

STRESS MANAGEMENT SKILLS FOR HOTEL MANAGERS

Also titled: "Martial Arts for the Mind" or "Stress & Resiliency Skills for the Workplace"

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.

This training offers both cognitive and physiological skills that are clinically proven to reduce stress and enhance mental focus. **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.** Benefits:

- Understand and communicate more effectively with difficult co-workers and employees.
- Manage challenging work situations with greater calmness and clarity of mind.
- Dramatically reduce stress with simple meditation, breathing, and relaxation techniques that can be done in just a few moments.
- Relieve high blood pressure, insomnia, and pain.
- Enhance personal productivity. Focus the mind to achieve results more quickly and effectively.

"The best stress-management program we've ever offered – ideal for helping us retain our valuable managers, and save them from burnout. It provided our people with invaluable skills to manage their workloads and their staff effectively."

– Mark Hyde, Director Human Resources
Hyatt San Jose, CA



"Of the more than 20 professional programs offered last year, your seminar was ranked highest by our managers."

–Niki Leondakis, President/COO, Kimpton Hotels

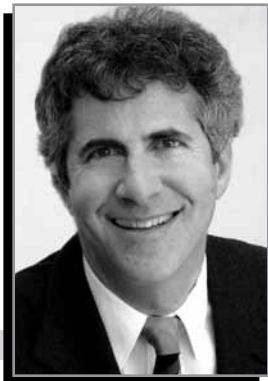


"Several managers said this was the most beneficial training they had ever taken at Marriott. Many are already applying the ideas and techniques to their workloads and their staffs. I highly recommend your training. It's excellent, and very much needed."

–Tiffany Schafer, Director of Human Resources
Marriott Santa Clara and Marriott San Jose, CA

—Clients include—

Westin • Hilton • Hyatt
Kimpton Hotels
Marriott • Sheraton
U.S. Navy • U.S. Army
NASA • CBS • Citrix
GE Healthcare • Nokia
Stanford University
Tenaya Lodge at Yosemite
Denver International Airport



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 25,000 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*, *Restaurant Business Magazine*, *Investor's Business Daily*, and *Money Magazine*.



**CLARITY
SEMINARS**

www.clarityseminars.com

240 Monroe Drive, Suite 215

Mountain View, CA 94040

(650) 917-1186 • david@clarityseminars.com

(925) 263-0015, fax

Learning and behavioral objectives

Stress Management Skills for Leaders training

1. Respond appropriately and with focus even when faced with interruptions, deadlines, and competing demands on time.
2. Gain control over how you respond to others, especially in challenging situations.
3. Learn how to identify what motivates each individual on your team, and be able to draw the best out of your staff.
4. Gain mastery over your mind and emotions, so you can remain calm at the moment of conflict, and prevent situations from escalating.
5. Become a better mentor and coach.
6. Evaluate critical situations more clearly and impersonally.
7. Reduce the effects of negative emotions on decision-making.
8. Understand and communicate more effectively with difficult employees.
9. 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.

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.



TENAYA LODGE

AT YOSEMITE

A Four-Diamond Hotel

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

Dear David and Karen,

Thank you for bringing your training to Tenaya for our hotel managers. I have never seen such a positive response to a training program. The program was beyond anything we expected. I heard many people talking about it afterwards saying things like: "the best seminar I have ever attended" — "powerful" — "life-changing".

When I first heard about your work, I read your materials and the testimonial letters from your clients, and I was very excited to have you here. But, honestly, the testimonials don't begin to describe the power and effectiveness of your program.

Now we can't wait to share this with guests. We are very pleased to be partnering with you to offer a special retreat weekend that we hope will become a twice annual event. Tenaya Lodge specializes in providing a 4-star hotel experience near Yosemite where guests receive an extremely high quality and memorable respite from stress. But you will be giving our visitors something more lasting: skills in self-mastery and stress management they can use for the rest of their lives. Your program is truly a life-transforming experience.

All our best to you.

Sincerely,

Kaylene Riggs, Director of Sales
Tenaya Lodge of Yosemite
DNC Corporation



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

Dear David and Karen,

Thank you for providing such a beneficial and powerful program to our hotel managers. I highly recommend your training to any company that is serious about enhancing employee performance and effectiveness. It improves our ability to deliver quality customer service, communicate more sensitively with our guests and our staff, and perform better at our jobs.

We needed this program. It couldn't have come at a better time. The training last week had a powerful effect on a number of our people who are experiencing extremely challenging situations — divorce, caring for aging parents, serious illness — on top of the demands of managing a busy conference hotel with more business than usual. Just looking into the faces of these people, I could see immediate benefit from the techniques you taught.

These techniques are a great resource for hotel managers and employees. We look forward to having you back again to include the managers we missed this time. Contact us when you will be returning to Florida. And good luck with your training work, wherever it takes you.

Sincerely,

A handwritten signature in black ink that reads 'Chrissie Plock'. The signature is fluid and cursive, with the first name 'Chrissie' and last name 'Plock' clearly distinguishable.

Chrissie Plock, Director
Human Resources

BACARA

RESORT & SPA

Testimonial letter to:
David & Karen Gamow
Clarity Seminars

Bacara Resort & Spa, our luxury destination getaway, caters to some of the most discerning travelers in the world. Our Team Members already deliver remarkable customer service to our guests and we were so pleased to give them something back that would benefit them personally and professionally.

It's just been a few days since the training, and many managers have shared how they are experiencing profound benefit.

Our leadership team rated the class with very strong reviews. This training is ideal for hotel professionals at all levels in the organization.

