

Building Personal Resilience™

A Handbook for HeartMath®
Certified Coaches and Mentors

helping people build and sustain resilience



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Published by Institute of HeartMath

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The content, tools, techniques of this program were made possible by the research completed at the IHM Research Center. This work is made possible by the generosity of our donors.

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Introduction

At HeartMath, we believe that every heart holds wisdom and intelligence that can help guide each of us through adversities. By accessing our heart's intelligence, creative ways can be found to bring balance and rhythm to these challenges.

Every life has its challenge. Every heart has an answer.

The primary objective of HeartMath's Building Personal Resilience™ process is to provide strategies that encourage and support an effective and sustainable practice of the HeartMath energy-management skills. This increases the ability of the individuals with whom you work to more effectively self-regulate and to sustain their composure and balance as they face the day-to-day challenges in their personal and professional lives. This handbook serves as a reference for coaching and mentoring the HeartMath skills while also helping you deepen your own understanding of the tools and techniques so you can more effectively teach and model them throughout the client's/mentee's process.

Special emphasis is placed on that which is unique to HeartMath: *a system of science-based, coherence-building skills designed to help people bring their physical, mental and emotional systems into balanced alignment with their heart's intuitive guidance. This process increases self-awareness and builds and sustains resilience by enhancing people's ability to more intelligently self-regulate their energy, which directly affects performance and personal fulfillment. This unfolds the steps to fulfillment through becoming "who we truly are."* It's the consistent use of the personal energy-management techniques and the emWave® or Inner Balance™ Trainer, if available, that helps individuals grow personally and achieve their personal and professional goals. Coaching and mentoring play an important role in helping others gain an understanding of the concepts while at the same time helping them develop an effective plan for a sustainable practice, which is the necessary foundation for effective and fundamental change to occur.

The Coach/Mentor Handbook

This Handbook offers suggestions for getting the most out of using the *Building Personal Resilience Guide* (Guide for short) as you coach and mentor, while also drawing from your own experience of using the HeartMath System.

You will see questions throughout the Handbook to engage you in this learning process. They also are meant to model using questions, which is an important and effective means of helping individuals gain an experiential understanding. You also will see words in italics or in bold type. Pay attention to them because they are important communication points.

Sample Sessions

As with anything you have learned that is worthwhile, it takes effort, especially when first learning the skills.

The following are sample protocols for integrating the HeartMath System into a variety of different settings, keeping in mind that these are only suggestions or guidelines. They are not intended to be followed in a linear manner.

Before each session, integrate the process we laid out above for your own preparation.

Multisession Protocol

The multisession protocol is designed for working with individuals you plan to see on an extended basis. A week to 10 days apart is optimal, but it's important to be flexible based on their needs.

Four sessions is recommended as a starting point, but you and your client/mentee may agree that more would be helpful. You may want to begin with four 50-minute sessions. He/she might want additional sessions of the same length. You also could suggest 30-minute sessions once a week or every other week to help them continue refining their skills at using the HeartMath System on a day-to-day basis. Together you can find an approach that fits the client's needs and logistics such as work schedules, other commitments and finances.

Session 1

- Build rapport and get to know your clients/mentees.
- Establish short-term goals.
- Have them identify what gets in the way.
- Emphasize that this is not a relaxation program, but one of intelligent energy management.
- Introduce resilience and help them relate it to their day-to-day experience, using the inner battery metaphor and key concepts of the 4 Domains.
- Introduce the Depletion to Renewal Grid, at least enough to illustrate energy drains on the left and energy gains on the right.

- Teach a technique based on what they have told you. For example, if they are very upset, teach Heart-Focused Breathing Technique. If a primary source of stress involves communication, you may want to teach the Coherent Communication Technique. If they have a situation that is routinely challenging to them, teach the Inner-Ease Technique to prep for it.
- Have them identify what was most helpful to them in this session. Ask if there is anything else they need right now?
- Give them homework. For example:
 - Energy-Draining and Energy-Renewing Situations Exercise.
 - Depletion to Renewal Grid each day.
 - Help them set up a system of reminders to use the technique: Sticky notes; cell phone alarms; whenever they walk through a doorway; or before looking at email or answering the phone.
 - Use the emWave or Inner Balance Trainer, if they have it, once a day for 5 minutes.
 - Assign reading in the *Building Personal Resilience Guide*.
 - Schedule or confirm the next session.

