

# ***Building Resilience and Agility™ ... for High Performing Leaders and Organizations***

*...including the Inner Quality Management® Technology*

***We can't always change our environment, but we can develop mastery in how we respond.***

It's difficult to remember when a world this chaotic touched our lives. Globalization, technology and social-political challenges serve to accelerate our fast-paced, changing environment. Initiatives focused on getting people, processes and systems working faster and more efficiently have exacerbated the problem, diminishing the hoped-for improvements. To respond and thrive, we need to build resilience and agility to deal with the emotional roller coaster and pressure, to direct more energy into performing effectively, to innovating and creating, and to connecting and collaborating. Succeeding will depend on embracing change and enhancing our leadership skills.

## ***Byron Stock & Associates***

*Providing applied Emotional Intelligence training since 1995.*

### **This program will enable you to ...**

#### **Improve Performance**

- Increase change resilience
- Significantly increase your personal productivity
- Manage priorities more efficiently
- Improve focus and make better decisions *in-the-moment*

#### **Improve the Bottom Line**

- Strengthen leadership
- Improve employee retention
- Enhance teamwork
- Improve customer loyalty

#### **Improve Attitudes**

- Reduce stress and negativity
- Enhance communication clarity
- Reduce conflicts
- Create an environment of trust and cooperation
- Create a values-driven environment

#### **Improve Health**

- Build energy levels
- Reduce sleeplessness and muscle tension

**Richmond, Virginia**

**2 1/2 days**

**May 27, 28 & 29, 2008**

## **The Value of Resilience, Agility, and Leadership Competence**

Resilience is “the skill and capacity to be robust under conditions of enormous stress and change. ...More than education...experience...and training, a person’s level of resilience will determine who succeeds and who fails. That’s true in the cancer ward,...in the Olympics, and...in the boardroom.”

Diane L. Coutu, “How Resilience Works,”  
*Harvard Business Review*, May 2002

“(David) McClelland found that when senior managers had a critical mass of emotional intelligence capabilities, their divisions outperformed yearly earnings goals by 20%. Division leaders without that critical mass underperformed by almost the same amount.”

Daniel Goleman, “What Makes a Leader?,”  
*Harvard Business Review*, Nov./Dec. 1998

“While most companies believe that change happens by making people think differently, that isn’t the case. ... change happens when you make people *feel* differently.”

John Kotter, *The Heart of Change*, 2002

“In a study of nineteen insurance companies, the climate created by the CEOs among their direct reports predicted the business performance of the entire organization: In 75% of cases, climate alone accurately sorted companies into high versus low profits and growth.”

Daniel Goleman, Richard Boyatzis, and Annie McKee, *Primal Leadership*, 2002

## Today's Environment

Today's economy has created unprecedented levels of fast-paced, disruptive change. Information hurtles at us 24-7 from email, voicemail, the media and our in-baskets. Downsizing and restructuring produce stress and productivity loss. They drain energy for creative thinking and innovation. Fewer employees doing more work means we multi-task, watch our hours at the office expand, and see our time shrink from those we love. Health problems and absenteeism increase.

## Enhancing Performance

Unleashing the full power of an organization starts with empowering the individual. When we're *internally* self-managed — feeling calm, in control and powerful — we make our greatest contribution:

- We act, not react.
- We think creatively.
- We communicate clearly.
- We make good decisions.
- We manage well under pressure.
- Our most inspiring leadership qualities emerge.

And when employees work in that zone of peak performance, so does the organization.

This program is a proven way to significantly and simultaneously produce improvements in attitudes, performance and health ... and business results.

Our training, techniques and technology (all scientifically validated) are designed for practical use in today's workplace. The fundamental aim is to enable people and teams to improve mental clarity and focus, to lead and manage change with greater ease and creativity, and to strengthen relationships, performance and health.

