

SECRETS OF SUCCESSFUL TEAMS

Skills for Working Together Effectively

Everyone knows how rewarding it is to be part of a well-functioning team. The whole *is* much greater than the sum of the parts. Yet despite our positive memories of working on excellent teams, we often find ourselves working with a group that is less than what it could be. Why?

All of us have parts of ourselves that resist change, can feel put off by certain behaviors, and have deeply held beliefs and preferences. When certain circumstances or interactions occur, they trigger that internal reactive process. The result is anything but teamwork and self-sacrifice.

Fortunately, there are clinically proven techniques and attitudes that we can learn that short-circuit this reactive process, enabling us to work smoothly and effectively with a tremendous variety of people. Learn how to:

- Integrate new staff into dynamic working teams.
- Understand and communicate better with team members, especially with difficult co-workers.
- Dramatically reduce stress and reactivity with clinically-proven breathing and meditation techniques.
- Manage challenging work situations with greater calmness and clarity of mind.



David and Karen Gamow

"We have been through several years of significant change in our organization, with consolidation, and extremely high stress. Your program was just what we needed. It was extremely engaging and remarkably effective. I recommend your program; everyone would benefit from it."

—Gina Thomas, Chief Information Office
USDA Forest Service



"David and Karen Gamow are superb facilitators whose workshop receives rave reviews throughout Yahoo! They've been instrumental in successfully integrating new employees into the Yahoo! family, while helping raise everyone's spirits when the going gets tough."

—Phil Quigley, Yahoo! Talent Development Manager



"Our department has been through a year-long training process and redefinition. This change can be profound, but also challenging. Your program was ideal for supporting our new directions — especially taking responsibility for our behaviors and reactions, increasing awareness of the realities of others, and making good decisions under pressure."

—Mark Puthuff, Chief of Police, Fort Bragg, CA

—Clients include—

NASA • U.S. Post Office
Treasury Executive Institute
Social Security Administration
CBS • Yahoo! • GE Healthcare
U.S. Army • Intuit
San Jose Police Department
U.S. Naval Surface Warfare Center

David and Karen Gamow have personally trained over 25,000 people in these methods. Authors of *Freedom from Stress*, their work has been featured in the *San Jose Mercury News*, *Gannett News*, and *Investors' Business Daily*. Managers report increased productivity many months after training in extremely high-stress occupations, including mobilizing Army Reserve forces for combat. Participants with headaches or back pain report their pain gone or greatly diminished by the end of a single session. Their presentations consistently draw top ratings, helping people from all walks of life to experience greater health and freedom from stress.



David & Karen Gamow
Clarity Seminars
240 Monroe Drive, #215
Mountain View, CA 94040

Dear David & Karen,

Thanks so much for your recent trainings at our San Francisco and Fort Lauderdale offices.

The techniques and skills you share are very effective and beneficial. As you know, we work in a fast-paced, fast-changing business environment. I believe that these are critical skills for achieving our goals with greater clarity of mind, without losing our sense of humor or our health along the way.

The feedback I've received from the participants was equally positive and reiterates my comments above. While it has been some time now since I attended the pilot session you provided, I can add from my own personal experience that I am able to deal more effectively with difficult situations and people, as well as with my always substantial workload.

We have a savvy audience when it comes to training, having hosted some of the most noted speakers and authors in the country, and I heard from several participants that your presentation was one of the best they'd experienced.

I highly recommend your training. We look forward to bringing these benefits to more employees throughout the country this fall and in the future.

Sincerely,

A handwritten signature in black ink that reads "Jeff Fanselow".

Jeff Fanselow, Manager
Learning & Development
CBS Interactive

National Aeronautics and
Space Administration
Ames Research Center
Moffett Field, CA 94035-1000



Reply to Attn of: DQH:218-2

Karen & David Gamow
Clarity Seminars
240 Monroe Drive, Suite #215
Mountain View, CA 94040

Dear Karen & David,

I want to thank you for the exceptional job you did on the "Breaking the Stress Habit" course here at Ames today. It was even better than the first class, and that one was tremendously successful! Feedback on the evaluations from all participants has been so enthusiastic...8-10s on a scale to 10. Can't get much better than that. After the first class, one manager told me "It's the best thing I've ever taken at Ames," and he's been here almost 20 years.

