

## CLIENTS AND TESTIMONIALS

Macquarie Institute provides research-based programs, training, coaching, and consulting to corporations and businesses, government agencies, health, education and other organisations, as well as families and individuals. Companies that have used HeartMath programs include:

Rail Corporation of NSW  
The Australian Tax Office  
Australian Federal Police  
BOC Gases  
Price Waterhouse Coopers  
Red Bull  
Sensis  
Telstra  
ANSTO  
Holy Spirit School Canberra

### What clients are saying about HeartMath programs:

"HeartMath is a rare gift in a complex and demanding world.. The tools are simple and easy to use and provide so many personal and professional outcomes. It has helped my team and I enormously in handling ourselves and others around us in more constructive and effective ways. This will be a tool that stays with me and not be put away with the other 'training manuals'..."

**Tracey Luscombe, Manager- Human Resources,  
Fairfield City Council, NSW**

"...HeartMath's Power to Change Performance program has provided ideal and simple tools for the internal transformation within our people. The results speak for themselves. Our airline, Cathay Pacific, now prides itself on delivering an individual style of service, straight from the heart. This has resulted in consistently being rated as having the best in-flight service in the world."

**Peter Buecking, Director, Sales and Marketing, Cathay Pacific Airways Ltd, Hong Kong**

## About Macquarie Institute LICENSEE FOR HeartMath® LLC

The Institute of HeartMath is a leading-edge training and consulting firm specialising in individual and organisational transformation. Macquarie Institute's programs are based on the research of the nonprofit Institute of HeartMath, which has spent the last decade researching the physiological and psychological mechanisms by which the heart communicates with the brain. These mechanisms influence information processing, perceptions, emotions and health.

The Institute's training programs provide you with performance tools and technology that are specifically designed to enhance performance and productivity. This is done by reducing tension, burnout, and the physical symptoms of stress and negative emotions. The tools and techniques are for practical use in the midst of life's fast-paced situations, information overload and often-unpredictable stresses.



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## HEARTMATH® AUSTRALIA T/A MACQUARIE INSTITUTE PTY LTD

### HEARTMATH® PROGRAMS AND SERVICES IN AUSTRALIA

Our Institute is dedicated to helping  
people achieve intellectual,  
emotional and physical vitality.

For many of us, stress is a major obstacle in achieving peak performance. HeartMath is the only scientifically validated system of stress intervention techniques. HeartMath quantifiably and dramatically boosts the health and performance of individuals and organisations. Our aim is to enable people to reverse the effects of stress and meet life's inevitable challenges with poise and resiliency in the moment.



HeartMath® is a registered trademark of HeartMath LLC

## CORPORATE AND INDIVIDUAL PROGRAMS

### The Power to Change Performance

Most people would like to respond dynamically and effectively to the pressure of accelerating speed and change in today's world. This one-day program delivers a practical skill set for executives, senior managers and front line staff. HeartMath's Power to Change Performance program combines science and business management to deliver tools and strategies for improving performance, reducing stress, improving communication and team work, effectively managing work and personal life balance issues and increasing the satisfaction of both employees and customers.

#### In this one-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.
- five powerful HeartMath techniques that transform your physiological response to stress.
- how to activate and maintain "big picture" vision.
- how to generate innovative ideas and bring them into practical application.
- how the Freeze-Framer® interactive software can help you achieve performance breakthroughs.
- innovative strategies for creating a strong organisational culture and esprit de corps.

### THE RESILIENT INDIVIDUAL WORKSHOP

The four-hour **Resilient Individual Workshop** teaches you three key HeartMath tools and techniques applicable in all challenging situations. You learn how to bounce back quickly and maintain a clear and positive attitude. You are also taught how to use the FreezeFrame software for shifting to a positive emotional state and reversing the effects of stress. Available in Sydney and Melbourne.

### HEARTMATH® 1 on 1 COACHING Solutions for Executives, Managers, and Individuals to Improve Coherence and Clarity

Stress is the body and mind's response to any pressure that disrupts its normal balance. Stress occurs when our perception of events does not meet our expectations and we are unable to manage our reaction.

One of the major benefits of the HeartMath system is its impact on stress. While situations, encounters or events may seem intrinsically "stressful," it is how an individual perceives and reacts to an event that determines whether or not the stress response is activated. The main limitation of most stress-reduction approaches is that while helpful, they do not target the real source of people's stress. Long term solutions to stress need to involve the hormonal system which is profoundly affected by emotions. What we feel affects how we respond faster than what we think.

HeartMath's tools and techniques directly impact the ability to shift perception - enabling individuals to transform their perceptions and reactions to potentially "stressful" situations in the moment they occur. By learning to intervene as stress occurs, you keep your body's youthful hormone levels high and stressful, aging hormone levels low.

At our Institute, Licensed HeartMath Providers coach you in easy-to-learn HeartMath tools and techniques to help you manage and reverse the effects of stress and negative emotions.

**Licensed HeartMath Providers** are available in every major city in Australia and New Zealand.

If you are interested in becoming a **Licensed 1 on 1 HeartMath Provider**, please call our office or visit our website for application details.

### The FREEZE-FRAMER® Interactive Learning System with Patented Heart Rhythm Monitor

The Freeze-Framer® is an easy to use software program, learning system, and patented heart rhythm monitor developed by HeartMath's founder Doc Childre. The Freeze-Framer technology is based on more than a decade of research on the relationship between heart, health and performance. The software provides instant, objective feedback on a person's internal state. Using the Freeze-Framer's fingertip or ear pulse sensor that plugs into the USB or serial port of your PC, you can watch how thoughts and emotions affect your heart and autonomic nervous system.

The software uses Heart Rate Variability (HRV) patterns to monitor a person's stress levels. HeartMath's research has shown that emotions are reflected in the heart rhythm patterns. The analysis of HRV or heart rhythms is recognised as a powerful, non-invasive measure. It reflects heart-brain interactions and autonomic nervous system dynamics, which are particularly sensitive to changes in the emotional state. New clinical research identifies HRV as a key indicator of preventable stress and shows correlation with a broad range of health problems.

The Freeze-Framer helps you learn how to intentionally shift to a positive emotional state. These shifts in heart rhythms create a favorable cascade of neural, hormonal and biochemical events that benefit the entire body and mind. Stress hormones plummet, blood pressure drops, the immune system plumps up, and anti-aging hormones increase. The effects are both immediate and long lasting.

**If you are a health professional, ask about our Freeze-Framer Reseller Program for your clients.**

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