

19:31:58 From Frank Stechel to Everyone:
Goodnight everyone

19:32:35 From John Ontiveros to Everyone:
Welcome everyone!!

19:33:04 From irene cavallaro to Everyone:
hello, buenos aires Argentina

19:33:13 From Daron Bolat to Everyone:
Hi Everyone!

19:36:35 From Andrew Lynn to Everyone:
Hello from Bath, Maine!

19:36:46 From John Ontiveros to Everyone:
Please feel free to drop any questions in the chat. And we can pass them onto Carl and/or Heather.

19:37:01 From John Ontiveros to Everyone:
Also feel free to include any thoughts or input.

19:37:29 From Andrew Lynn to Everyone:
Commando!

19:37:42 From Andrew Lynn to Everyone:
I mean...Predator

19:38:29 From Warren Honc to Everyone:
Hello from Angleton, TX

19:39:09 From Douglas Scott to Everyone:
Hello Warren. I live in Houston, TX I have family who live in Angleton as well.

19:39:12 From Doug Schwab to Everyone:
Hi Angleton. I'm in Houston, (Clear Lake City)

19:42:17 From Carl Coffey to Everyone:
Sweaty palms, fast beating heart, etc...

19:45:12 From John Ontiveros to Everyone:
I do!

19:45:37 From John Ontiveros to Everyone:
Especially in regard to our speech.

19:45:53 From John Ontiveros to Everyone:
Scanning for safe people and situations

19:46:29 From Anabel Augustin to Everyone:
yes especially when you are having a bad day

19:46:44 From Anabel Augustin to Everyone:
or a bad speech day which happens to a lot of us

19:46:50 From Carl Coffey to Everyone:
Excited to hear you singing, Heather!

19:47:18 From National Stuttering Association to Everyone:
You sing well!

19:47:48 From John Ontiveros to Everyone:
Wow

19:47:51 From John Ontiveros to Everyone:

!!

19:51:30 From John Ontiveros to Everyone:

I find that these kind of responses can happen during interviews.

19:51:56 From John Ontiveros to Everyone:

"Why can't I use my techniques as well"

19:52:30 From Anabel Augustin to Everyone:

or " why does my techniques work for this word and not for the other word"

19:54:20 From John Ontiveros to Everyone:

Yes, taking more of our listeners perceptions into account more than our own.

19:54:37 From John Ontiveros to Everyone:

And saying what we want and how we want.

19:55:10 From John Ontiveros to Everyone:

People that I have self-disclosed to.

19:55:27 From John Ontiveros to Everyone:

Or, when I am talking to a group of fellow PWS

19:55:56 From Carl Coffey to Everyone:

I updated the chat function so everyone should be able to communicate now! Sorry about that folks.

19:56:04 From Cyd Haug-West to Everyone:

Green light: my best friend.

19:56:19 From Douglas Scott to Everyone:

Thanks Carl!

19:56:25 From Andrew Lynn to Everyone:

Green light: speaking alone, singing, speaking with my spouse

19:58:43 From Andrew Lynn to Everyone:

Red light: being tired, giving a presentation that I am not prepared for and where I am not comfortable with the material, certain friends/family

19:58:48 From Audrey Bigras to Everyone:

red light - talking with rude or impatient people, talking in a noisy place, or talking on the phone

19:59:02 From Carl Coffey to Everyone:

Love this exercise... forces us to be present

19:59:42 From Daron Bolat to Everyone:

Would our green, yellow, red lights be much different if we didn't stutter?

20:01:22 From John Ontiveros to Everyone:

Daron, I would say so. Definitely different. But also similar. It's always interesting to me how fluent people/SLPS are always apprehensive to introduce themselves and speak up during my NSA meetings.

20:01:23 From Derek Mitchell to Everyone:

I've always thought that fear and excitement were two sides of the same coin which helped me put fear into perspective and not overwhelm me.

20:01:25 From Warren Honc to Everyone:

I love roller coasters!

20:01:37 From Michele Ayoub to Everyone:

Always a rollercoaster of emotions!

20:02:04 From John Ontiveros to Everyone:
Michelle. Yes! Especially with stuttering.

