



www.drumcircleplayshop.com

Corporate Employee Wellness (CEW) and Teamwork - *Drum Circle Playshop*

Introduction

Although people have been drumming around the globe for as long as humanity has existed to express themselves, communicate, celebrate, facilitate ceremony, and to have fun, modern research has proven that drumming has yet another advantage - improving mental and physical health. That's right, drumming is actually healthy for you and for your highly stressed workforce!

Drumming is a fun and exhilarating activity, and at times can also be an emotional experience. An uplifting and inspirational form of expression, drumming calms the mind, empowers the spirit, and provides a positive way of getting in touch with your Higher-Self. By allowing yourself to become entranced in the sound you can close out everything around you. It is in this place of inner stillness that healing begins and our lives can change.

Recent studies have shown that you increase your white blood cell count, strengthen your immune system, and reduce stress while drumming. A leader in this research is [Remo@](#), who for over 50 years has produced award winning drums and percussion instruments. Results of their extensive research has shown that through group drumming:

- Participants discover an inner strength and become empowered to move beyond their perceived boundaries and limitations;
- The immune system is strengthened by increasing Natural Killer (NK) cell activity (Bittman, Alternative Therapies, 2001), reversing multiple components of the human stress response on the genomic level, as well as 19 genetic switches that turn on the stress response believed responsible in the development of common diseases. (Bittman, Medical Science Monitor, 2005);
- A subsequent study done by the same researcher showed that group drumming was able to dramatically reduce employee burnout, and subsequent turnover, among workers. Drumming initiatives are extremely cost effective and have the potential to save millions of dollars related to employee turnover.
- Based on his book, *The Healing Power of the Drum*, Robert Lawrence Friedman, MA, talks about how drumming is used in treating at-risk adolescents, stressed-out employees, Vietnam veterans, Alzheimer's disease, Parkinson's disease, Multiple Sclerosis, and more.

What to expect from our Corporate Employee Wellness DCP event:

- ✓ *Set into motion the creation of a healthier, emotionally renewed and well-balanced productive workforce*
- ✓ *Builds **effective teams** and **empowers** community*
- ✓ *Promotes the concept of **Servant-Leadership***
- ✓ *Promotes **creativity** and **“can-do”** mindset*
- ✓ *Opens minds to **new ideas***
- ✓ *Promotes **self-confidence** by removing fear*
- ✓ *Promotes the concept of **“teaching-without-teaching”***
- ✓ *Facilitates communication – **listening skills** and **body language***
- ✓ *Builds **trust** and **confidence***
- ✓ *Inspires **community spirit** and **oneness** towards a common goal*
- ✓ *Enhances **wellness** and **health***

Centre for Customer Care (CCC) Malaysia

(A one-stop centre dedicated to the achievement of customer service excellence)
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Master Consultant for:



Day 1

9.00am – 5.30pm / 8.00pm – 10.30 pm

9.00am – 10.30am

Let's Begin: A Gift of Gratefulness

- Team Members get a chance to appreciate someone openly

It Only Takes a S.M.I.L.E to get the fire going

- o S = Sincerity
- o M = Motivation
- o I = Integrity
- o L = Laughter
- o E = Enthusiasm



☪ Tea break (10.30am – 11.00am)

Drum Circle Playshop

Making in-the-moment music together

- o Rhythm Hand Exercise
- o Simple Hand Drum Lesson
- o 1, 2 Let's All Play – Grooving Time
- o Going through the 4 Transformation Stages
- o Drum circle facilitation practice

☪ Lunch (1.00pm – 2.00pm)



2.00pm – 3.00pm

Reaching the Orchestra Stage...Possible?

