

STRESS & RESILIENCY TRAINING FOR POLICE AND PUBLIC SAFETY WORKERS

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

Gain clarity of mind and an increased capacity to meet and overcome life's challenges. This training, used at NASA, is at the cutting edge of stress reduction. It provides a combination of cognitive training for getting at the root causes of stress, along with powerful breathing and relaxation techniques. These methods have been clinically proven at Harvard and MIT to enhance mental focus and clarity, reduce errors, and relieve a wide range of stress related health conditions. Incorporate these techniques and powerful changes in attitude into your life:

- Understand and communicate more effectively with difficult people.
- Enhance resiliency to meet challenges; recover more quickly from adversity.
- Work under pressure with greater calmness and clarity of mind.
- Dramatically reduce stress with simple breathing and relaxation techniques that can be done in just a few moments.
- Achieve relief from chronic pain, high blood pressure, insomnia, and many other stress-related conditions.
- Focus the mind where you want it to go, to achieve results more quickly and effectively.

"The Gamows' training is excellent – 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

◆
"The response was overwhelmingly positive. Participants report success, greater calm in tumultuous situations, and less stress when faced with overwhelming workloads."

– Lt. Michael Hahn, Commander
San Jose Police Department

◆
"Our department has been through a year-long training process and redefinition. Your program was just what I was looking for. It was ideal for supporting our new directions – 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 skills you teach are critical for success in work and in life."

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

—Clients include—

NASA • NOAA • U.S. Army
San Jose Police Department • SFPD
Denver International Airport
911 Dispatchers • U.S. Dept. of Treasury
GE • CBS • District Court of Tacoma
Social Security • U.S. Forest Service
Naval Surface Warfare Center



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 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 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". The signature is fluid and cursive, with a long horizontal stroke at the end.

Miriam Glazer, MA,
MPH Health Programs Manager



FORT BRAGG POLICE DEPARTMENT

250 Cypress Street
Fort Bragg, CA 95437-5437

MARK PUTHUFF
Chief of Police

(707) 961-2800
Fax: (707) 961-2806

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

Dear David and Karen,

Thank you for the excellent "Martial Arts for the Mind" stress training you conducted for our officers and staff.

Our department has been through a year-long training process and redefinition of our mission and how we work together. This kind of change can be profound, but also challenging. As it turned out, your program was just what I was looking for. It was ideal for supporting our new directions – especially 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.

You connected very well with the officers. They were engaged and involved, and afterwards, 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. I recommend your work highly to other police and public safety departments.

Sincerely,


Mark Puthuff
Chief of Police



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. Of course, I can be reached at (415) 968-1696, ext 202.

Sincerely,

A handwritten signature in black ink, appearing to read "C. Palmer Jr.", written over a white background.

CHARLES R. PALMER JR.
Supervisory Staff Administrator

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



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





Lt. Michael Hahn #2276

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 in 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
(received via email)

SAN MATEO COUNTY SHERIFF'S OFFICE TRAINING UNIT

Bill Bonifacio, Training Manager

Training Bureau

500 Allerton St

Redwood City, CA 94063

(650)363-4507 Fax: (650)367-8071



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

To whom it may concern:

On behalf of the San Mateo County Sheriff's Office, I would like to express my thanks for bringing your seminar to our staff.

The training is excellent, and well-designed for police and public safety officers. We received very high ratings from what is usually a very hard-to-please audience. In fact, the response was so positive, two of our senior managers considered that this program be provided to the entire office. The professional and personal skills the Gamows teach are critical for working effectively with the public, handling the constant stress of police work, and making sure our employees can leave those stresses at work when they go home to their families. I highly recommend the Gamows' training to other police and public safety departments.

Sincerely,

William Bonifacio
Training Manager
(received by email)



City & County of Denver
JOHN W. HICKENLOOPER
Mayor

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 lifesaver 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



**DENVER
INTERNATIONAL
AIRPORT**

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

303.342.2200

www.FlyDenver.com



San Mateo County Communications Managers Association

P.O. Box 5121, Belmont, CA 94002.
www.smccma.org FEIN 94-3020048

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

Dear David and Karen,

I can't tell you how appreciative we are that you were able to participate in our recent dispatch managers' retreat. I'm not surprised to see the positive results of the written evaluations. Many people approached me later in the day and the following morning to tell me how much they received from what you taught. Dispatchers, their managers, and supervisors are a unique group and face many stresses comparable to those of first-line responders. I think as a profession, we should be doing much more to support and address their cumulative stress. Your work just is the right balance of tools and techniques to help us move in that direction.

I highly recommend your program. Our work is challenging, and having the ability to react calmly in pressure situations is an invaluable skill. Your ability to not only show us how to do that, but motivate and inspire us to do it, is what makes your program so valuable.

I'm delighted that your course is on its way to being POST certified and look forward to it being available to a wider audience of dispatchers and supervisors as soon as possible.

Sincerely,

[Sent by email]

Brenda Velasquez
Communications Manager
South San Francisco Police Department

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 Lead 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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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

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.