20:03:13 From Anabel Augustin to Everyone:
positive thinking and positive attitude can make a big difference- great carl!

20:04:00 From John Ontiveros to Everyone:


20:04:01 From Anabel Augustin to Everyone:
don't let perfect be the enemy of good- carl Coffey!

20:04:03 From Aliza Layman to Everyone:
All the time

20:04:04 From Warren Honc to Everyone:
I am a people pleaser but mainly I'm a self pleaser. I'm my own worst critic

20:04:07 From Bobby Edwards to Everyone:
Me

20:05:19 From Anabel Augustin to Everyone:
give yourself grace!

20:05:37 From John Ontiveros to Everyone:
Redefining our personal metric of success!

20:05:50 From Anabel Augustin to Everyone:
i like that john!

20:05:52 From Heather Najman to Everyone:
Anabel, Grace is a great word!

20:06:53 From Frank Stechel to Everyone:
Our stuttering is not totally within our control

20:07:27 From Audrey Bigras to Everyone:
right

20:07:46 From John Ontiveros to Everyone:
Yes, improving my eye contact has been a huge accomplishment for me! And being comfortable with self-advertising!

20:08:41 From John Ontiveros to Everyone:
Things that I didn't think we possible at one point

20:08:49 From Pam Mertz to Everyone:
Sometimes we assume we'll stutter

20:08:51 From Warren Honc to Everyone:
I definitely need to work on my eye contact. I usually close my eyes or look away because it makes me feel more comfortable

20:09:00 From Daron Bolat to Everyone:
I agree about grace, especially in these hard times it so important to give each other and ourselves grace!

20:09:01 From Anabel Augustin to Everyone:
woohoo! congrats john!

20:09:26 From John Ontiveros to Everyone:
"But, did you die!!"LOL

20:09:44 From Chyncia Smith to Everyone:

Eye contact is hard. I am working on improving that as well

20:09:47 From John Ontiveros to Everyone:

Still here!!!

20:09:52 From Michele Ayoub to Everyone:

Lol we haven't!!

20:09:57 From Anabel Augustin to Everyone:

yea and to also remember yesterday was the only hard day because today is a new day to challenge yourself and do what you were scared to do.

20:10:00 From Frank Stechel to Everyone:

Eye contact has been a lifelong problem for me also Warren. I tend to break eye contact during blocks

20:10:01 From Cyd Haug-West to Everyone:

"But did you die?" is a great reality check.

20:10:05 From Aliza Layman to Everyone:

I also avoid eye contact and it's really really hard for me

20:10:14 From Andrew Lynn to Everyone:

I agree - I need to work on eye contact too

20:10:51 From John Ontiveros to Everyone:

Eye contact is tough. One way I did it is to take it one situation at a time, and celebrate the small wins.

20:11:02 From Romelle Slaughter to Everyone:

To go along with Warren's comment on eye contact: it is hard to focus on the person I am talking to, when there is a lot of background distractions or if the person is looking away. If they look away, I feel like I have to "Chase" their eyes to get their attention back.

20:11:26 From Cyd Haug-West to Everyone:

Eye contact is a big challenge for me too.

20:11:54 From Frank Stechel to Everyone:

Right we have to keep our successes first and foremost in our minds

20:12:01 From Anabel Augustin to Everyone:

If anyone has any questions please write it in the chat and a Q&A will be done after the presentation is done.

20:12:17 From Anabel Augustin to Everyone:

or any concerns they would like to get feedback or advice from.

20:12:47 From Pam Mertz to Everyone:

Finding work allies

20:13:12 From Brittany Dahl to Everyone:

Headed to bed, 4:30 wake up call. Thank you NSA for all your support! Can't wait to listen to the rest later

20:13:42 From Douglas Scott to Everyone:

thanks for joining us Brittany

20:13:57 From Audrey Bigras to Everyone:

"I am the only one here who stutter..."

20:14:03 From Pam Mertz to Everyone:

I sucked

20:14:04 From John Ontiveros to Everyone:
Thank you Brittany!

20:14:08 From Aliza Layman to Everyone:
Everyone will laugh at me

20:14:13 From Cyd Haug-West to Everyone:
"I sounded so stupid!"

