

# PARTICIPANT HANDBOOK

2025

The  
**SYNERGIST**  
Group  
resilience academy



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# WELCOME MESSAGE

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We are thrilled to have you join us on this transformative journey to develop greater personal and professional resilience. In today's rapidly evolving world, the ability to navigate challenges with strength, adaptability, and confidence is essential—especially for those working in high-adversity roles like healthcare, emergency services, and beyond.

At The Synergist Group Resilience Academy, our mission is to equip you with the knowledge, tools, and strategies needed to build lasting resilience. Through advanced training, practical applications, and neuroscience-backed insights, you'll gain the skills to not only thrive in demanding environments but also lead others in building resilience. Our programs are designed to empower you, ensuring you walk away with a deeper understanding of yourself and the power to foster resilience in your teams and communities.

We are excited for the growth and learning ahead and are committed to supporting you every step of the way.

Together, let's build the strength to face challenges head-on and transform adversity into opportunity.

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**Gary L. Owens, Jr., EdD**  
*President*



# HISTORY

The Synergist Group (TSG), founded in 2007, formally created the Resilience Academy (The Academy) in 2024 to meet the demand for professionals in high-adversity roles to develop essential mental, emotional, and leadership skills. With nearly two decades in healthcare leadership, Gary Owens, Founder and President of TSG, recognized the significant challenges of stress and burnout. This understanding inspired the creation of comprehensive training programs that empowers professionals across various fields. The Resilience Academy offers multiple delivery methods – including live programs (in-person workshops, virtual training sessions), and an online platform—allowing participants to engage in a way that suits their needs.

Gary's background in healthcare leadership and resilience coaching shaped the Academy's multidisciplinary approach, focusing on both personal and organizational resilience. The Academy provides leaders with practical tools to foster resilience within their organizations, leveraging evidence-based methods, including neuroscience-backed techniques, to mitigate stress and prevent burnout.

Supporting The Academy's development is a Multidisciplinary Advisory Board of experts from healthcare administration, nursing, pharmacy, physician assistant, and emergency services, ensuring the content remains relevant and adaptable across various disciplines. Their guidance helps TSG create an impactful training experience, equipping professionals with the skills to thrive in high-adversity roles.



# VISION & MISSION

## VISION

To be a leading education provider that equips professionals in high-adversity environments with the resilience, skills, and knowledge necessary to thrive in the most demanding circumstances, fostering a healthier, stronger, and more resilient workforce across healthcare, emergency services, and related fields.

## MISSION

The mission of The Synergist Group Resilience Academy is to deliver comprehensive, evidence-based resilience training that empowers professionals in high-stress roles to enhance their well-being, improve performance, and reduce burnout. We are dedicated to fostering personal and professional growth through innovative educational programs, ongoing support, and a commitment to the highest standards of excellence in resilience education.

## LONG-TERM PLAN

The long-term plan for The Academy focuses on enhancing our curriculum and fostering a culture of continuous improvement over the next five years. We will diversify our course offerings to include emerging trends in resilience training and coaching while integrating advanced technology to enrich the learning experience. Establishing partnerships with healthcare organizations will broaden access to our programs and create internship opportunities for participants. Ongoing faculty development will ensure high-quality instruction, supported by a robust feedback mechanism to refine our courses. This plan will position The Academy as a leader in resilience education within the healthcare sector.

# MULTIDISCIPLINARY ADVISORY BOARD

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The mission of The Resilience Academy Multidisciplinary Advisory Board is to provide strategic guidance and expert insight to ensure the Academy delivers cutting-edge, evidence-based training that meets the evolving needs of healthcare professionals. The board is committed to fostering collaboration across disciplines, promoting innovation, and upholding the highest standards of education to empower individuals and organizations in high-adversity environments. Each respective Education Chair serves as the primary contributor, evaluator, or reviewer for continuing education offerings.

## FOUNDING MEMBERS

Christopher Carter, PharmD\*  
Nashville, TN

Matthew Dodaro, PTA  
Winter Springs, FL

Anthony Herman, APRN, MSN  
Orlando, FL

Matthew Paglia, RN\*  
Orlando, FL



*\*Discipline Education Chair*

## ENROLLMENT

At TSG Resilience Academy (The Academy) our program is conducted through in-person, virtual, and online platforms. We prioritize small class sizes to provide individualized attention and feedback from our expert faculty. Before enrolling, participants should familiarize themselves with the prerequisites and completion requirements, which are available below and on the course pages of our website. We encourage prospective participants to reach out to our staff with any questions prior to enrollment.

## PARTIAL CREDIT

The Academy does not grant credit for partial completion of courses. Participants must fulfill all course requirements to receive credit. For any inquiries regarding this policy, please contact TSG.

## PAYMENT

Before starting any course at The Academy, participants must ensure that full payment or a payment plan is established and that any prerequisites have been met.

## PAYMENT OPTIONS

The Academy may offer various payment plans, but is not obligated to do so. Please contact us at [academy@tsgcoach.com](mailto:academy@tsgcoach.com) for more information.

## FAILED PAYMENTS

In-person and virtual programs: Should an approved payment method fail, the participant has seven (7) days to correct payment method and satisfy the balance due.

Online programs: Access to online programs will not be granted for participants with outstanding balances.

In all cases, certificates and any applicable continuing education hours will be held until payment is made. In the case of chargebacks, any submitted continuing education hours will be rescinded to the applicable board and a \$75 fee will apply to reinstate them.



## REFUNDS

Unless otherwise stated at the time of enrollment, participants who register for a live course at The Academy may cancel their reservation without penalty prior to the course start date. Refunds will be issued within seven days.

