

# Stress & Resilience Skills for the Workplace

## for Peak Performance & Effectiveness

*Also titled: "Martial Arts for the Mind"*

Gain clarity of mind and an increased capacity to meet and overcome life's challenges. This training provides both physical and cognitive techniques to overcome the negative impacts of stress, and to increase our capacity to bounce back from adversity.

Navy Seals use these techniques to calm intense fear before combat. Actors and athletes use them to reduce stress during performance. Learn how to stop the stress response before it arises, and to find effective ways to release it once present. You'll learn how to:

- Understand and communicate more sensitively with people without denying or sacrificing your own feelings
- Manage challenging work situations with greater calm and clarity of mind
- Release stress with simple relaxation, breathing, and meditation techniques that can be done in just a few moments
- Achieve significant relief from chronic pain, insomnia, and high blood pressure
- Enhance personal productivity. Focus the mind to achieve results more quickly and effectively amidst 24/7 hyper-connectivity and distractions

"I work with hundreds of the finest trainers in the world. Your presentation is in the top 10%. You really motivate and change people. Your enthusiasm shines through; the effect is dramatic."

*Robert Cancalosi, Chief Learning Officer  
GE Healthcare*

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

*Miriam Glazer, Programs Director, NASA*

"If my previous company had shown this level of interest in my development as a manager and as a person, I never would have left."

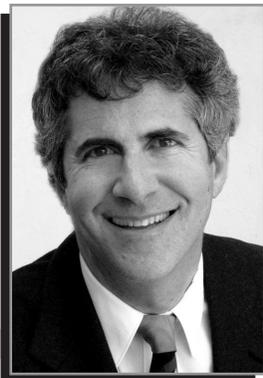
*C.E., 4-star hotel manager, Kimpton Hotels*

"I highly recommend your training. These are critical skills for achieving our goals with greater clarity of mind, without losing our sense of humor or health along the way."

*Jeff Fanselow, Manager  
Learning & Development, CBS*

### —Clients include—

GE Healthcare • CBS • Nokia  
Citrix • Juniper Networks  
NASA • NOAA • DOE  
U.S. Army • U.S. Navy • UN  
Westin Hotels • Hilton Hotels  
Stanford University  
San Jose Police Academy  
U.S. Department of Treasury  
Social Security Administration



*David and Karen Gamow*

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 the government. Their training has been an integral part of management development programs for NASA, SSA, and GE Healthcare. They have provided training for the military and UN peacekeeping support. 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*.



**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:**

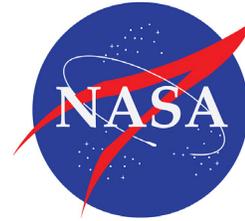
The training is a combination of lecture, experience of techniques, Q & A, and voluntary interaction between the instructor and participants. Participants experience exercises and ideas as observers/scientists, and are encouraged to test them for themselves, in the classroom. The lecture portion includes 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



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". The signature is fluid and cursive.

Jeff Fanselow, Manager  
Learning & Development  
CBS Interactive



Hyatt Sainte Claire  
Downtown San Jose  
302 S. Market Street  
San Jose, CA 95113 USA

Telephone: 408.298.1234  
Fax: 408.977.0403

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 your excellent training. It was riveting and highly motivational. In fact, it was the best stress-management program we've ever offered. Most programs are heavy on theory and talk, and light on practical tools. Yours was just the opposite. Your training was much more than stress-management. The skills you gave our managers will enable them to communicate much more sensitively with others, and to better manage their teams.

Your program is ideal for helping us retain our valuable managers, and save them from burnout or job dissatisfaction. It provided our people with invaluable skills to manage their workloads and their staff effectively. Thank you for helping us communicate our support for our managers' personal and professional development.

I recommend your training highly.

Sincerely,

A handwritten signature in blue ink, appearing to read "M. Hyde", written over a light blue circular stamp.

Mark W. Hyde  
Hyatt San Jose  
Director of Human Resources



**Western States Affiliate**  
1710 Gilbreth Road  
Burlingame, CA 94010  
Tel 650 259 6700  
Fax 650 259 6891  
[www.heart.org](http://www.heart.org)

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Ginnie Gatlin

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", written over a light yellow rectangular background.

Sheree Chiang  
Senior Vice President, Human Resources



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

Phil Quigley  
Yahoo!

Talent Development Manager  
701 First Avenue  
Sunnyvale, CA 94089





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

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

Dear David and Karen:

Thank you for providing an excellent and highly-rated program for our managers. I heard many extremely positive comments afterwards, from a tough audience of people who are fairly discerning about how they spend their training time.

The most frequently heard comments were “excellent, practical, informative, inspiring, thought-provoking.” The program was surprisingly fast-paced and totally engaging — the time simply flew by.