20:14:21 From Philip Osher to Everyone:
"no one is going to take what I say seriously"

20:14:22 From Audrey Bigras to Everyone:
"Stuttering looks like no-professional..."

20:14:27 From Andrew Lynn to Everyone:
I don't really "say" anything to myself. I think I revert back to childhood fears of being teased or laughed at

20:14:27 From Anabel Augustin to Everyone:
i know i will block on that word

20:14:28 From Michele Ayoub to Everyone:
All of the above!

20:14:28 From Romelle Slaughter to Everyone:
I need air (space) to breathe.

20:14:29 From John Ontiveros to Everyone:
Why couldn't I have done better!

20:14:39 From Chyncia Smith to Everyone:
They'll think less of me

20:14:40 From Chad Mannisi to Everyone:
they won't want to talk to me again

20:14:41 From Michael Gore to Everyone:
The message was lost in disfluency

20:14:54 From John Ontiveros to Everyone:
Good one Michael!

20:14:55 From Christopher Monello to Everyone:
People will question how I got my position at work

20:14:56 From Audrey Bigras to Everyone:
"I work with teachers and all teachers have a perfect fluency"

20:14:57 From Aliza Layman to Everyone:
I've gotten through it before

20:15:01 From Logan Williamson to Everyone:
"I have done this before and was successful"

20:15:03 From Pam Mertz to Everyone:
Who cares?

20:15:07 From Daron Bolat to Everyone:
I've got this!

20:15:10 From Warren Honc to Everyone:
"I can't even talk and talking is one of the easiest things a person does."

20:15:13 From Chyncia Smith to Everyone:
It's ok

20:15:14 From John Ontiveros to Everyone:
At least I said what was on my mind.

20:15:15 From Anabel Augustin to Everyone:
I have done many speeches before and i did not get laughed at

20:15:15 From Taylor Western to Everyone:
I got this!!!

20:15:18 From Bobby Edwards to Everyone:
I tried

20:15:18 From Frank Stechel to Everyone:
Everyone knows I stutter anyway

20:15:19 From Christopher Monello to Everyone:
I've gotten through much worse

20:15:19 From Aliza Layman to Everyone:
Everyone is thinking about themselves and will probably forget

20:15:20 From Chad Mannisi to Everyone:
I'm worth talking to and being heard

20:15:20 From Philip Osher to Everyone:
"they have to listen to me so however long it takes it takes"

20:15:21 From Joseph Clayton to Everyone:
I'm in this position for a reason & I have the same skills if not more to than anyone else.
I got this!

20:15:25 From John Ontiveros to Everyone:
Just keep going.

20:15:25 From Taylor Western to Everyone:
I got through it

20:15:28 From Douglas Scott to Everyone:
For me it is I belong here.

20:15:29 From Andrew Lynn to Everyone:
Again, I don't "say" anything to myself. When I am fluent its usually when Im well-rested, confident, calm, relaxed

20:15:30 From Michele Ayoub to Everyone:
I still rock it !!

20:15:54 From Romelle Slaughter to Everyone:
Speak and let the aftermath take place.

20:16:11 From Anabel Augustin to Everyone:
i have one dog

20:16:18 From Warren Honc to Everyone:
3 dogs

20:17:25 From Aliza Layman to Everyone:
I often lose my breath in a block and feel that I need to take a pause and breathe

20:17:53 From Douglas Scott to Everyone:
Diaphragmatic breathing is HUGE for me.

20:18:10 From Frank Stechel to Everyone:

I also have that response Aliza

20:18:38 From Anabel Augustin to Everyone:

for my blocks, i usually try to use my exhale breath to speak again

20:18:42 From John Ontiveros to Everyone:

Nice Douglas Scott. Just curious, what specific ways has it helped you.