I feel this is the best stress management program we've ever offered in my 20 years at the Center, and I'm thrilled that we have you on contract for two more classes before the end of the fiscal year. With the response as great as it has been (30 people signed up for the class today!) it's obvious there's a great need. I am confident that we can continue to offer our employees this practical training in life that provides effective tools they can work with, and not just a lot of talk.

People I've spoken with about the course have commented on feeling more focused, calm, and have experienced increased productivity that continued for weeks after the training. It's exciting to think that hundreds of employees will be trained in these life-affirming techniques all over Ames as we continue to offer this course. This could truly revolutionize Ames Research Center. At least, it will revolutionize many people's lives on a daily basis.

In the face of the constant uncertainty, reduction in force, budget cuts, and reorganization facing NASA, this course is exactly what everyone needs. I wish we could make it mandatory for all employees...Now that would be revolutionary! Please feel free to refer any potential clients in industry or government to me for a recommendation.

Sincerely,

A handwritten signature in black ink that reads "Miriam Glazer".

Miriam Glazer, MA,
MPH Health Programs Manager



Dear Sir or Madam,

David and Karen Gamow of Clarity Seminars represent a rare breed of professionals who not only execute the “nuts and bolts” of their stress/personal management workshops flawlessly, but serve as trusted and valued growth partners to staff members throughout our organization. That’s because they quite literally practice what they preach — teaching timeless self management principles designed to help us reduce stress while gaining control of our work and personal lives, get more out of living in general, and have fun in the process. Moreover, they share lots of examples from their own careers, resulting in a rich and penetrating learning experience. Finally, they live their daily lives in harmony with their professional advocacy—they “walk the talk”.

They also just happen to be superb facilitators who deliver an inspiring and informative workshop that receives rave reviews throughout Yahoo! They make it a point to understand our business basics...objectives, strategies, execution plans, competitive activity... to help tailor their delivery to our unique needs They’ve been instrumental in successfully integrating new employees into the Yahoo! family, while helping raise everyone’s spirits when the going gets tough.

I wholeheartedly recommend David and Karen to you...they truly deliver a great workshop! I’m honored to have attended and sponsored them throughout Yahoo!

Sincerely

A handwritten signature in blue ink, appearing to read "Phil Quigley", is written over a large, stylized blue "Y" shape.

Phil Quigley
Yahoo!
Talent Development Manager
701 First Avenue
Sunnyvale, CA 94089





UNITED STATES DEPARTMENT OF COMMERCE

National Oceanic and Atmospheric Administration
NOAA Marine and Aviation Operations
Marine Operations Center
1801 Fairview Avenue East
Seattle, Washington 98102-3767

David & Karen Gamow
Clarity Seminars
240 Monroe Drive, #215
Mountain View, CA 94040

Dear David and Karen:

Thank you for providing your stress and leadership training to our officers at our Annual Fleet Administrative Management Seminar this past December. The program was very well received, not only by the attendees, but also by members of our senior leadership who sat in on your session as well. Everyone enjoyed the training and found it extremely useful. I understand there are active discussions about bringing this excellent training to more officers and staff within NOAA.

Our shipboard personnel work in a unique and challenging environment. These mental and physical challenges are diverse and handling them appropriately and effectively is critical to the success of a ship's mission, The skills you have provided us with will ensure we are more capable of adroitly tackling these challenges which surface everyday and from every quarter.