One of our managers said, “I frequently leave a seminar thinking, ‘Was that it?’ I came in to today’s training session stressed, but found the presentation so engaging, I could not focus on anything else. I am excited to try these exercises and techniques!”

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.

Sincerely,



Pam Delnevo  
Training and Development Coordinator



## 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



*Lt. Michael Hahn #2276*

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COMMANDER

*San Jose Police Department  
Bureau of Administration - Training Division  
1302 North Fourth Street  
San Jose, CA 95112*

To whom it may concern:

I am a 25 year Police veteran and command the Training Division of the San Jose Police Department.

I have seen the negative effects of stress on many colleagues over the years, and so I was happy to offer the Gamow's seminar to a group of sworn and civilian members of our department. The response was overwhelmingly positive, with so many folks indicating that we needed to offer it again, to MORE Police employees.

Since the seminar, I have personally used the techniques many times and I have spoken with many of those who attended — all report success, greater calm through tumultuous situations and less stress when faced with otherwise overwhelming workloads. I strongly recommend their course to anyone.

Lt. Michael Hahn #2276  
Commander, S.J.P.D. Training Division  
408.501.0946



**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](mailto: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'.

Erin M. Smith  
Training Coordinator



## **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)

# *Additional Testimonials*

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“This training program was helpful, not only in terms of how to deal with people who stress you out, but especially on how you handle yourself, so you don’t let the slings, arrows, and other misfortunes that others may sling your way get you down. It was rather liberating, in fact.”

— *John Lom, Deputy Chief Counsel, TTB,  
Department of the Treasury*

“I just wanted to thank you for presenting such a cogent and much needed seminar for our residents. To become effective healers, we need to break our own cycle of stress so our compassion and skills are better able to pour out to help those in need.”

— *Robin Field, M.D., Ob-Gyn Residency Program  
Director, Kaiser Permanente, San Francisco*

“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*

“After years of insomnia, I’ve been able to fall asleep immediately, and sleep all the way through the night again. Thank you!” — *L. Stevenin, business owner*

“The response to your program has been so enthusiastic, our company president asked to join in on last week’s session.”

— *Lisa Vere, HR Manager, Rosendin Electric*

“We have seen an immediate benefit from your seminar. People who have completed your training have seen and felt a difference in their professional and personal lives. We are eager to have more employees attend and apply the techniques.”

— *Tony Deblauwe, Director of Human Resources  
Nokia Northern California*

“Of the more than 20 management training programs Kimpton offered last year, your seminar was ranked highest by our employees. We believe we have better leaders now as a result of it: more balanced, more relaxed, and less overworked.”

— *Niki Leondakis, Vice President, Kimpton Hotels*

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

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

“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*

“We have been through several years of significant change in our organization, consolidation, and extremely high stress. Your program was just what we needed. It was extremely engaging and remarkably effective. Everyone would benefit from it.”

— *Gina Thomas, Chief Information Office  
US Forest Service*

“I have felt noticeably more relaxed, focused, and effective at work.” — *Teresa A., Manager, Yahoo!*

“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*

“This is the best workshop I have ever attended. I have been practicing these techniques every day since the workshop, and no longer have any pain. My boss practices daily, too. My life has changed completely.”

— *Rosa R., Citrix Systems*

“Thank you so much for this powerful program. I wish I’d had it a few 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*

“People owe it to themselves and their co-workers to acquire these skills. Practicing them would transform any workplace, and people’s lives, for the better.”

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



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Mountain View, CA 94040

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

## **Course outline**

*This outline is for a complete 3.5 hour training.  
The course can be taught in a shorter period, but this is the  
most effective length for retention and participation.*

- 0:00-1:20    Part 1: Physiology**  
Brief overview  
Scientific research on stress, and benefits of what participants will learn today  
Guided practice session  
Q & A on techniques
- 1:20-1:30    Break*
- 1:30-2:35    Part 2: Cognitive skills for resiliency: Self-mastery in daily life**  
Commonly held perceptions that dramatically increase negative responses,  
    such as anger, fear, or stress  
Becoming aware of habitual reactions that derail our effectiveness  
Learning to step back: how to move into seeing the bigger picture before reaction  
A 4-step process developed by a Harvard M.D. for learning how to choose  
    our responses consciously, even under high-stress conditions.  
Exploring real-life applications in work and life  
*(voluntary classroom participation, not role-play)*
- 2:35-2:45    Break*
- 2:45-3:20    Part 3: Physiology**  
Guided practice session  
    (two additional techniques, and full-practice, shortened version)  
Detailed: cognitive and physiological benefits of each of the techniques
- 3:20-3:30    Closing**  
Closing Q & A/Evaluations

*Handouts:    Clinical research*  
*Guided breathing, relaxation, and meditation techniques (CD)*  
*Benefits and applications of techniques*  
*In the heat of battle: cognitive skills for self-mastery under pressure*



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## Fee Schedule

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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.