20:18:55 From Carl Coffey to Everyone:

Awareness was a big thing for me... one of my therapists taught me to increase awareness of *what* I was doing in moments of stuttering - breath, tension, etc

20:19:48 From Warren Honc to Everyone:

What is diaphragmatic breathing? I would like more info on that

20:19:55 From Andrew Lynn to Everyone:

<https://my.clevelandclinic.org/health/articles/9445-diaphragmatic-breathing>

20:20:01 From Andrew Lynn to Everyone:

just looked it up :)

20:20:20 From Warren Honc to Everyone:

Thank you, Andrew

20:21:02 From Frank Stechel to Everyone:

diaphragmatic breathing often thought of as belly breathing instead of chest or shallow breathing

20:21:17 From Chad Mannisi to Everyone:

right

20:21:17 From Anabel Augustin to Everyone:

right foot for me

20:21:19 From John Ontiveros to Everyone:

Right foot

20:21:20 From Warren Honc to Everyone:

left

20:21:21 From Philip Osher to Everyone:

left

20:21:25 From Andrew Lynn to Everyone:

not sure

20:21:30 From Jessica Yamoah to Everyone:

Right foot

20:21:39 From Anabel Augustin to Everyone:

now i can

20:23:17 From Aliza Layman to Everyone:

Sometimes at work my stutter is more blocks than repetitions and a lot of times it could sound like I'm thinking of what I want to say because they can't see my mouth with masks on and see I'm blocking and they finish my sentences which makes everything worse and makes it really discouraging for me. Does this happen to anyone else?

20:24:46 From Anabel Augustin to Everyone:

yes it does happen to me, but i saw that by self disclosing my stutter to my coworker and my boss, they were willing to give me more patience to talk and also i feel more comfortable talking to them now

20:24:50 From Frank Stechel to Everyone:

Yes can you tell the person finishing your sentences that it would be better for you if he/she lets you complete your thought yourself?

20:24:53 From Warren Honc to Everyone:

Aliza, I do get blocked a lot at work. I personally don't mind when someone else finishes my sentence. Its like a relief for me because I was struggling to get it out

20:24:57 From Andrew Lynn to Everyone:

sentence-finishing sucks, yeah. I can see how wearing a mask could make it worse.

20:25:35 From Andrew Lynn to Everyone:

sentence-finishing by others makes me feel rushed and does not help me manage my stuttering

20:25:59 From Pam Mertz to Everyone:

Can we/do we actually take time to do this at work? Would it feel self-conscious to take a mindful moment?

20:26:12 From Frank Stechel to Everyone:

But do they always accurately complete your thought Warren?

20:27:25 From Warren Honc to Everyone:

It doesn't happen very often. Really its only one person that finishes my sentence and I know that he is a good guy and just trying to help and not trying to pick fun at me

20:27:51 From Frank Stechel to Everyone:

That's good to know Warren !

20:28:03 From Carl Coffey to Everyone:

Diffuser / essential oils!

20:28:17 From Christopher Monello to Everyone:

My boss

20:28:24 From John Ontiveros to Everyone:

My fellow team members

20:28:24 From Daron Bolat to Everyone:

My former boss, who I trust and still talk to

20:28:32 From Anabel Augustin to Everyone:

my supervisor and my colleagues

20:28:34 From Carl Coffey to Everyone:

I have a few different scents and smelling them throughout the day makes me think about taking a deep breath when needed

20:28:40 From Philip Osher to Everyone:

my coworker/homegirl Janelly!

20:28:52 From Michele Ayoub to Everyone:

My boss !!

20:28:58 From Christopher Monello to Everyone:

The view out of my office

20:28:59 From Anabel Augustin to Everyone:

my hand movement helps me to know when to pause and when I'm running out of breath

20:29:06 From Andrew Lynn to Everyone:

Although my stuttering is probably evident to most people, I only disclose to a very select few people. They are usually not in my reporting structure because it feels safer to me.

20:29:16 From Audrey Bigras to Everyone:

I do work from home so I'm alone but I used to talk a few times about stuttering with my colleagues

20:29:20 From Sarah Bell to Everyone:

My partner teacher from last year!

20:29:40 From Joseph Clayton to Everyone:

I basically disclosed to all of my co-workers as a part of spreading stuttering awareness & education. It worked great!

20:29:59 From Anabel Augustin to Everyone:

nice awesome Joseph!!!

20:30:12 From Joseph Clayton to Everyone:

Yes, I agree!

20:30:32 From Audrey Bigras to Everyone:

self disclosing before a presentation makes me more nervous than the presentation itself hihi

20:30:53 From John Ontiveros to Everyone:

Yes, Joseph I agree. I have disclosed to A LOT of my co-workers.