- o Jump Time
- o Jam session



☪ Tea break (3.00pm – 3.30pm)

3.30pm – 5.30pm

TOP 3 Lessons: Debriefing and Group Discussion and Presentation

- o Gallery Walk & Group Discussion
- o Group Presentation

Note: Marks will be given by judges based on presentation

☪ Siesta & Dinner (5.30pm – 8.00pm)

8.00pm – 10.30pm

CREATIVE MUSICAL SKIT

- o Team preparation (1 hour)
- o Team Presentation (1 hour)

Note: Marks will be given by judges based on skit presentation



Together Employees Achieve Maximum Success

Holistic Wellness Programme

Our wellness session addresses the whole person's health, looking into preventive measures, rather than looking for remedy. Participants are offered the opportunity to be the creators of their own reality of health, through an understanding of all aspects of health and adopting a healthy lifestyle. Our wellness session will focus primarily on Emotional Wellness and Physical Wellness related mainly to Diet and Nutrition.

Optimal Nutrition for Health and Wellness

Seven out of the 10 top causes of death today is directly related to our diet. People today are living a less productive and successful life simply because of poor nutritional habits.

Many obstacles stand in the way of living a life of health and wellness today. More and more people are falling victim to disease and illnesses that boggle the minds of even the most intelligent health professionals. Poor nutrition is seriously affecting the overall health and wellness of people everywhere, which will subsequently affect their work performance, career and family life. Even though our medical sciences have advanced throughout the decades, so has our population who suffer from debilitating and limiting health conditions that modern medicine seems to fail in treating to provide a substantial quality of life; health issues such as obesity, heart disease, cancer, bone and joint disease, diabetes and autism have continued to escalate all around us.

- Crash course on understanding how diet and nutrition affects health, wellness and longevity
- Simple yet profound Wellness session for people who want to improve their health but are too busy
- Ideas, when implemented, can give longevity to your life while sparking your energy
- Gives people the tools they need to make healthy changes in their lives., permanent changes, so they can quit riding the weight loss roller coaster



"Those who fail to take the time to be healthy will ultimately have to take the time to be sick"
- Dr. James Chappell

Managing Toxic & Deadly Emotions

Destructive emotions have toxic effects on the body and result in a wide range of serious illnesses – hypertension, arthritis, multiple sclerosis, diabetes and even some types of cancer. Destructive emotions can be in the form of anger, hostility, resentment, bitterness, unforgiveness, self-hatred, anxiety and repressed anger. If left unchecked, these destructive emotions will rob us of our physical health, our finances, our career and finally, even our lives. Destructive emotions will definitely affect the performance of employees and ultimately the organisation.

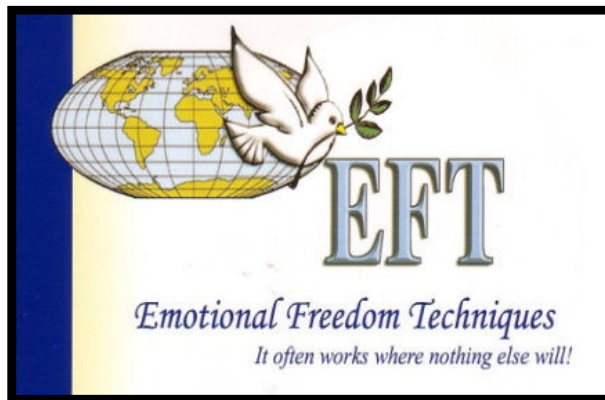
- Understanding Damaging and Destructive Emotions
- The path from Damaging Emotions to Deadly Diseases
- Turn off Stress Hormones
- Danger of worry, guilt, shame, fear and depression
- Making the Choice for Health
- 4 Essential areas to emotional well-being – truth, forgiveness, joy and peace

Managing Anger in the Workplace

Do you work with angry people? Do you know why they are angry? Do you know how to deal with them?

The workplace is an environment likely to provoke feelings of anger and the consequences of poorly managed anger in the workplace can range from increased staff turnover, lowering of staff morale and reduced productivity, to property damage and physical injury or worse. At the same time, if managed effectively, anger can be a positive and productive emotion producing valuable data, as well as considerable motivation.