This was the first time we attempted any training of this type at our week-long Management Seminar, and my apprehension at trying it out on this no-nonsense crowd was great. However, about 60 seconds into your training, my apprehension disappeared along with my stress! Also, I was glad we started our week with your program. Throughout the remainder of the week, many participants and presenters referred back frequently to the ideas you shared with us. Finally, on top of work challenges, I know people often experience stress in their personal lives. Your training can also help in these areas, making it truly full spectrum and life enhancing.

In closing, I'd like to thank you again for your lively and engaging training. We all found it very effective and enjoyable (as reflected by the course critiques) and I recommend it highly. I'll be commanding a vessel later this year, and plan to have you on board at some point to bring this training to the entire crew.

Best Regards,

Lieutenant Commander Todd A. Bridgeman, NOAA

A handwritten signature in blue ink, appearing to read "Todd A. Bridgeman".

Deputy Chief of Operations
NOAA Marine Operations Center-Pacific





Treasury Executive Institute
U.S. Department of the Treasury
801 Ninth St. NW
Washington, DC 20002

Lynne Feingold, Executive Program Officer
lynne.feingold@do.treas.gov
(202) 622-9322

Training program
Stress Management Skills for Leaders: Martial Arts for the Mind
November 18, 2009

SES'ers attended this session from:

Department of Homeland Security
Internal Revenue Service
Secret Service
Bureau of Alcohol, Tobacco, & Firearms
US Geological Survey
U.S. Department of the Treasury
U.S. Department of Health & Human Services

Evaluation summary

Overall reaction to presenter:

Excellent: 21 (5 on a scale of 1-5)

Very good: 4 (4 on a scale of 1-5)

Overall reaction to program:

Excellent: 20 (5 on a scale of 1-5)

Very good: 5 (4 on a scale of 1-5)



DENVER
INTERNATIONAL
AIRPORT

Department of Aviation
Airport Office Building
8500 Peña Boulevard
Denver, Colorado 80249

303.342.2200
www.FlyDenver.com

David and Karen Gamow
Clarity Seminars
240 Monroe Drive, #215
Mountain View, CA 94040

Dear David and Karen,

I just wanted to thank you for the two excellent trainings you provided for our staff. We were very pleased with the response, especially from our senior managers. They are under tremendous pressure from the heightened security needs we face since 9/11, and it has taken a toll on our people. Your program was a life-saver for all the participants, and provided techniques that people can immediately put to use as soon as they walk out of the classroom.

We opened up the training to everyone on staff, from maintenance people to top-level management, and had a great cross-section of participation.

Several senior managers who attended were very pleased with the program's practicality and effectiveness. They asked that this be made available to all our employees on an on-going basis. If the response to the last two trainings is any indication, there will be a full crowd again next time you come. We look forward to having you back again, soon.

Sincerely,

Mary Jo Snell
Human Resources Training Manager
Denver International Airport



Western States Affiliate

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Burlingame, CA 94010
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Fax 650 259 6891
www.heart.org

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David and Karen Gamow
Clarity Seminars
240 Monroe Drive, #215
Mountain View, CA 94040

Dear David and Karen:

Thank you for presenting at our Western States Affiliate's Executive Team annual planning session in July. What a pleasure it was to learn from the two of you and benefit from the concepts and techniques you have mastered in effectively managing stress. The feedback on your session has been very positive and, as one of our tenured senior staff members shared, this was the best session she has participated in during her 20 years in terms of personal and professional impact.

There was spirited audience participation, which we very much appreciated. I also appreciated how willing you were to help our people gain insights, and to patiently listen to and answer their questions.

We have been working on accelerating progress in shaping an even greater level of personal and shared accountability aligned with the results we are committed to achieving as an organization. We know that we have the talent, desire and capabilities across our organization. What we were most hoping to gain from your session was what you provided us — the critical dimension of *how* to actually make the kinds of personal changes we need to become more effective managers and leaders. It was perfect for equipping our team with the hands-on tools for gaining greater control over our reactive process and how to choose appropriate responses when under high levels of stress. You provided helpful insights into how to bring the best out of ourselves — and our staff and volunteers. Many people commented to me afterward that this was something they very much appreciated and that it came at just the right time for us.