20:31:06 From Irene Cavallaro to Everyone:

I'm very grateful

20:31:27 From John Ontiveros to Everyone:

I have a presentation on stuttering in front of about 400 or so co-workers!

20:31:56 From John Ontiveros to Everyone:

have made*

20:32:12 From Warren Honc to Everyone:

I'm still trying to find the confidence to talk about it at work. I work at a chemical plant and there are a few guys who are bullies

20:32:20 From Sarah Bell to Everyone:

That's amazing John!

20:32:37 From Warren Honc to Everyone:

Wow! Thanks amazing John!!!

20:32:39 From Uliana Dino to Everyone:

Does anyone work in customer facing role? Do you have any advice on how to handle different situations?

20:32:48 From Audrey Bigras to Everyone:

John - great!!

20:33:08 From Michele Ayoub to Everyone:

I have done several mock interviews with Pam, Carl and Ariel. I really advise anyone going into an interview to try it!!

20:34:10 From Michele Ayoub to Everyone:

I'm in sales too Chris and I'm a PWS

20:34:14 From Carl Coffey to Everyone:
I love seeing the little kids at conferences! They give me so much hope and pride for the future

20:34:32 From Anabel Augustin to Everyone:
yes i love that carl!

20:34:45 From Warren Honc to Everyone:
Great thought, Grace!

20:35:27 From Andrew Lynn to Everyone:
Thank you so much for these 2 new tools. I am definitely going to try them out - 1) diaphragmatic breathing, 2) lower anxiety with 5-senses

20:36:15 From Carl Coffey to Everyone:
One great thing about the conference is that I use that time to really focus on my eye contact

20:36:25 From Carl Coffey to Everyone:
It's a "safe" place and I try to use some of my tools

20:36:31 From Anabel Augustin to Everyone:
we don't need to be perfect everyday. we are human and it is okay to have bad days.

20:36:43 From Anabel Augustin to Everyone:
i had to remind myself of that today.

20:39:33 From Carl Coffey to Everyone:
Talk about advertising!

20:39:45 From Heather Najman to Everyone:
Awesome way to advertise!

20:40:18 From Sarah Bell to Everyone:
Awesome Daron!!

20:40:25 From Jessica Yamoah to Everyone:
That's great!!

20:40:31 From Cyd Haug-West to Everyone:
That's fantastic Daron!

20:40:36 From John Ontiveros to Everyone:
👏

20:40:50 From Anabel Augustin to Everyone:
that's amazing daron! congrats!!

20:41:49 From Daron Bolat to Everyone:
Thank you everyone

20:44:42 From Carl Coffey to Everyone:
The power of community! That's awesome

20:44:55 From Douglas Scott to Everyone:
That is great Joseph!

20:45:01 From John Ontiveros to Everyone:
Wow that's awesome Joseph!!

20:46:00 From Doug Schwab to Everyone:
Inspiring

20:47:07 From Carl Coffey to Everyone:

I'm sorry Oktawian — I butchered it worse than I initially thought! 😊

20:50:04 From Carl Coffey to Everyone:

Adding to Heather's point — one thing I noticed was that I was thinking *too* much about myself/my stutter and not enough on the other person when I'd be talking... I try my best to be present and listening fully to the person I'm talking with

20:51:30 From Douglas Scott to Everyone:

Eye Contact was always something I focused on even before I gained more control over my stutter.

20:51:57 From Carl Coffey to Everyone:

With eye contact: one thing I started doing was maintaining eye contact throughout blocks and keeping a smile. It signals to the other person that I'm aware of what's going on and I'm okay with it

20:52:08 From Carl Coffey to Everyone:

It helped put them at ease and made me feel more connected

20:53:52 From Douglas Scott to Everyone:

yes Carl, a smile/smiling is something I've utilized quite a bit.