- Anger in the workplace
- The costs of anger in the workplace
- The benefits of anger in the workplace
- **Using the NOVACO Anger Inventory: Self-assessment on Degree of Annoyance or Anger**
- Diagnosing anger
- Focus on the source
- Dealing with your OWN anger
- Dealing with the angry individual
- Dealing with anger in your Organisation or Team



Introduction To EFT

We all suffer from challenging situations that cause stress, distress, unhappiness, anxiety and often times, hopelessness. It is never easy to think straight when this happens. Most books require you to read lengthy chapters just to figure out strategies, which you would realize after completing them that you actually knew them in the first place. EFT, on the other hand, when applied provides you new insights about yourself, helps you cope with issues and heal many of your emotional wounds.

Research suggests that psychotherapy averages about 30% success in helping people deal with emotional issues. EFT has about a 70-80% success rate and I have experienced working with people with a much higher success than 70-80%.

What Is Emotional Freedom Technique (EFT)?

The philosophy underpinning EFT is that "the cause of all negative emotions is a disruption in the body's energy system". EFT is an emotional form of acupuncture except that we don't use needles and we can do it by ourselves anytime, any place. It centers on the profound effects of the body's subtle energies. We tap with the fingertips to stimulate a certain sequence of meridian energy points while the client is "tuned in" to the problem. What we mean here is that the client is focused on the issue without having to tell the whole story. There are many ways of accessing the "story" but it is meant to be safe for the client and least painful.

The subtle energies that circulate throughout the body have been largely ignored (until recently) by western scientists. It has been regarded as Eastern theory for a long time and acupuncture had been frowned up till recently (just a reminder, there is no puncturing of any sort with EFT). As a result, our use of them for emotional and spiritual healing has been sparse at best. With EFT, however, we consider these subtle energies to be the primary cause of emotional upsets. Tapping them causes them to start circulating freely, as it should while the client is breathing and in touch with the problem. Though it is a paradigm shift for most if not all of us, we invite you to try it out before talking further about the phenomenal results it has achieved. For some evidence of the case histories the amount of work done in this area.

Physical And Physiological

EFT often provides relief for a very wide range of physical symptoms. We have used it for common colds, asthma, migraine, vomiting, eczema, snoring, etc and they have worked tremendously well. My advice, which also has been given by the most experienced, is to try it on whatever you face, as it has not been known to have limitations to its effect. This, too, is abundantly clear in the case histories, which provide unmistakable evidence of the link between our physical ailments and our emotional issues.

EMOTION FREEDOM TECHNIQUE (EFT)

1. Introduction to EFT
2. The benefits for EFT to our personal wellbeing, work and family relationships
3. A simple self-reflection exercise
4. The Basic Recipe: The Setup, The Sequence, The 9 Gamut Procedure and the Sequence
5. Testimonials for those who benefited from EFT
6. Hands-on demonstration of EFT
7. Now your turn to practice of EFT
8. Looking and planning forward

BALLOON RELEASING CEREMONY

Employee Wellness Makes Corporate Fiscal Sense

How do company wellness programs affect a business's bottom line? Does the benefit exceed the cost of the program? There is more and more research on the fiscal advantage of providing a corporate wellness program. Here are some findings:

- Employers who invest in worksite health promotion programs can see a return of \$3-\$6 for every dollar invested over a 2-5 year period. Documented savings are observed in medical costs, absenteeism, worker's comp claims, short-term disability and presenteeism (lower on-the-job efficiency due to employee health problems.)
Source: American Journal of Preventive Medicine, December 2005
- There are over 600 articles that analyze the research and anecdotal evidence of the cost-effectiveness of worksite wellness programs. In a review of 42 of these articles, there has been shown to be a:

28% reduction in sick leave absenteeism
26% reduction in use of the health care benefit
30% reduced worker's comp claims and disability management
Reduced presenteeism losses

Source: Larry Chapman, "Meta-evaluation of Worksite Health Promotion Economic Return Studies", The American Journal of Health Promotion, 2003

- A recent study showed that corporate fitness center participants had 1.3 days fewer short-term disability claims per year per employee than non-participants and had fewer health risks. *Source: Journal of Occupational and Environmental Medicine, April 2006*
- On average, health care claim costs for IBM employees who exercise 1- 2 times a week are \$350 a year less than those who don't exercise at all. *Source: Joyce Young, IBM's Well-Being Director in BenefitNews.com March, 2006*

