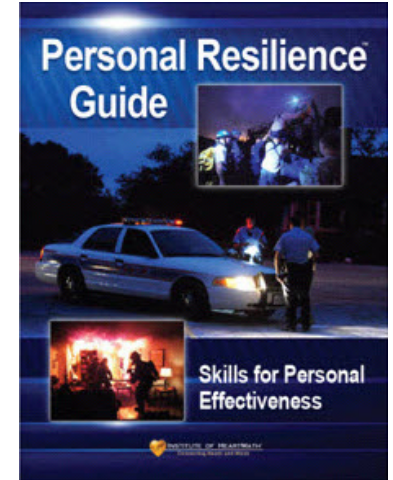




## Personal Resilience Mentoring — Skills for Personal Effectiveness

Personal Resilience Mentoring is provided by trained mentors with the Institute of HeartMath. These mentors are skilled at understanding the needs of participants and helping them quickly learn and apply practical techniques so they can take charge of their work and personal lives. The Personal Resilience Mentoring Program is available for your organization's leadership and staff. This series of four personal resilience-mentoring sessions, provided via telephone or online via Skype, teaches individuals several core skills that build resilience and boost performance.

Participants learn to better handle stress reactions and develop more intelligent approaches to self-regulation and renewing their energy. As individuals increase their energy reserves, they are better able to bounce back from stressful events and build a cushion that prepares and protects them from the damaging effects of many of life's typical stressors.



The content taught in this program has been shown to provide a wide range of long-term benefits, including increased:

- resiliency
- vitality
- overall well-being
- mental clarity for decision-making
- emotional awareness
- sensitivity to relational issues
- ability to maintain composure in challenging situations

The content of this phone-based resilience mentoring program was demonstrated in a nationwide study of pastors to significantly reduce health-care utilization and costs. The study also showed the phone-based mentoring program significantly increased resilience, well-being, emotional vitality and the ability to reduce stress and physical symptoms of stress.

The tools and techniques taught in this program also have been shown to reduce:

- depression
- anxiety
- fatigue
- sleeplessness
- generalized stress
- physical symptoms of stress

*“HeartMath has given us a double bottom line. It has reduced medical costs and it has provided our pastors with the ability to deal with stress in a very positive and productive manner. The program has clearly exceeded our expectations.”*

– Woody Bedell, director RCA Board of Benefits Services

## At the end of the program, it is expected that participants will be able to:

- Identify depleting stress reactions that affect their health, performance and well-being.
- Neutralize and replace stressful reactions that erode health and mental and emotional composure and resilience.
- Regain vitality by stopping energy drains.
- Increase their ability to think clearly and find more efficient solutions to problems.
- Incorporate HeartMath's emWave technology into personal practice (optional).
- Observe and identify personal benefits gained from applying self-regulation skills.
- Increase their ability to sustain coherence and composure in challenging situations.
- Prep before potentially stressful or challenging situations.
- Increase awareness of and sensitivity to relational issues.
- Successfully reset by shifting their physiology and reestablishing coherence and composure after stress triggers or incidents.

## Personal Resilience Mentoring Program Content

**Session 1:** Once resilience mentors have completed introductions and provided an overview of the program, they will conduct informal assessments of participants' needs, identify any challenges they may be experiencing, identify their sources of stress, etc. The first session will cover the key concepts of resilience and the importance of intelligent energy-management techniques. It also will introduce participants to the program's first self-regulation technique, Heart-Focused Breathing, and teach them how to use the emWave® device (optional). Mentors then will work with individuals to establish short-term goals and help them set a positive intention for any changes they want to make. Participants will be encouraged to practice using the skills with specific challenges they may be having.

**Session 2:** Mentors will review progress participants may have made, inquire about any challenges they have had since the previous session, and, if appropriate, introduce them to the Depletion to Renewal worksheet to help them better identify sources of stress. They also will be introduced to a new technique and develop a practice plan they will follow until the next session. Homework may include practicing the Inner-Ease™ Technique or Quick Coherence® Technique and prepping, especially before engaging in any stressful activity. In all mentoring sessions, mentors will explore any perceived barriers to sustained progress and determine if it is appropriate to introduce additional tools or techniques and which ones are appropriate for long-term success.

**Session 3:** After a progress review and discussion of any challenges, participants will be introduced to another technique that will be determined by mentors, such as Quick Coherence or the Coherent Communication™ Technique. Mentors will maintain a constant focus on helping participants make meaningful progress in self-regulation and learn how to build personal coherence and resilience. Mentors and participants will focus on transferring participants' insights and progress into their daily lives. They also will explore any perceived barriers to sustained progress, and the mentor will determine if it is appropriate to introduce any additional tools or techniques for long-term success.

**Session 4:** After a progress review and discussion of any challenges, participants will be introduced to the Freeze-Frame® Technique. They will be asked to practice the Freeze-Frame Technique when making important personal or work-related decisions. They also will begin practicing the tools for resetting following situations that trigger stress reactions. Additional homework may include the Assets and Deficits™ tool and how it can be used in conjunction with the Freeze-Frame Technique to gain new insights or perceptions about issues, decisions and challenges they may be facing. Participants will conclude the program by setting goals for sustaining what they have learned.

Receive more information or sign up by contacting [jgoelitz@heartmath.org](mailto:jgoelitz@heartmath.org) or calling (831) 338-8713.

The Institute of HeartMath is an internationally recognized nonprofit research and education organization.

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