



The Resilience Advantage™

Skills for Personal and Professional Effectiveness

Tools and strategies to strengthen resiliency, improved decision-making and increase productivity.

In our fast-moving era, corporations, hospitals, government agencies and schools are looking for ways to work smarter and more efficiently. Strengthening staff resilience has become an important strategy for improving personal and organizational effectiveness, productivity and well-being. Shifting priorities, packed workloads, reorganization, and complex communication challenges can easily sway the morale of employees into disenchantment and loss of focus and composure. As a result, the quality of decision making, collaboration, employee initiative and productivity suffer.

Learning Outcomes

- Recognize subtle stress signals before they become chronic
- Learn powerful techniques to boost performance, resilience and quality of life
- Use practical intuition to effectively manage change without overwhelm
- Be less reactive, think clearly and make good decisions under pressure

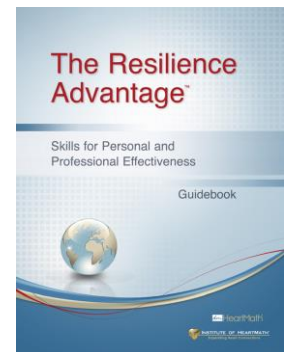
Providing a practical framework of self-regulation tools and resilience-building practices can dramatically help individuals gain more inner poise and clarity in the face of change and overwhelm. Improved composure facilitates clearer thinking and a stronger identity with organizational purpose and core values. An improved work culture builds upon and reinforces the strengths of employees, leading to increased productivity and innovation.

At the program's core are easy-to-learn self-regulation tools and resilience-building practices that help individuals become more physiologically and emotionally balanced. By improving their levels of internal coherence, a more optimal physiological state is experienced as reflected in the harmonious functioning of the body's mental, emotional and physical systems. With practice, it is possible to shift to a more coherent and composed state before, during and after challenging or adverse situations, thus maximizing mental clarity and emotional stability.

Participants learn how their responses to events, communications or circumstance can deplete or renew their resiliency. A basic framework of key physiological processes provides a scientific foundation for the practice and internalization of the self-regulation tools and resiliency-building practices.

Workshop topics include:

- The latest findings from optimal-performance research.
- The depletion-renewal resiliency model.
- Skills for building resilience in the face of change and uncertainty.
- Intelligent energy self-regulation techniques.
- Benefits of coherence for personal and work effectiveness.
- New research on the how attitudes and emotions affect co-workers, clients and constituents.
- How to better access intuition for improved decision-making.
- Practical ideas



Benefits include improved:

- Employee satisfaction and well-being
- Ability to focus, process information and solve problems
- Regenerative sleep
- Meeting efficiency
- Teamwork and morale
- Ability to deal with difficult clients and constituents
- Ability to manage stress—tension, worry, frustration, anxiety, etc.



Which organizations would benefit?

- Local, regional and state government agencies
- Corporations
- Hospitals
- Schools, universities

How the program is organized.

The program can be delivered to an organization in several time formats, allowing for scheduling flexibility.

- 1) Half day, full day
- 2) Two – 2 hour workshops
- 3) Four – 1 hour workshops

What people are saying:

“This is a great set of leadership tools, I can now recognize and deal with stress as it comes. I don’t wake up tired anymore. I plan better and am able to be more direct with people.”

—Sam Ruffing, MS, RN, Vice President, Patient Care, Methodist Health System

I have a very stressful job and it is great learning how to deal with my stress and reduce it to be more productive. Bottom line, I am very impressed with the program and I would recommend it to anyone.

—Margaret Lawrence, Team Lead, Travelocity Business

“We are being called to navigate an ever challenging environment. As our funding decreases and becomes more scarce, the need for our services and the complexity of support required increases exponentially. Through training in the evidence-based tools provided by the Institute of HeartMath and it’s Resilience Advantage program, we have the opportunity to improve our personal and organizational effectiveness to create a healthier, more responsive organization ... and to rise to meet the challenges we are facing.”

—Asha Croggon, Provincial Programs Manager, Crisis Line Association of B.C, Canada

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