04.296 You're also extraordinarily busy,
NOTE Confidence: 0.8871641

00:29:04.296 --> 00:29:06.861 and we know from a lot of research
NOTE Confidence: 0.8871641

00:29:06.861 --> 00:29:09.136 there's a beautiful study that looked at
00:29:10.100 --> 00:29:12.020 The Parable of the Good Samaritan,
00:29:14.260 --> 00:29:16.696 and they randomly assign people to walk
NOTE Confidence: 0.8871641

00:29:16.696 --> 00:29:19.056 by someone who is in need of help
NOTE Confidence: 0.8871641

00:29:19.060 --> 00:29:20.660 and these were all theologians,
NOTE Confidence: 0.8871641

00:29:20.660 --> 00:29:22.260 and on the one hand,
NOTE Confidence: 0.8871641

00:29:22.260 --> 00:29:24.024 they ask people to either prepare
NOTE Confidence: 0.8871641

00:29:24.024 --> 00:29:26.230 the parable of the Good Samaritan's
NOTE Confidence: 0.8871641

00:29:26.230 --> 00:29:27.940 sermon or something random,
NOTE Confidence: 0.8871641

00:29:27.940 --> 00:29:29.746 and then they were interested in
NOTE Confidence: 0.8871641

00:29:29.746 --> 00:29:31.785 seeing who stopped to help the person
NOTE Confidence: 0.8871641

00:29:31.785 --> 00:29:33.925 in need and it turned out that it
NOTE Confidence: 0.8871641

00:29:33.925 --> 00:29:35.635 didn't matter if they had
NOTE Confidence: 0.8871641

00:29:35.635 --> 00:29:37.345 prepared and thought about the
NOTE Confidence: 0.8871641

00:29:37.345 --> 00:29:39.055 parable of the Good Samaritan or
NOTE Confidence: 0.8871641

00:29:39.055 --> 00:29:40.632 they read something random
NOTE Confidence: 0.8871641

00:29:40.632 --> 00:29:42.492 what mattered the most was
NOTE Confidence: 0.8871641

00:29:42.553 --> 00:29:44.289 whether or not they were told
NOTE Confidence: 0.8871641

00:29:44.289 --> 00:29:46.530 they were in a hurry when
NOTE Confidence: 0.8871641

00:29:46.530 --> 00:29:48.766 they were walking by the person in
NOTE Confidence: 0.8871641

00:29:48.766 --> 00:29:51.132 need on the way to another building.

NOTE Confidence: 0.8871641

00:29:51.140 --> 00:29:53.570 And I think that's true for all of

NOTE Confidence: 0.8871641

00:29:53.570 --> 00:29:56.100 us in the moment that it was really

NOTE Confidence: 0.8871641

00:29:56.100 --> 00:29:58.340 the people who were were not told

NOTE Confidence: 0.8871641

00:29:58.414 --> 00:30:00.460 to hurry that stopped to help.

NOTE Confidence: 0.8871641

00:30:00.460 --> 00:30:02.686 And our ability to help one another

NOTE Confidence: 0.8871641

00:30:02.686 --> 00:30:04.688 and also help ourselves depends on

NOTE Confidence: 0.8871641

00:30:04.688 --> 00:30:07.337 being able to be present in a really

NOTE Confidence: 0.8871641

00:30:07.337 --> 00:30:09.472 small period in the moment to be

NOTE Confidence: 0.8871641

00:30:09.472 --> 00:30:11.435 able to make eye contact when we

NOTE Confidence: 0.8871641

00:30:11.435 --> 00:30:13.983 can to be able to simply be heard

NOTE Confidence: 0.8871641

00:30:13.983 --> 00:30:15.868 and listened to by another person.

NOTE Confidence: 0.8871641

00:30:15.870 --> 00:30:18.438 And it doesn't take a lot of time.

NOTE Confidence: 0.8871641

00:30:18.440 --> 00:30:20.414 Everything we know from research is

NOTE Confidence: 0.8871641

00:30:20.414 --> 00:30:22.411 that it doesn't matter whether or

NOTE Confidence: 0.8871641

00:30:22.411 --> 00:30:24.595 not you're spending an hour a day

NOTE Confidence: 0.8871641

00:30:24.595 --> 00:30:26.776 connecting with people or simply 5 minutes,

NOTE Confidence: 0.8871641

00:30:26.780 --> 00:30:28.562 it's really the quality of that

NOTE Confidence: 0.8871641

00:30:28.562 --> 00:30:30.170 moment that matters for everyone's

NOTE Confidence: 0.8871641

00:30:30.170 --> 00:30:31.598 health and well being.

NOTE Confidence: 0.8848118

00:30:32.060 --> 00:30:34.364 Doctor Marissa King is a professor

NOTE Confidence: 0.8848118

00:30:34.364 --> 00:30:35.900 of organizational behavior at

NOTE Confidence: 0.8848118

00:30:35.960 --> 00:30:37.760 the Yale School of Management.

NOTE Confidence: 0.8848118

00:30:37.760 --> 00:30:39.284 If you have questions,

NOTE Confidence: 0.8848118

00:30:39.284 --> 00:30:40.808 the address is canceranswers@yale.edu

NOTE Confidence: 0.8848118

00:30:40.808 --> 00:30:42.912 and past editions of the program

NOTE Confidence: 0.8848118

00:30:42.912 --> 00:30:44.832 are available in audio and written

NOTE Confidence: 0.8848118

00:30:44.896 --> 00:30:46.498 form at yalecancercenter.org.

NOTE Confidence: 0.8848118

00:30:46.500 --> 00:30:49.084 We hope you'll join us next week to

NOTE Confidence: 0.8848118

00:30:49.084 --> 00:30:51.608 learn more about the fight against

NOTE Confidence: 0.8848118

00:30:51.608 --> 00:30:54.308 cancer here on Connecticut Public Radio.