

Introducing

# Weekly Wellness



Hi everyone,

This is a little brainchild of Lauren and myself that we wanted to give to you over the next few weeks while we wait to get back in the office together – outlets for you to share resources such as podcasts you love, articles you've found inspiring, art or products that give you the warm fuzzies, your self-care wins of the week. But we also wanted to share some things with you too!



## First Up

### Story Time

See how coronavirus has changed the day to day of others who work in call centers in a completely different type of business. Have you talked to this type of person before? Does this sound kind of like a lot of calls you've had? Does this make you feel like you're not alone in this?

#### Story 1 from a Telecom Employee

I've been in customer service for over 20 years. I survived the Teenie Beanie Babies craze, Furbies, 1st gen Pokemon cards, worked retail after 9/11 and the 2009 financial crisis so I've seen and heard my fair share of sob stories. I don't easily flinch. Yesterday, I broke down with a client for the first time in my life.

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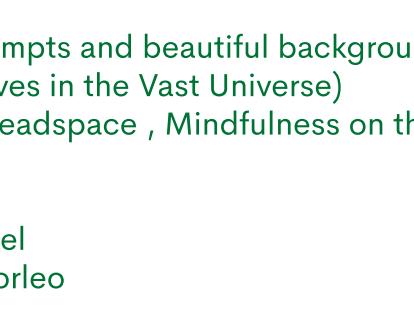
#### Story 2 from a Pet Insurance Contact Center

I work in a contact center for pet insurance. (Accident and illness coverage for cats and dogs.) A lot of our policy holders are being impacted by COVID-19 and in response we sent out a mass email entailing what we are doing to help our customers.

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## Team Recommendations

Podcasts, Articles, books, etc...



**Podcast:** Checking in with Susan David:

How to cope with heightened emotions during this pandemic.

**Podcast:** Meditative Story:

Combines storytelling with mindfulness prompts and beautiful background music. (check out "Out Tiny Meaningful Lives in the Vast Universe")

**Apps:** Insight Guide, Let's Meditate, Calm & Headspace , Mindfulness on the Apple Watch

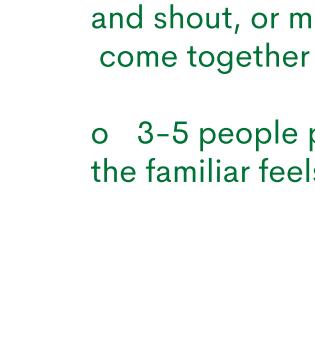
**Books:** Taming your Gremlin by Rick Carson

The Mindfulness Brain by Daniel J Siegel

Everything is Figureoutable by Marie Forleo

**Share YOURS!**

Add whatever you want. This can be wellness related or just something you enjoy. True Crime podcasts, comics, artwork, what's inspiring you during this time?



## Coming Up

### Chatta' bout it with Lauren

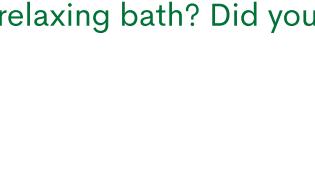
We're gonna tap in to Lauren's Masters in Clinical Mental Health Counseling

- Enjoy working from home but miss leaning over & venting to your neighbor about a call? Really miss everyone's smiling faces @ the pods? Want to scream and shout, or maybe chill and let me guide you through a little meditation? Let's come together & see how our rockstar teammates are trekking along!

- 3-5 people per group (stay tuned for your tiny check-in fam, get ready for the familiar feels!)

## Homework

Don't worry - it's easy peasy



**Share with the team your self care win of the week!**

Did you go for a run? Learn to knit? Take a nice relaxing bath? Did you binge watch Great British Baking Show?

**Tell us!**

Be kind to yourself and take care