

Book Reviewed: **From Chaos to Coherence: The Power to Change Performance**

Authors: Doc Childre  
Bruce Cryer

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Reviewed by: Ann Marie P. Edwards, CPC  
Practice Manager  
Greater Philadelphia Cancer and Hematology Specialists, PC  
Philadelphia, PA

This book introduces a discovery that promises to become an effective communication tool to those who endeavor to incorporate it into their business interactions. Heart Math, a process that harnesses the emotional force of the heart and directs it towards stress reduction and improved interpersonal relations, is the discovery of Doc Childre. This book focuses the Heart Math techniques of Inner Quality Management towards the applications of team development and organizational improvement.

In a corporate society focused on success and being the best, there is a tendency to emphasize the intelligence of our brains above all else. Heart Math serves as a guide to incorporate the human heart and gut feelings into the organization's dynamics. By incorporating these three facets of the individuals, the team becomes a more comprehensive and positive tool for organizational excellence. In the current climate of business, speed and efficiency are the driving forces.

In researching how to develop a coherent organization with care and efficiency at the center, Doc Childre saw the connection between the individual heart and the heart of the organization. From Chaos to Coherence illustrates the road map to this process utilizing a tool known as Inner Quality Management (IQM). IQM is a combination of four key factors:

- 1) Internal Self-Management
- 2) Coherent Communication
- 3) Boosting the Organizational Climate
- 4) Strategic Renewal Process

The authors effectively provide tools to assist with the understanding and implementation of each dynamic. Following the exercises should enhance balance and efficiency within the organization. The tools

provided support effective adoption and implementation of these Heart Math strategies.

In the future of successful business, balance and nurturing will remain as imperative needs, as the corporate environments remain competitive and demanding. IQM incorporates very basic concepts that are heart-driven in creating balance in the group. Internal Self-Management is a tool to help people in managing their minds and emotions and maintaining calm in situations. This discourages the environment of allowing even small failures to be viewed as catastrophic. Coherent Communication includes effective understanding of electronic and interpersonal communications. People are encouraged to listen and understand. Organizational Climate is critical to the overall health and performance of an organization. Renewal in Processes is an ongoing need as effective adaptation and innovative ideas contribute to continued success.

Organizations can be very successful in the marketplace yet internal static and stress can bring about problems. Team building is ineffective if individuals are internally experiencing turmoil. In order to maximize creativity and cooperation, individuals must have their minds and hearts in their work. The authors identify stress as the main obstacle to effective personal and organizational performance. Individual perceptions of events create stress. People must be taught to change their perceptions. The burden is on the manager to increase heart awareness and promote healthy balance. In this environment, the team will thrive. Great managers excel at helping others to grow and succeed. By sharing skills and experience, effective managers contribute to the success of the organization by increasing the skill levels of their team.

The authors have successfully provided a Heart Mapping and Mind Mapping approach to complex planning and decision-making. Mind Mapping is a tactical approach to process planning while Heart Mapping adds depth by identifying the feelings and climate desired. Through a facilitator who leads in a non-judgmental way, the team can achieve an effective plan achieving balance and identifying priorities. The Heart Math process lends itself to any manager who is leading an organization towards success. The skills and methods can easily be integrated into daily interactions.

In the modern world of high-stress business, it is imperative that we incorporate heart into our interactions. With clearly defined roadmaps to successful communication, even the most results-oriented managers can integrate these skills into their corporate climate and enhance the overall performance and happiness of the members of their team.

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