(received by email)
Adriana Wells, Associate Director
Team Member Services
Bacara Resort & Spa
Santa Barbara, CA



Hyatt Saint Clair
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".

Mark W. Hyde
Hyatt San Jose
Director of Human Resources



KIMPTON HOTEL & RESTAURANT GROUP

SAN FRANCISCO
SEATTLE
PORTLAND
TACOMA
BEVERLY HILLS

“We are extremely pleased with the quality of your work for Kimpton. Six months after your sessions, I *continue* to hear so many positive comments. Many people have told me it’s the most impactful training they’ve ever done.”

—Kim Passantino, Director of Human Resources
Kimpton Group

“Everyone is talking about your program. I expect to be seeing a lot more of you. We’re starting a new training initiative called Kimpton University next year for all our managers and you will be a central part of it.”

—A human resources manager at headquarters

“Of the more than 20 professional programs Kimpton offered last year, Clarity Seminars’ stress management seminar was ranked highest by employees. We believe we have better managers and leaders now as a result of them feeling more balanced, more relaxed, and less overworked.”

—Niki Leandakis, Vice President,
Kimpton Hotel and Restaurant Group
(As quoted in *Restaurant Business Magazine*,
September, 1999)

From a new hotel manager, who returned to Kimpton after a year-long stint with a well-known, international hotel company:

“This training proves that I made the right decision. 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.”

Four-star properties owned and operated by The Kimpton Group

Sir Francis Drake Hotel, San Francisco ★★★★★
Scala’s Bistro, San Francisco ★★★★★
Hotel Monaco, San Francisco, Denver, Chicago ★★★★★
Grand Cafe, San Francisco, Denver, Chicago ★★★★★
Clarion Hotel, San Francisco ★★★★★

Comments from other managers who attended Clarity Seminars’ four-hour stress management training:

- “Clear, concise, effective. A ‘must’ for everyday life.”
- “This training was the most relevant and helpful I have ever attended.”
- “This is a ‘must-see.’ It’s interesting, informative, and yet easy to follow.”
- “Outstanding and refreshing! Let’s do this quarterly.”
- “Frenzied hotel employees actually sat still for 4 hours and they appreciated it. Very insightful.”
- “A wonderful combination of physical and mental training. I left the workshop feeling more refreshed and relaxed than ever before.”
- “Bring your tired, poor, oppressed, and stressed. You’ll leave feeling better than you ever imagined, with tools to make the world better. I loved the stories.”
- “Sometimes we are so caught up in our daily struggles that we feel just making it through the day is an achievement. We don’t realize the stress we actually experience and what our reactions really do to others. Learning how to identify the stress that challenges us is what will allow us to really make a differ-

Beverly Prescott Hotel, Beverly Hills ★★★★★
The Chez Restaurant, Beverly Hills ★★★★★
Alexis Hotel, Portland ★★★★★
Red Star Tavern, Seattle ★★★★★
Fifth Avenue Suites, Seattle ★★★★★

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

Dear David and Karen,

I wanted to thank you for the “Martial Arts for the Mind” stress training program you did for our two Silicon Valley hotels last week.

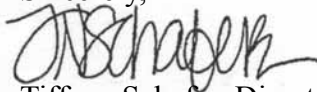
Several managers said it was the most beneficial training they had ever taken at Marriott. One of the leaders in the group stated afterwards, “I could have listened to David speak forever; he was so engaging!” Many managers have talked with me about how they are already applying the ideas and techniques to help with their workloads and their staffs.

I also experienced benefits from training already, in just the few days since the class:

- 1) I was in a 3-hour traffic delay on my way to work. Instead of reacting with tension and impatience, I decided to practice some of the techniques you shared. I arrived at work in a completely different (and better) state of mind.
- 2) My work is highly deadline driven, and I often feel that I am pushing others to make things happen. But I had a shift in perspective from the training that greatly reduced my stress. I know my new attitude will help people perform better.
- 3) I was in a challenging meeting – the kind that started with a headache and moved into shoulder pain. Practicing what I learned in the training, by the time I reached home that night, I felt remarkably better, physically and mentally. I know it was something that I would have carried the whole evening if I had not attended your class.

You two are a great combination of presenters: one very high-energy and the other calm-
ing and relaxing. The program was completely engaging from start to finish. I highly
recommend your training. It’s excellent, and very much needed.

Sincerely,



Tiffany Schafer, Director
Human Resources



THE WESTIN HOTEL

SANTA CLARA

5101 GREAT AMERICA PARKWAY

SANTA CLARA, CA 98054

Tel 408.986.0700

Fax 408.980.3990

clara@westin.com

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

Dear David and Karen,

I recently attended one of your stress management trainings and found it very helpful. I felt that it would be beneficial for my managers at the Westin Santa Clara, as well. I arranged a training on-site, and invited all the managers to attend. I was pleased that nearly all of them did, and that they appreciated the hands-on skills you provided. The feedback was very positive.

It's the kind of training that can make an important difference in their lives, as managers, and as people. It has been a high priority for me, personally, to bring these skills to our people; it's something I wish I had learned earlier in my career.

Your program is excellent and high-energy, designed to meet the needs of the most demanding hotel professional. I highly recommend it.

Yours,
Bruce Carpenter, General Manager
Westin Santa Clara

(received by email)



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 Faselow".

Jeff Faselow, Manager
Learning & Development
CBS Interactive



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Course outline

Stress Management Skills for Hotel Managers

*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: Self-mastery in daily life**
Commonly held perceptions that dramatically increase negative responses,
 such as anger, fear, or stress
Becoming aware 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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David and Karen Gamow
Trainers & Conference Speakers

Fee Schedule

Stress Management Skills for Hotel Managers

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.