You were a pleasure to work with as presenters. With a last minute room re-arrangement, you were calm and cheerful, and put me at ease. It was a happy sign that you practice what you preach. I highly recommend this training for any group serious about helping their managers become better leaders. These are essential tools for work, and for life.

Sincerely,

A handwritten signature in black ink, appearing to read "Sheree Chiang", is written over a light yellow rectangular background.

Sheree Chiang
Senior Vice President, Human Resources



ARMY RESERVE
HEADQUARTERS, 351ST CIVIL AFFAIRS COMMAND
1776 OLD MIDDLEFIELD WAY
MOUNTAIN VIEW, CA 94043-1809

David and Karen Gamow
Clarity Seminars
240 Monroe Drive, Suite 215
Mountain View, CA 94040

Dear David and Karen:

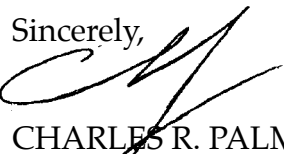
I wanted to drop you this thank you for the stress-reduction program you presented for my staff and other personnel who work in the Jones Hall United States Army Reserve Center (the "Center") in February. It's been several months since the training, and we are still feeling the positive results. I can easily identify the people who attended the course. As you know, this is a high stress environment, and the training has helped decrease stress significantly. It's been a great help in accomplishing what we need to get done here.

A pleasant surprise - even those who weren't able to take the course have benefited by the improved atmosphere. Somehow, it's rubbed off; they are also experiencing greater productivity and reduced stress. Having a core of trained people has benefited the whole Center. Even one person with calm energy in the face of challenge helps everyone to respond at their best.

We are constantly faced with challenges in this high operational environment. Currently, while we are preparing for the deployment of a substantial number of our soldiers, I feel we are better prepared to take what comes in stride and respond appropriately as needed.

On a personal level, it has helped me to put into perspective those areas that are otherwise stress inducers and deal with them in a productive, stress-reducing way. I have told several people about some of the techniques you use to view life in a way that helps the individual control life, instead of life controlling the individual.

I recommend your work highly. The staff and I thank you for bringing this training to the 351st Civil Affairs Command. Please feel free to use this letter and me as a reference. Of course, I can be reached at (415) 968-1696, ext 202.

Sincerely,

CHARLES R. PALMER JR.
Supervisory Staff
Administrator

CF: COL (P) Altshuler, CDR, 351st CA Cmd



Stanford University
Stanford Linear Accelerator Center
Operated for the U.S. Department of Energy by Stanford University

2575 Sand Hill Road, MS 11
Menlo Park, CA 94025
(650) 926-2265 (phone)
(650) 926-4999 (fax)
E-mail: erin@slac.stanford.edu
Training Coordinator

David & Karen Gamow
240 Monroe Drive, Suite 215
Mountain View, CA 94040

Dear David and Karen,

Thanks to both of you for another superb session today! Your program has proven to be popular here. As always, we are receiving wonderful feedback.

A stream of people leaving the classroom thanked us personally, saying that this was the most beneficial training they ever attended. Typical of the comments we received was this enthusiastic evaluation: "Two thumbs up! This is a workshop not to be missed. It will change your life!" We pride ourselves on offering practical training to our people, so this is saying something, indeed.

Our employees are an extremely intelligent group of people, including some of the country's finest research scientists, and they gave this program top ratings. It's a big plus that the program is based on clinical research and that people can experience the results of the techniques first-hand. Even our traditional skeptics were won over.

We're very pleased to provide this training to our employees, and plan to have you back again soon. This program is very much needed, and it works.

Sincerely,

A handwritten signature in black ink, appearing to read 'Erin M. Smith', written in a cursive style.

Erin M. Smith
Training Coordinator

Additional Testimonials

For more, see www.clarityseminars.com

“Your training was very well-received at our week-long conference. Our presenters later in the week continued to make reference to the points you shared with us. These skills are very important for our people. I’m starting a new assignment commanding one of the fleet vessels this year, and would like to bring you on board to train the crew.”

