



From Chaos to Coherence: Advancing Emotional and Organizational Intelligence Through Inner Quality Management (registered trademark here)

Doc Childre, Bruce Cryer

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From Chaos to Coherence is about the future of organizations and the future potential of people. This timely book addresses the increasing strain that people and organizations, both private and public, are experiencing. This is a book of innovative personal and organizational tools validated by extensive research, balanced with common sense intelligence and insights. Well-documented examples, biomedical research into human intelligence and organizational case studies show people and organizations how to become more effective through a new model of human intelligence, including the intriguing principles of "heart intelligence." From Chaos to Coherence cites research and examples from Service-Profit Chain, Royal Dutch Shell, Motorola, Hewlett-Packard, Cathay Pacific Airways, Thorlo and YPO. The book describes HeartMath's® four dynamics of the Inner Quality Management (IQM)® technology (with integrating tools):

- o Internal Self Management
- o Coherent Communication
- o Boosting Organizational Climate
- o Strategic Processes and Renewal

A major contribution of From Chaos to Coherence is its model of organizational coherence, including HeartMath's Organizational Coherence Survey process, graphs, charts, biomedical drawings and illustrations.

- Well-researched examples, biomedical research into human intelligence and organizational case studies show people and organizations how to become more effective
- Describes new model of human intelligence, including intriguing notion of heart intelligence
- Cites research and examples from Service-Profit Chain, Royal Dutch Shell, Motorola, Hewlett-Packard, CalPERS, Canadian Imperial Bank of Commerce (CIBC), Cathay Pacific Airways, Thorlo and YPO



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