## Building Resilience and Agility

Events include coaching, individual and team learning and integration activities to reinforce desired behavior change and help achieve organizational goals. In advance, you will identify specific goals to build skills through easily-learned techniques. Organizational success measures are also identified up front. You will have powerful tools to help achieve the following outcomes:

- **Identify the foundational components of effective leadership** and how to utilize them more consistently by enhancing emotional competence.
- **Apply practical in-the-moment techniques to build resilience and manage the complexity of change.** Achieve greater mental clarity, flexibility and agility.
- Rapidly recover from stressful events and reduce feelings of frustration, anxiety and anger. **Reduce fatigue and burnout.**
- **Identify ways to improve productivity and performance** and save time.
- **Improve communication** using powerful listening and speaking techniques. **Resolve conflicts and differences constructively.**
- **Improve effectiveness in decision-making and strategizing.** Fully understand and **positively influence others.**
- Identify what you can do to **positively impact the climate and culture of your team, department and organization, building trust and improving employee retention.**

## Exclusive Software

Experience powerful feedback by previewing the emWave™ PC, an educational tool designed to accelerate your skill development. This easy-to-use, unique software displays your heart rhythms, providing instant information to shorten your learning curve.



# What Makes This Program **UNIQUE!**

## Multi-Contact Program to Facilitate Skill Development

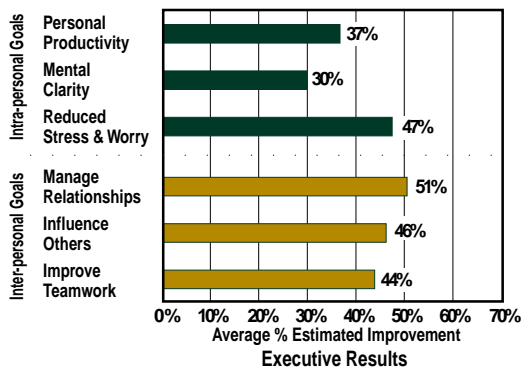
While offering flexibility, this program combines powerful, individualized coaching with multi-contact training, yielding 85% - 90% use of skills on-the-job!



- Confidential coaching:
  - 1 hour pre-program — to help you identify your goals for the program
  - Two, 1 hour sessions following the training — to encourage use of the skills, celebrate successes and troubleshoot any difficulties
- Skill building, interactive classroom instruction:
  - 2 days — practice on your own real professional and personal situations
  - Action plan for individual and team applications
- On-going application of techniques and monitoring of progress through use of the Freeze-Framer software for instant feedback

## Documented Results

Numerous studies using pre and post experimental and control group designs have documented simultaneous, sustainable and significant improvements in productivity, attitudes and health in organizations around the world.



*When I took over, one of my top priorities was to be a net cash provider to the corporation. My goal was to move from \$10 million in 2006 to \$30 million in 2007. I used (a course) tool and was able to identify how we could contribute much more than \$30 million.*

Business Unit President

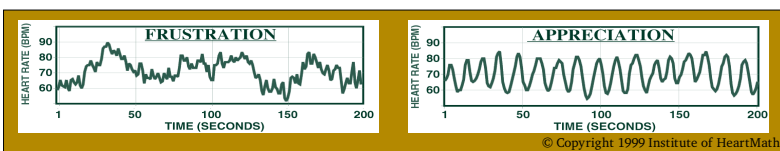
*By using the techniques, I was much more relaxed than usual leading up to the analyst meeting in New York. It saved me several hours in preparation, which is significant. I put 50% less effort into the preparation and achieved a better outcome.*

Business Unit President

## Research Basis

These powerful, practical techniques are based on sound research published in well-respected, credible peer review journals such as the *American Journal of Cardiology*, the *Harvard Business Review*, and *Stress Medicine*.