20:54:18 From Heather Najman to Everyone:

Carl...is that "Stutter with a Smile?" :-)

20:54:26 From Frank Stechel to Everyone:

My mother broke eye contact with me when I blocked when I was a kid. When I pointed it out to her she got very upset - thought I was blaming her for my stuttering. Is it any wonder I break eye contact when I block? OK I'm 70 and probably should have outgrown her response but you know ... I probably need more therapy

20:55:25 From Uliana Dino to Everyone:

Thank you John, I really appreciate your advice.

20:55:39 From Heather Najman to Everyone:

Frank...thank you for sharing something that many of us felt. Those old reactions run deep

20:56:35 From Carl Coffey to Everyone:

Thanks for sharing that Frank - so many memories and reactions to our stuttering are shaped at an early age and it's interesting how those set the foundation for us!

20:56:44 From John Ontiveros to Everyone:

And, I had various sales goals and numbers to meet. So, I had to communicate with angry people and see things to them...LOL! On my last day on the job, when I decided to quit that job the manager of our whole department called me into her office. And she told me that I had exceeded all of my sales goals for the last few months, and she didn't want me to leave!

20:57:24 From Cyd Haug-West to Everyone:

I hear you, Frank. My parents used eye contact as part of punishment: "You LOOK at me when I'm talking to you!" Between that and stuttering, eye contact is rough for me.

20:57:25 From John Ontiveros to Everyone:

Even though it was awful job and I stuttered! I was still able to be successful in that role despite me speech!

20:57:31 From Philip Osher to Everyone:

Thank you so much for your time and the information Heather and Carl! I'm reentering the workforce after quite some time and will be going thru quite a number of interviews in the next few weeks...this presentation could not have come at a better time. There is no magic wand but the little things add up!

20:57:32 From Carl Coffey to Everyone:

That's major, John!

20:58:09 From John Ontiveros to Everyone:

Always an prime example of the false limitation we can place on ourselves as PWS.

20:58:19 From Chyncia Smith to Everyone:

Frank - Old reactions do run deep. One helpful thing a therapist once told me is that the guilt/shame we feel can also be felt sometimes by our parents when we stutter when they don't understand what stuttering is.

20:58:48 From Frank Stechel to Everyone:

The best of luck on looking for a job Philip. Good luck on your interviews!

20:59:18 From Philip Osher to Everyone:

thanks! definitely going to need it lol

20:59:18 From John Ontiveros to Everyone:

Yes, Philip. We are here for you!

20:59:28 From Carl Coffey to Everyone:

People value authenticity as well! When we are open and share with people that we stutter, it helps us take the pressure off of ourselves and form deeper connections

20:59:38 From Philip Osher to Everyone:

thanks again john!

20:59:42 From Carl Coffey to Everyone:

You got this Philip!

21:00:09 From Carl Coffey to Everyone:

Pam would call this a "good" stuttering day - and say "wow, I stuttered well!" 😊

21:00:20 From Heather Najman to Everyone:

You stuttered Well!

21:00:34 From Douglas Scott to Everyone:

Thanks Carl, Heather and WeStutter @Work team for a very good webinar! Lots of real helpful tips!

21:01:00 From Heather Najman to Everyone:

Phillip good luck!

21:01:53 From John Ontiveros to Everyone:

As a reminder, this webinar recording will be available soon on the We Stutter @ Work webpage within the NSA website. So, any of you can go back and listen again to remind yourself of the tools and advice from Carl and Heather.

21:02:16 From Philip Osher to Everyone:

thank you heather!

21:02:20 From John Ontiveros to Everyone:

If anyone needs a refresher on what they have at their disposal

21:03:08 From Carl Coffey to Everyone:

Yes, that's my favorite Anabel!

21:03:29 From Frank Stechel to Everyone:

Great positive affirmations Anabel

21:03:31 From Daron Bolat to Everyone:

Thank you!

21:04:08 From John Ontiveros to Everyone:

Yes!!

21:04:22 From Cyd Haug-West to Everyone:

Thank you, everyone, for all the great info and shared experiences.

21:06:07 From Chyncia Smith to Everyone:

Thanks to everyone!

21:06:12 From Aliza Layman to Everyone:

Thank you!

21:06:18 From Andrew Lynn to Everyone:

You're all awesome. Keep it up!

21:06:23 From Anabel Augustin to Everyone:

westutter.org/careersuccess for anyone who wants to go on the link