Employee Wellness Makes Corporate Common Sense

The bottom line is important but there are many studies documenting the intangible advantages of a corporate wellness program. Here are some of the conclusions:

- A wellness program can enhance and support an organization's core values and culture.
- There is a documented relationship between healthy employees and worker productivity.
- A recent study of 200 people at 3 major corporations revealed that an employee's quality of life, mental performance, and time management was 15% better on days when they exercised.
- A wellness program that contains a component on self-care and proper use of the health insurance benefit leads to a more cost-conscious work force.
- A high quality fitness and wellness program is an employee recruitment and retention tool. As more employers add wellness programs and on-site fitness centers to their benefit package, it is important to stay current and competitive.
- Nearly 60% of all companies and 95% of large companies have programs designed to encourage individuals to take some responsibility for their health.
- People spend more time at work today than any other place - employers can use this captive audience to make some serious healthy behavior changes.

Your Workshop Leader

DR. ALLEN TEH KEAT BENG



Dr. Allen Teh is the founder and Chief Executive Officer for the Centre for Customer Care (CCC) Malaysia. He has conducted extensive worldwide research on customer service as well as on customer behaviour related to business. His latest research was on Emotional Intelligence (EQ) and how that impacts business profitability through employees' work performance. His on-going research is related to Wellness, Emotions, Stress and Anger Management at the Workplace. Dr. Allen Teh is also promoting EQ Development for youths as well as for parents. Dr. Allen Teh discovered the power of group rhythm and drumming in 2006 and since that time has immersed himself in research linking drumming and rhythm to **Corporate Employee Wellness (CEW)** and team development. He has been trained in drum circle facilitation by renowned guru Arthur Hull.

Dr. Allen Teh has more than 29 years of work experience in service operations as well as Human Resource Management, Management Consultancy and Training. He is an experienced Customer Service Consultant. Human Resource Consultant. Human Resource Professional as well as Executive Search Consultant. He has held senior managerial positions in diverse industries namely food and beverage, entertainment, manufacturing, property development and construction. insurance. oil-palm plantations and biotechnology. Dr. Allen Teh was also the Managing Consultant with Pricewaterhouse for a period of time as well as Regional Human Resource Manager (Asia-Pacific) for Syngenta, a Swiss agrobusiness conglomerate.

As a trainer and consultant, Dr. Allen Teh has trained for banks, governmental bodies, healthcare organisations, insurance companies, security firms, travel and tour agencies, vacation clubs, direct selling, property development, fast-food restaurants as well as call centres. Some of the more recent companies that have engaged Allen Teh for training/consultancy programmes are Malaysian Assurance Alliance (MAA), Berjaya Group, Kurnia Insurance, Interpacific Securities, Interpacific Travels, Easycall, Kentucky Fried Chicken, Pizza Hut, Pantai Group, Pantai Medivest, Aquawalk, Human Resources Development Council (HRDC), Maybank Group, Trisystem, Tay Ibrahim & Associates, DIGI, TRICOR Hongkong, Sinar Jernih, Western Digital, Fairchild Semiconductor, Hospital Pantai Mutiara, Hewlett Packard, Nestle, SEGI College, ExxonMobil, UMW Toyota, B Braun Medical Industries, Pelangi Berhad, BESTA Corporation, Retail Association Malaysia (REHDA), Sarawak Economic Development Corporation (SEDC), Intel Malaysia (Penang), TAR College Centre for Continuing Professional Education, Venture Group, Petronas and Jimisar Corporation.

Driven by an intense passion in customer service excellence and being a firm believer that customer service makes all the difference in business, Dr. Allen Teh is actively promoting and propagating this passion for customer service excellence in Malaysia and regionally. He welcomes everyone and anyone to join his crusade.

Dr. Allen Teh holds a Doctorate Degree in Business Administration from Southern Cross University, Australia and MBA from the University of Dubuque. Iowa. USA.

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