

# STRESS & RESILIENCY SKILLS FOR LEADERS

also titled *Martial Arts for the Mind: Stress & Resiliency Skills for Federal Executives*

Good leaders inspire loyalty, draw the best out of their subordinates, and are excellent communicators. These principles are often taught in leadership training programs, but are rarely remembered in the heat of battle. This is because leadership, like every other endeavor, starts in the human mind. Until our mind and emotions are under our control, there is a large gap between what we know and what we do.

Our training has been an integral part of NASA's week-long Leadership Through Influence program, SSA's Leadership Symposiums, and GE Healthcare's Management Development Program for many years. **This program will give your managers the clarity and self-mastery to put into practice the knowledge and experience they have spent a lifetime accumulating.** This training will help leaders:

- Understand and communicate more sensitively, without denying or sacrificing your own feelings
- Manage challenging people and work situations with greater calmness and clarity of mind
- Release stress with simple relaxation and meditation techniques that can be done in just a few moments
- Achieve significant relief from chronic pain, insomnia, and high blood pressure
- Increase mental focus and productivity amidst 24/7 hyperconnectivity and distractions

"This is the best stress management program we've ever offered in my 20 years at NASA."

— M. Glazer, Programs Manager,  
Ames Research Center, NASA

"This is a high-stress environment and your training has been a great help. 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."

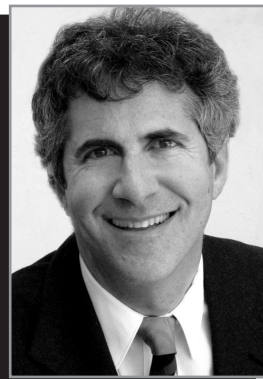
— Charles Palmer, Jr. Administrator,  
351st Civil Affairs, U.S. Army

"Our attendees were captivated from the start by your wonderful way of connecting deeply with an audience. The program was extremely engaging and powerful. The evaluations showed very high ratings for your session—some of the highest we have ever received."

—Francine Roby, Executive Director  
Federal Executive Board, San Francisco Region

## —Clients include—

NASA • U.S. Post Office  
Treasury Executive Institute  
Social Security Administration  
CBS • Yahoo! • Citrix  
Stanford School of Medicine  
NOAA • GE Healthcare  
U.S. Army • U.S. Forest Service  
Federal Executive Board  
U.S. Department of Energy  
U.S. Naval Surface Warfare Center



David and Karen Gamow are two of the leading corporate stress and meditation trainers in the United States. They have personally trained over 30,000 people in these methods in a wide range of settings from high-tech to government. The Gamows' presentations are consistently among the highest-rated trainings an organization provides its people. Authors of *Freedom from Stress*, their work has been featured in *Gannett News*, *Industry Week*, *Investor's Business Daily*, and *Money Magazine*.

David and Karen Gamow



**CLARITY  
SEMINARS**

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

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

**Learning and behavioral objectives**  
*Stress and resiliency training*

1. Gain control over how you respond to others, especially in challenging situations.
2. Respond appropriately to interruptions, deadlines, and competing demands on time.
3. Gain mastery over your mind and emotions, so you can remain calm at the moment of conflict, and prevent situations from escalating.
4. Evaluate critical situations more clearly and impersonally.
5. Reduce the effects of negative emotions on decision-making.
6. Understand and communicate more effectively with difficult employees/colleagues.
7. Use breathing methods to increase mental focus, and reduce dependence on unhealthy methods of alleviating stress (anger, withdrawal, alcohol, caffeine, avoidance, etc.)
8. Achieve significant relief from insomnia high, blood pressure, pain, and other stress-related conditions that interfere with both productivity and on the job demeanor.
9. Enhance personal productivity. Focus the mind where you want it to go, \to achieve results more quickly and effectively.

**Instructional strategy:**

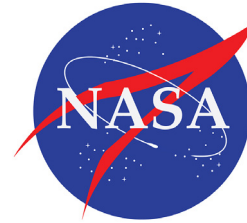
The training is a combination of lecture, experience of techniques, Q & A, and voluntary interaction between the instructor and participants. Participants experience exercises and ideas as observers/scientists, and are encouraged to test them for themselves, in the classroom. The lecture portion includes humor and motivational periods, and is characterized by participants as engaging and fast-paced. The program is both entertaining and challenging, with the often-achieved goal of a significant and dramatic shift in understanding and insight.

**Course content:**

The training consists of two approaches to stress: cognitive and physiological. The cognitive training culminates in a 4-step process developed at Harvard that helps participants break the cycle of responding to challenging situations in stressful or non-productive ways. Participants gain an understanding of the mind and its habitual, unconscious responses to external challenges, and also learn how to consciously choose a different response. To the extent that stress is a feeling of being out of control, stress is reduced as we gain mastery over our responses, even in small ways.

The second prong of the training is hands-on practice in a number of relaxation, breathing, and meditation techniques that are clinically proven to reduce stress and enhance mental focus. Participants are also trained to relax the body at will, relieve physical tension, and relieve or eliminate pain. Other benefits include reducing or eliminating insomnia, reducing blood pressure, and enhancing resilience.