Effects of Emotions on Heart Rate



*“The background physiology and the science underpinning this technique is absolutely sound, which is why we went ahead with it at Shell.”*

— Dr. Graham Bridgwood, Chief Health Advisor, Royal Dutch Shell

## Participant Comments ...

*“This is the most significant program that changed the way I think about myself and how I want to be. If you are serious about developing as an individual, take this course. It is life-changing. I see the benefit for me and the people (former ‘victims’) that work with me.”*

Managing Director,  
International Operations

*“(Productivity) scores have gone up. We are working more as a team. We communicate more with the next (shift). ... We (the shift managers) are talking more openly about our concerns and what we need from one another. ... We’re working across (shifts).”*

Shift Manager

*“It helped me focus on things that are really important. Before I worked 12 - 14 hours a day, now 10 or less, and I can really see what I have accomplished. I’ve also seen changes in others. Two people (in my area) are working together more effectively than ever before.”*

Production Manager

*“I wanted to bring this to my organization for health reasons. My stress is way down. My blood pressure has improved, and I’m feeling more in balance.”*

V.P. Operations

*“Powerful — jam-packed, but well-balanced. Life changing. Solid — excellent tools. Great value. Comfortable while stimulating! I want more!”*

HR Strategic Partner

*“This has completely turned around the negative relationship my boss and I have had for 21 years! Now we respect, appreciate and help each other.”*

Plant Manager

To register or for more information, call 269-429-1833 (U.S.) or visit our web site at [www.ByronStock.com](http://www.ByronStock.com)

## Registration (deadline is 3 weeks prior to program start)

(Photocopy this form for additional attendees.)

Please register me for the program in **May 27 - 29, 2008.**

1. \_\_\_\_\_  
NAME  
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EMAIL

## How to Register

**Phone:** 269-429-1833 (U.S.)

**Fax:** 269-429-4594 (U.S.)

**Email:** info@ByronStock.com

**Mail:** Byron Stock & Associates  
3327 W. Valleyview Drive  
St. Joseph, MI 49085  
USA



## Payment Method

Full payment is due prior to the start of the program.

- Check enclosed \$ \_\_\_\_\_. Please make payable to Byron Stock & Associates LLC.
- Credit card payment — please call or email to access on-line credit card payment.
- Invoice my company using PO# \_\_\_\_\_  
\_\_\_\_\_.

## Program Events and Dates

The program includes a pre-program, individual goal-setting session; two and a half days of classroom instruction; and two individual, confidential coaching sessions. The coaching timing below is scheduled at your convenience with some date/time flexibility.

**Goal-setting:** Two weeks before training (1 hr./phone)

**Overview:** One-half day — 3:00 pm - 5:00 pm

**Instruction:** Two days — 8:00 am - 4:30 pm

**Coaching #1:** One week after training (1 hr./phone)

**Coaching #2:** Three weeks after training (1 hr./phone)

## Location

The program will be held at Dominion Resources, Inc. in Richmond, Virginia.

## Investment — Special Offering \$1495 USD per person

This is an opportunity to develop and use the skills yourself while examining the program for possible use in your organization. This special, introductory investment represents a significant savings over the regular price of \$1995. Continental breakfast, breaks, and lunch are included.

## Admission and Cancellation Policy

To ensure personal attention from the workshop facilitators, *enrollment is strictly limited*. Cancellations of individual workshop registrations must be made three weeks before the training and are subject to a \$100 cancellation fee. Cancellations made less than three weeks before the training, as well as no-shows, are subject to the full registration fee. **All cancellations must be made in writing.**

## Expert Facilitators

Byron Stock & Associates has been delivering this program and coaching people to be successful for over twelve years in the U.S., Mexico, Canada, and Australia. Using and modeling the skills taught in the program, the facilitators demonstrate the impact of resilience, agility and emotional competence in real-world settings.

## Organizations Who Have Participated

McDonald's, Northern Trust Bank, Cincinnati Children's Hospital, Con-way, Haworth, Inc., Owens-Illinois, Herman Miller, Whirlpool, Kraft Foods, UAW-GM, Comptroller of the Currency, Georgia-Pacific, BellSouth Telecommunications, Rockwell Automation, US Postal Service, and others.