

Clarity Seminars

*Stress • Resilience • Leadership
Customer Service*

Testimonials

"The best stress-management program we've ever offered — 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."

—Mark Hyde, Director, Human Resources
Hyatt Sainte Claire, San Jose

"I have been here for 14 years, and this is the first training I have ever taken that actually made a change in me that will last more than a day. I've never seen a training that lit a fire in people for days afterward. Everyone is still talking about it. But more than talking about it, they're acting on it."

—F.H., Chef Concierge, Halekulani Hotel,
Waikiki

"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."

—Bruce Carpenter, General Manager,
Westin Santa Clara

"I have never seen such a positive response to a program. Many people afterwards said things like: the best seminar I have ever attended — powerful — life-changing. Honestly, the testimonials don't begin to describe the power and effectiveness of your program."

—Kaylene Riggs, Director of Sales
Tenaya Lodge at Yosemite

"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

Customer Service/ Stress & Resilience Training for Hospitality Professionals

also titled "Martial Arts for the Mind"

Give your managers and staff the skills they need to perform effectively under high pressure. This training is at the cutting edge of stress and resilience training, offering a powerful blend of cognitive training and clinically-proven relaxation techniques. Participants come away with hands-on tools and attitudes that will reduce their stress response and enhance resiliency in the face of challenge.

This is much more than a stress management program. The principles and techniques are essential for successful leadership, productivity, error-free decision-making, focus, and the ability to work effectively with others.

Westin, Kimpton, Hyatt, NASA, CBS, GE, Stanford University, and the U.S. Navy are a few of the organizations that have provided Clarity Seminars' stress management and resiliency training to their executives and staff.

This half-day* program is a rare combination. It significantly benefits attendees in both their work and personal lives. It's often the most highly-rated program an organization offers its people, described by participants as engaging, fast-paced, and humorous.

**shorter lengths are possible, if necessary*

David and Karen Gamow, founders of Clarity Seminars, have trained more than 35,000 employees in these methods — from software engineers under crushing development dead-lines to soldiers preparing for combat. The Gamows are two of the leading stress and resilience trainers in the United States today. Authors of *Freedom from Stress*, their work has been featured in *Investor's Business Daily*, *San Jose Mercury News*, *Gannett News*, *Chicago Sun-Times*, and *CNN Money Magazine*.

David & Karen Gamow
www.ClaritySeminars.com
(650) 917-1186
david@clarityseminars.com
karen@clarityseminars.com



Hospitality clients include

Westin • Hilton • Hyatt
Kimpton Hotels
Marriott • Sheraton
Tenaya Lodge at Yosemite
Bacara Resort, Santa Barbara
Halekulani Hotel, Waikiki

Others

U.S. Navy • U.S. Army
NASA • CBS • Citrix
GE Healthcare • Nokia
San Francisco Police
National Park Service
U.S. Forest Service
Denver International Airport
American Heart Association
U.S. Department of Treasury
Stanford Medical School



David
& Karen
Gamow



"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."

—K.N., Manager, Kimpton Hotels, San Francisco

"Several managers said this was the most beneficial training they had ever taken at Marriott. I highly recommend your training. It's excellent, and very much needed — and completely engaging from start to finish."

—Tiffany Schafer, HR Director, Marriott San Jose

"We needed this program. It couldn't have come at a better time. It had a powerful effect on a number of our people who are experiencing extremely challenging situations: divorce, caring for aging parents and serious illness, on top of the demands of managing a busy conference hotel. Looking into the faces of our people, I could see the immediate benefit. Thank you."

—Chrissie Plock, HR Director, Hilton Tampa

"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."

—Adriana Wells, Associate Director
Bacara Resort & Spa, Santa Barbara

"To say that your training was well-received is an understatement. Managers described it as 'amazing,' 'wonderfully done,' and 'excellent ... everyone should get this training.' The presentation was highly impactful, and you demonstrated a clear, empathic understanding of the challenges we face as professionals in the hospitality industry."

—Julie Oki, Director of Training
Halekulani Hotel, Waikiki, Hawaii

About the training

Course description for participants

The best leadership or customer service training in the world can be presented, but until we are able to maintain calm focus and self-control amidst difficult situations, what we've learned will likely be forgotten in the heat of the moment. The task is to get it right under pressure, whenever needed. The key to this is mastering your reactive process.

This training is used by NASA test pilots, Special Forces troops, 911 responders, police officers, and firefighters. Hospitality professionals may not face life and death situations, but the human reaction to threat is the same: shutdown of cognitive ability and a tendency to react defensively, which creates a new set of problems.

Learn how to master your response in any situation, whether an angry guest, a nearly impossible workplace task, or conflict at home. Everything improves if we can calm the reactive process, and allow our natural desire to serve to come to the forefront. Our training allows a lifetime of learning and sensitivity to be accessed at will, regardless of one's circumstances.

- Gain control over how you respond to others to prevent difficult situations from escalating
- View critical situations more clearly and impersonally
- Understand and communicate more effectively with difficult people
- Use clinically-proven breathing and meditation techniques to remove mental "static" and dial back strong emotional states
- Increase mental focus and productivity amidst 24/7 hyper-connectivity and distractions

Our instructional approach

The training is a combination of lecture, experiential 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 program is both highly entertaining and challenging, with the goal of a significant and dramatic shift in understanding and insight.

Course content

This half-day* training consists of two approaches to stress: cognitive and physiological. The cognitive portion 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. The physiological portion provides practice in five relaxation, breathing, and meditation techniques, clinically proven to reduce stress and enhance mental focus.

**shorter lengths are possible, if necessary*

Cost

\$2,400	San Francisco Area
\$4,200	West Coast, AZ, NM
\$5,700	Midwest, Alaska
\$6,400	East Coast, Hawaii
\$2,100	Virtual training for up to 50 participants

Price is all-inclusive: trainers, travel (air, hotel, car) and materials
For international trainings, please request a quote

Note: If our travel permits, we may be able to provide a training for hotel managers or staff as an exchange for a stay. If this is of interest, please contact us.