— *Todd Bridgeman, Deputy Chief of Operations
Seattle, WA, Pacific Coast, NOAA*

“Thanks for an excellent training. People have been talking for weeks now about how much they benefited from it. This is something we’ll want to offer on an ongoing basis, so more of our people can attend.”

— *Sue Dooley, Director of Admissions
Naval Postgraduate School, Monterey, CA*

“Thank you for your excellent presentation. Yours was the most popular program of the thirty sessions offered at our annual Leadership Conference.”

— *Colonel Chris Green, U.S. Army
6045 Garrison Support Unit, San Jose, CA*

“The Gamows’ training is excellent. The skills they teach are critical for working effectively with the public, handling the constant stress of security work, and making sure our employees can leave those stresses at work when they go home to their families.”

— *Lt. William Bonifacio, Training Manager
San Mateo County Sheriff’s Department, CA*

“If ever there was a way to improve your life, make work more productive and meaningful, and make you feel good about yourself and your world, you could find no better than this course!”

— *Chris Webb, U.S. Army*

“Just about everyone I know would benefit from your stress training; I certainly have.”

— *Gary Priest, Vehicle Assurance Manager, NASA*

“We all are in agreement that this is one of the best training sessions anyone of us have taken at Stanford (or anywhere else, for that matter).”

— *David Silberman, Director, Health & Safety
Programs, Stanford School of Medicine*

“Thank you so much for this powerful program. I wish I’d had it two years ago. The pressure we’ve been under since 9/11 has been incredible. This is just what we need to be able to cope with the challenges we face.”

— *Security Chief, Denver International Airport*

“Your program is ideal for taking responsibility for our behaviors and reactions, gaining mastery over mind, emotions, and body, increasing our awareness of the realities of others, and making good decisions under pressure. The officers gave this training high ratings. That’s no easy achievement with a police audience. The skills you teach are critical for success in work and in life.”

— *Mark Puthuff, Chief of Police, Fort Bragg, CA*

“Our employees include some of the country’s finest research scientists, and they gave this program top ratings. It’s a big plus that the program is based on clinical research and that people can experience the results of the techniques first-hand. Even our traditional skeptics were won over.”

— *Erin M. Sharata, Training Coordinator
Stanford Linear Accelerator, Department of Energy*

“A very good program which I will definitely incorporate into my life. I loved the lecture and how simple yet ‘deep’ the ideas are. The breathing and meditation techniques will be a great tool, but I especially appreciated the self-awareness the cognitive lecture gave me.”

— *Detective Mike Roush, San Jose Police Department*

“I have worked with hundreds of trainers throughout the world. Your presentation is definitely in the top 10% of what I have ever experienced. You really motivate and change people, and the effect is dramatic.”

— *Robert Cancalosi, Chief Learning Officer
GE Healthcare*

“People owe it to themselves, their co-workers, and their loved ones to acquire these skills. Practicing them would transform any workplace — and people’s lives — for the better. We look forward to implementing these skills, and bringing your training to more of our employees.”

— *Pam Delnevo, Training and Development Coordinator
Morrison & Foerster (law firm)*



**CLARITY
SEMINARS**

*www.clarityseminars.com
240 Monroe Drive, Suite 215
Mountain View, CA 94040*

*David & Karen Gamow
(650) 917-1186 • david@clarityseminars.com*

Fee Schedule

3.5 hour seminar	\$2,400
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*Local rate for San Francisco Bay Area. For programs requiring an overnight stay, conferences, large groups, or multiple programs, please call for pricing.

Additional notes:

Recommended maximum is 35 participants.
More people can be included if needed.

Shorter program lengths are possible; pricing is the same.
3.5 to 4 hours is the recommended length.

These rates are for the training session, and not per person.
All handouts and CDs are included.

Training is best done in the morning when possible.