Session 2

- Review their progress with them and discuss challenges, insights, breakthroughs and increased awareness they gained from doing the homework.
- Ask: Did you remember to use a technique? If not, why? If you did, how was it helpful?
- What could you do when that (situation) happens again?
- Were there any surprises?
- Discuss the Grid further.
 - Use it to map where they are draining and renewing their energy.
- Introduce Coherence.
 - Relate it to the Grid.
 - Use the Grid to illustrate the difference between relaxation and coherence.
- Teach another technique that would be helpful for them.
- Introduce Prep, the first of the 3 Strategies.
- Give them homework. For example:

- Before what situation or interaction will they Prep? What technique(s) will they use?
- When will they use the techniques they have learned? How will they remember to use them?
- Continue to identify energy drains and gains.
- Use the Grid each day to see where they spend most of the day.
- Use the emWave or Inner Balance Trainer once daily for 5 minutes, if they have one.
- You might suggest that they incorporate Heart Lock-In into their daily routine, practicing it from 5 to 15 minutes or more.
- Assign reading in the *Building Personal Resilience Guide*.
- Schedule or confirm the next session.

Session 3

Review their progress and discuss challenges, insights, breakthroughs and their reactions in challenging situations. Listen for drama and communication issues.

- Refer them again to the Grid so they can evaluate their progress on achieving their goals.
- Introduce Shift and Reset and also Sustain, the second and third Strategies to sustaining resilience.
- Teach the Freeze Frame Technique for decision-making.
- Give them homework. For example:
 - Do a Freeze Frame exercise 3 times this week.
 - Have them continue to monitor their energy and identify where they are depleting and re-newing themselves.
 - Use the techniques to Prep, Shift and Reset, and Sustain. Help them identify which technique(s) they will use and when.
 - Use the emWave or Inner Balance Trainer once a day for 5 minutes if they have one.
 - Schedule or confirm the next session.

Session 4

- Review progress and summarize challenges, insights and breakthroughs.
- Use the Grid to illustrate progress they have made or challenges they still have.
- How will they continue to take on the challenge or goal they set?

- Do they have another goal they would like to set?
- Are the reminders working for them or do they need to do something differently?
- Teach another technique if appropriate. Review the ones they have learned.
- Have them do a Freeze Frame exercise to identify how to sustain a practice on their own or use the Freeze Frame worksheet in the back of the guide.
- Determine if more sessions are desired or needed.
- If it feels appropriate, ask for a summary of how they have benefitted from the sessions. Ask if this is something you could share as a testimonial.

Single-Session Protocol

The single-session protocol is for those individuals you will see or talk with only once or sporadically. In some cases it could be working with someone who has an urgent or immediate need or someone who wants or can afford only a single session.

- Identify what their primary issue is right now.
- What is their goal?
- Describe the Grid.
- Teach a technique. In situations where they may be experiencing high stress, Heart-Focused Breathing, Heart Lock-In or the Inner-Ease Technique may be most appropriate. If they identify a situation and it sounds like communication is an underlying issue, Coherent Communication may be more relevant.
- If they have an emWave or Inner Balance Trainer, show them or review with them how to use it. Ask them to use it at least once every day for 5 minutes.
- Too much information can overwhelm people who are experiencing a lot of stress. Address the immediate need, which often is simply teaching a technique and walking them through it until you can see that they have made an emotional shift.
- Use the Grid to illustrate the shift they've made.
- Use the Grid for setting their goals. In what situations are they triggered? What can they do in that moment? For example, what technique will they use? At what other times can they use a technique?