

# Inner Quality Management®

## *HeartMath's Whole System Model for Success*

Excellent products and services are a result of coherent, well integrated systems—high quality components, robust processes and effective people attuned to developing and delivering excellence. Excellent companies are the result of high quality people who are technically sound and who can work both independently and inter-dependently to create high quality, coherent processes, relationships and outputs. HeartMath's Inner Quality Management (IQM) model and tools ensure excellence in your business.

### 1. Internal Self-Management

a scientifically-based process for improving effective decision-making, in-the-moment stress reduction and boosting intelligence. Learn the science of physiological coherence and the how and why of applying powerful techniques to job stresses, strategic planning, customer service, meeting effectiveness and personal interactions.

### 4. Strategic Processes of Renewal

is a set of tools that are built into the organization to enable ongoing renewal and keep strategic thinking open and nimble. Provides practical technologies for stimulating greater creativity and innovation and applications for project planning, decision-making and teamwork.

### 2. Coherent Communication

Interpersonal and organizational communication problems dramatically inhibit organizational effectiveness. The IQM tools help individuals and teams improve their ability to listen and to develop new clarity in their communication with co-workers, clients, customers and vendors, saving time, energy and money.

### 3. Boosting Organizational Climate

Research has shown certain attitudes prevalent within organizations can enhance productivity while others compromise it. Learn how to create a self-sustaining atmosphere of respect and appreciation to increase cooperation, commitment and job satisfaction, while neutralizing the “emotional virus.”



# The Power to Change Performance

## *Inner Quality Management Program* (Day 1 also known as the 'Peak Performance' Program)

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You need to respond dynamically and effectively to the pressure of accelerating speed and change in the new economy. HeartMath's The Power to Change Performance, combines science and business management to deliver practical tools and strategies for improving performance, reducing stress, improving communication skills, effectively managing work and personal life balance issues and increasing the satisfaction of both employees and customers. Tested on four continents, the one-day Power to Change Performance program can create powerful, sustainable business results.

### Results

The impact of HeartMath's Power to Change Performance program on nearly 1,400 people at six global companies has been pooled and is shown below. These results are from a single day's training and have been sustained for six months.

- ▶ a 41% reduction in intent to leave the job
- ▶ a 24% improvement in the ability to focus
- ▶ a 25% improvement in listening ability
- ▶ a 45% reduction in exhaustion
- ▶ a 60% reduction in anxiety
- ▶ a 17% improvement in home/work conflict

### Program Benefits

- ▶ Enhanced teamwork
- ▶ Improved health and safety
- ▶ Reduced turnover
- ▶ Increased flexibility and resilience
- ▶ Improved communication skills
- ▶ Increased customer satisfaction

### In this full-day program you will learn:

- ▶ how to be less reactive, think clearly and make good decisions, especially under pressure.
- ▶ tools to dramatically improve communication with customers, teams and one-on-one.
- ▶ how to improve health and well-being, maintain personal balance and reduce stress and burnout in chaotic environments.
- ▶ four powerful HeartMath® techniques that transform your physiological response to stress.
- ▶ how to activate "big picture" vision and maintain it.
- ▶ how the Freeze-Framer™ software can help you achieve performance breakthroughs.
- ▶ Innovative strategies for creating a strong organizational culture and esprit de corps.

## Who Should Attend

- ▶ Executives trying to lead in the midst of rapid change
- ▶ HR managers and directors
- ▶ High performing individuals
- ▶ Teams needing a performance breakthrough
- ▶ Anyone needing to reduce the damaging effects of stress

The Power to Change Performance workshop is also offered as a public program in Australia & Europe, and in the US as part the Lessons in Leadership Distinguished Speaker Series, featuring Bruce Cryer, CEO of HeartMath, in the same series as Ken Blanchard and Stephen Covey.

Notes:

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# The Power to Change Organizations

## *Day 2 of the Inner Quality Management® Program*

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The pressures on organizational cultures to be coherent and perform brilliantly at a time of rapid change, are greater than ever. Business success is only possible when there is coherence - alignment - between personal and professional performance, personal and professional goals, and personal and professional strategies.

The Power to Change Organizations Workshop is based on the premise that when people have tools to manage their intellectual and emotional processes they become active creators of a healthy, productive workplace climate and even regain organizational vitality where it may have been lost. Once a critical mass of individuals within a team, department, division or the whole organization reaches a new level of mental and emotional self-management it will create a momentum that cannot be stopped. As a result, the organization will become more resilient, adaptable, innovative, productive and efficient. And a better place to work.

Our Power to Change Performance program focuses on the first two dynamics of IQM: Internal Self-Management and Coherent Communication (see back). In day two your team will cover information and learn skills that relate to the other critical elements of creating coherent organizations - Boosting Organizational Climate and Strategic Processes of Renewal.

The same qualities that boost individual health and performance are also essential for an organization's health and performance. The Power to Change Organizations applies the theories of coherence and tools learned in The Power to Change Performance workshop, to the organization.

### **In this one-day workshop you'll learn:**

- ▶ the elements of a healthy and productive workplace climate
- ▶ how to build and sustain resilient teams
- ▶ the keys to making well-informed decisions under pressure
- ▶ how to generate innovative ideas and bring them to practical application
- ▶ how to conduct more efficient and productive meetings
- ▶ innovative strategies for creating a strong organizational culture and esprit de corps
- ▶ practical tools for creative decision-making and strategic thinking

### **Participant materials include:**

- ▶ Power to Change Organizations guidebook

### **Prerequisite:**

This program assumes participants have had either a Power to Change Performance workshop or a Day One Inner Quality Management® workshop from HeartMath.

Please contact us at 02 9412 2500 or [info@heartmath.com.au](mailto:info@heartmath.com.au) for further information. Or visit our website at [www.heartmath.com.au](http://www.heartmath.com.au)