

Final keynote at [#GiantSteps19](#) from Turia Pitt [@TuriaPitt](#) - who, while competing in a 100km ultra marathon was caught up in an out of control grassfire, suffered burns to 65% of her body. Her story since is remarkable.



Her story is for her "almost ancient history" – says anyone can have a life changing experience that can turn your life upside down, but to turn that into gold is the challenge and the interest - "consistency trumps motivation each and every time".

[@TuriaPitt](#) always gets asked what was the hardest part of her recovery. It was trying to stand, which made her fear never being able to walk, run, work, parent. Then she decided to take it one step at a time.

Was told by her surgeon she would never be able to climb the 234 stairs at the burns unit. Could by the end of her six months there. "Consistency that drives results".

[@TuriaPitt](#) recommends the [Four Tendencies Quiz](#).

Anyone felt self-conscious going to work with a pimple or cold sore? [@TuriaPitt](#) talks about, red and raw after laser surgery, being stared at. "If you can't own yourself, know what makes you unique and different, no-one else going to do it for you."

Reframing: through two frames. For example, having surgery: negatives - scary, painful, no guarantee, feel bad for ages: positives - catch up with medical team, relax, eat ice cream, boss around family, "if I want to improve, it's part of the deal".

Hearing from [@TuriaPitt](#) re hospital experiences: could communicate via a chart that she was scared of the dark: at night, they'd leave her door open. One night someone shut the door, Turia couldn't communicate, tried 3 times - the nurse moved the buzzer out of her reach.

Another story: dread of having bandages changed. [@turiapitt](#)'s favourite nurses: treated her like a person, knew her name, asked how she was going, told the truth, encouraged her to change them herself (more empowered, in control) ...

..."they let me dictate when and where on my body they would start". "I can talk about hard times into the night, but developing strategies is the key":

[@TuriaPitt](#) has developed a [flowchart](#), entitled, 'Having a Bad Day.'

"Get to" vs "have to": [@TuriaPitt](#) shifted focus from obligation to gratitude with her baby son: "I get to go pick him up." "I get to put him to bed."

Q time for [@TuriaPitt](#): "What did you do with the nurse who moved your buzzer?" Nothing, (but someone else should). "What's your mother's book?" Start with Bread Fruit (Célestine Hitiura Vaite).

Q: What should practitioners get right? [@TuriaPitt](#): "I get it. You're all trying to do the best job you can, but it's very important to remember that even though it's just a job for you, for the patient could be literally the worst experience of their whole life..."

... Asking how they are, knowing their name, about their family - "miniscule things but make you feel you're valued, that people care about you, you're not just another number."

Q: Small steps, big goals... [@turiapitt](#) wanted to do Iron Man, would wake up and aim to do two laps of the ward, and eat all her dinner. "Frustrated to set own bar so low, but tried hard not to compare myself to who I was before the accident."

"Whenever I'm exercising, I think: 'I hate this, I want to give up, I want to stop'. If I thought about the whole Iron Man, I'd pass on it, so trick myself: only have to run for the next 2kms, that's a bite-sized piece of action, then again. Bit by bit. "