

Optimizing Performance in Times of Change

Background

Below are compiled results from 1000 attendees at HeartMath® business programs during 1999-2001. Client companies range from high tech to world class banks, manufacturing and distribution to service industries. Participants represent a wide range of positions and functions including: executive, senior and middle management, engineering, administration, sales, customer service and assembly.

While specific program objectives varied (improving communication, leadership skills, reducing attrition, improving customer service and satisfaction, dealing with increasing demands), most related to optimizing performance/productivity in the face of growth and change, while reducing stress.

Measurements

The Personal and Organizational Quality Assessment (POQA) is an 80 item self-report inventory designed to reflect key elements of performance and quality. Assessments were collected just prior to the training and again about 6-8 weeks after the training day.

The data reads as follows: (“I feel Angry”): Before the training program, 12% of attendees said they felt angry often or most of the time. Six to eight weeks after the training, this figure dropped to 4%, an improvement of 67%.

1. Personal Data	Before	>6-8 weeks	
I feel Angry	12%	4%	Often/Most of the time
I feel Annoyed	24%	11%	Often/Most of the time
I feel Mad	10%	3%	Often/Most of the time
I feel Tense	27%	10%	Often/Most of the time
I feel Anxious	26%	11%	Often/Most of the time
I feel Uneasy	13%	5%	Often/Most of the time
I feel Worried	27%	11%	Often/Most of the time
I feel Exhausted	33%	16%	Often/Most of the time
I feel Tired	40%	22%	Often/Most of the time
I feel Fatigued	32%	17%	Often/Most of the time
I feel Hopeless	5%	2%	Often/Most of the time
I feel Depressed	11%	4%	Often/Most of the time
I feel Worthless	4%	2%	Often/Most of the time
I feel Unhappy	15%	5%	Often/Most of the time
I feel Sad	10%	4%	Often/Most of the time
I feel Blue	9%	4%	Often/Most of the time

1. Personal Data (cont)

	Before	>6-8 weeks	
I feel Caring	88%	90%	Often/Most of the time
I feel Kind	86%	91%	Often/Most of the time
I feel Loving	80%	86%	Often/Most of the time
I feel Cheerful	75%	82%	Often/Most of the time
I feel Happy	73%	82%	Often/Most of the time
I feel Calm	63%	79%	Often/Most of the time
I feel Peaceful	50%	71%	Often/Most of the time
I feel Relaxed	44%	64%	Often/Most of the time
I feel Clear headed	78%	85%	Often/Most of the time
I feel Focused	74%	81%	Often/Most of the time
I feel Mentally alert	82%	87%	Often/Most of the time
I feel Energetic	58%	69%	Often/Most of the time
I feel Lively	59%	70%	Often/Most of the time
I feel Active	66%	74%	Often/Most of the time
I feel Healthy	75%	80%	Often/Most of the time
I feel Physically fit	42%	52%	Often/Most of the time
I feel Well	76%	80%	Often/Most of the time
I experience Sleeplessness	17%	9%	Often/Most of the time
I experience Body aches (Headaches, Backaches, etc.)	34%	18%	Often/Most of the time
I experience Indigestion	12%	7%	Often/Most of the time
I experience Rapid heartbeats	7%	3%	Often/Most of the time

2. Business Data

	Pre-IQM Before	Post-IQM 6-8 weeks	
We listen carefully to each other at work	53%	63%	Agree/Strongly agree
My supervisor and I communicate well with each other	69%	73%	Agree/Strongly agree
Our meetings at work are well organized	40%	47%	Agree/Strongly agree
People where I work feel free to express their opinions	52%	58%	Agree/Strongly agree
I listen closely to my co-workers	84%	89%	Agree/Strongly agree
I communicate with “higher-ups” at work when needed	86%	90%	Agree/Strongly agree
I accomplish my objectives at work	84%	89%	Agree/Strongly agree
I am efficient at work	86%	91%	Agree/Strongly agree
My work produces excellent results	76%	84%	Agree/Strongly agree
I understand the priorities of my work goals	88%	92%	Agree/Strongly agree
The goals of my work organization are clear to me	67%	73%	Agree/Strongly agree
My work goals and my work organization’s goals are the same	61%	68%	Agree/Strongly agree
My work objectives are very specific	63%	69%	Agree/Strongly agree
I feel like leaving this organization	21%	16%	Agree/Strongly agree
I feel like quitting my job	18%	13%	Agree/Strongly agree
I feel good about what I do at work	81%	86%	Agree/Strongly agree
I like my job	81%	83%	Agree/Strongly agree
I am satisfied with my duties at work	66%	69%	Agree/Strongly agree
I feel appreciated	65%	77%	Agree/Strongly agree
I feel cared for	69%	78%	Agree/Strongly agree
I feel supported by those close to me	77%	82%	Agree/Strongly agree
I feel conflict between work and personal priorities	38%	33%	Agree/Strongly agree