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



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

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)



## San Francisco Bay Area Federal Executive Board

Ronald V. Dellums Federal Building  
1301 Clay Street, 280 South Tower  
Oakland, CA 94612

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

Dear David and Karen,

Thank you so much for your half-day presentation on “Breaking the Cycle of Stress” at our Annual Administrative Professionals’ Day. We had very little time to make this event happen, and relied on a strong recommendation from colleagues at the U.S. Department of Education to have you as one of the two main speakers for this full day event.

We did not know what to expect (we usually try to use only those presenters we have heard ourselves), but we, and our audience, were delightfully surprised. Our attendees reported being captivated from the start by your wonderful way of connecting deeply with an audience. The program was extremely engaging and powerful. Our Program Specialist planned to leave after the opening to return to the office, but she changed her plans to stay, and commented that it turned out to be one of the best events we’ve offered. Many attendees shared how helpful the training was, for both work and personal life. The evaluations showed very high ratings for your session— some of the highest we have ever received. For example, “This is the best all-day program I have ever attended and I have attended many. The speakers were fantastic. Thank you for making it happen!”

We also found your team very professional and easy to work with, especially since we approached you with a short lead-time to finalize details with our audience and venue.

Your training was excellent and we would recommend it highly. We hope we have the opportunity to work together again someday.

Sincerely,

*Francine Roby*

Francine Roby  
Executive Director  
San Francisco Bay Area FEB



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

**303.342.2200**  
[www.FlyDenver.com](http://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,

A handwritten signature in black ink that reads 'Mary Jo Snell'.

Mary Jo Snell  
Human Resources Training Manager  
Denver International Airport



**DEPARTMENT OF THE ARMY**  
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.

Sincerely,

A handwritten signature in black ink, appearing to be "C. Palmer Jr.", written over a horizontal line.

CHARLES R. PALMER JR.  
Supervisory Staff Administrator

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





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

Dear David and Karen,

The day of your program, I said it was “awesome”, and now I can say it in a few more words.

Thank you for your excellent presentation for our Chief Information Office Business and Investment Branch employees at our annual Branch meeting. We have been through several years of significant change in our staffing and our organization, with yet another major change happening now. It has been a period of significant consolidation and extremely high stress.

Your program was perfect and was just what we needed. It was lively, fun, and completely engaging, start to finish. It was remarkably effective, as well. People had reductions in pain and physical tension after just one period of exercises. Our Assistant Director was so satisfied with your seminar, that he addressed the ‘teachings’ many times during his presentations during the week. This was followed by many of our Branch presenters doing the same. I know many people are using the technique for overcoming insomnia. Your teachings on how to deal with difficult people at home and at work will be a life-saver!

I recommend your program for anyone — really, EVERYONE would benefit from it. You are performing a great service.

Thanks again for making a difference!

Sincerely,

GINA M. THOMAS  
Chief Information Office/Business & Investment Branch  
2008 Branch Conference Coordinator  
USDA Forest Service



## SOCIAL SECURITY

Center for Human Resources  
1221 Nevin Avenue  
P O Box 4115  
Richmond, CA 94804

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

Dear David and Karen,

It was a pleasure to introduce your training session at the Social Security Administration yesterday morning. I meant what I said to the group. Having taken your program last year, I knew they were in for a treat. I am still taking advantage of what I learned in your class, and find it very effective. The techniques you teach are easy to learn and do, and easy to practice anywhere.

Everyone needs to take time for training like this. People have a lot going on in their lives, and they also need to be prepared to meet new challenges. Your training offers invaluable skills for success in work, and in life. Thank you for the benefits your training brings to our employees in SSA. I am very pleased to recommend it.

Sincerely,

Brenda M. Paulin, Director  
Center for Human Resources  
Social Security Administration

# Additional Testimonials

For more, see [www.clarityseminars.com](http://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)*



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*David and Karen Gamow*  
*Trainers & Conference Speakers*

## Course Outline

### **Stress Management Skills for Leaders**

*This outline is for a 3.5 hour training*

#### **Hour 1**

Introduction  
Goals and objectives of the seminar  
Stress points in participants' lives (write on board)  
What is stress?  
Health impacts of prolonged stress  
Scientific research on benefits of relaxation and meditation in reducing stress  
Guided practice session

#### **Hour 2**

Q & A on exercises  
How to incorporate relaxation techniques into daily life  
Mind/body approaches to healing stress

#### **Hour 2.5**

Commonly held misperceptions that dramatically increase stress  
The culprit: unconscious, habitual reactions  
How never to be out of control again: choosing instead of reacting  
A 4-step process developed by a Harvard M.D. for controlling our reactions  
Learning to step back: tips for seeing the bigger picture  
Martial arts for the mind: discipline, focus, effectiveness, speed, and calm  
Productivity unleashed: how mental clarity cuts projects into minutes that formerly might have taken hours or days to complete

#### **Hour 4**

Guided practice session  
Breaking the stress habit in the heat of battle—work and family stresses  
Participants discuss or role-play every-day challenges  
Closing/homework/evaluations

Handouts: *Practical hints for establishing a daily routine*  
*Guided breathing, relaxation, and meditation exercises on CD*  
*Meditation and relaxation written instructions*  
*A survey of recent research on meditation and stress*



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*David and Karen Gamow*

*Trainers & Conference Speakers*

## Fee Schedule

### **Stress Management Skills for Leaders**

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|                  |          |
|------------------|----------|
| 3.5 hour seminar | \$2,400* |
|------------------|----------|

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\*Local rate for northern CA. 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.