**All sales are final for online and virtual courses.**

## PARTIAL CREDIT

If a participant decides to withdraw from a course after it has started, TSG Resilience Academy will provide a pro-rated refund based on the amount of attendance in the course, less a \$75 administration fee.

Please note that refunds are not available for books or course manuals that have been provided to the participant.

## UNFORSEEN CIRCUMSTANCES

The Academy is committed to supporting participants facing unforeseen personal circumstances. On a case-by-case basis, participants wishing to continue their training at a later date may transfer their registration to a subsequent session of the course or, for longer courses, may be eligible for a pro-rated refund. The determination is made at the sole discretion of The Academy.

## COURSE CANCELLATIONS

In the event that The Academy must cancel a course due to insufficient enrollment, every effort will be made to accommodate the student by placing them in a later offering of the course, helping them find an alternative course, or issuing a full refund.



## PRIVACY & CONFIDENTIALITY

Except to meet continuing education submission requirements, in alignment with The Academy's commitment to safeguarding participant privacy, we will not share personal information with any external organization or individual without a participant's explicit permission.

## TERMINATION POLICY

The Academy reserves the right to terminate a participant's inclusion in our programs for specific behaviors, including but not limited to:

### **1. Policy Violations:**

Failure to adhere to these Policies and Procedures, including violations of The Academy Privacy and Confidentiality Policy, such as not maintaining the anonymity of fellow participants.

### **2. Disruptive Behavior:**

Being a disruptive influence during classes, in emails, or through other communication methods; engaging in subversive activities (such as triangulation, bullying, discrimination, or harassment); or monopolizing class discussions and time.

### **3. Teamwork and Respect:**

An inability to demonstrate teamwork and respect for other participants in the class.

### **4. Unethical Conduct:**

Engaging in behavior deemed unethical, as defined by the International Coaching Federation (ICF) or Board Certified Coach (BCC) Code of Ethics.

### **5. Inability to Accept Feedback:**

Inability to follow redirection or feedback provided by instructors or peers.

## ATTENDANCE

The attendance requirement for courses is correlated to the length of the course. Partial credit will not be awarded to online courses. It is possible to earn partial credit for live courses, as follows:

## PARTIAL CREDIT

### Course Length

1-2 Hours

3-4 Hours

5-8 Hours

9-18 Hours

### Possible Prorations

Not Possible

Not Possible

50% Proration

50%, 75% Proration

**Partial credit may be earned for each completed 2-hours of attendance. Minimum of 50% attendance required.**

### Exceptions:

- Online Courses
- Resilience First Aid
- High-Adversity Resilience Training

*Courses MUST be completed in their entirety to earn credit.*

## EVALUATIONS

We highly value participant feedback, as evaluations of our courses and instructors play a crucial role in the continuous improvement of our programs.

Participants will receive a final evaluation for each course and instructor. We encourage all participants to complete this evaluation, as it provides us with valuable insights. Please be assured that all responses and comments will remain anonymous.

## ONLINE COURSE ASSESSMENTS

In accordance with applicable approval boards, online courses require an assessment of no less than 10 questions and a passing score of no less than 70%. The Synergist Group, as provider, will be responsible for grading and ensuring a passing grade is earned prior to assigning any continuing education hours/units.

## FACULTY QUALIFICATIONS

Faculty qualifications are determined through a rigorous selection process that evaluates both academic credentials and professional experience.

Criteria for Selection:

1. **Educational Background:** Faculty members are required to hold advanced degrees in relevant fields, ensuring a strong theoretical foundation.
2. **Professional Experience:** Candidates must possess substantial experience in their respective areas, demonstrating practical application of their knowledge and skills.
3. **Teaching Experience:** Preference is given to individuals with a proven track record of effective teaching or training, showcasing their ability to engage and facilitate learning.
4. **Relevant Certifications:** Faculty members are encouraged to hold certifications from recognized professional organizations that validate their expertise and commitment to ongoing professional development.
5. **Professional Licensure:** Faculty will hold and maintain the applicable license for their profession.

## DISCIPLINE- SPECIFIC INPUT

In accordance with applicable approval boards, input from relevant disciplines will be provided by the respective Advisory Board Member(s). In all cases, a multi-discipline approach will be taken.

For example, the Advisory Board Chair for Nursing will provide input in the development/evaluation of all programs offered for nursing continuing education. Additional input may be provided by other disciplines as appropriate to the topic/program.

## COMPLETION CERTIFICATES

Certificates will be provided to participants based their level of completion signed by The Academy president.

### **Distribution:**

- In-person courses: Certificates will be provided at the conclusion of the course.
- Virtual courses: Certificates will be distributed electronically at the conclusion of the course.
- Online courses: Certificates will be automatically provided to the participant at the conclusion of the course following a passing grade on the assessment.

## RECORD KEEPING

Attendance and completion records will be housed electronically by The Academy with backups to cloud-based servers.

## CE BROKER

Course completion records will be submitted to CE Broker within 21 days following course completion.

## PROGRAM DEVELOPMENT & ONGOING EVALUATION

Under the advisement of the Advisory Board, course feedback from course participants, emerging research, and professional organizations, programmatic offerings will continually be assessed for relevancy and updated as necessary. New programs will be developed through continuous feedback and internal research.

Programs will be developed and updated using the latest ( $\leq 5$  years) peer-reviewed research. Content will be relevant to each profession as assessed by the respective Advisory Board Education Chair. Each program is to have at least 3 objectives, aligned to Bloom's taxonomy, and will include references listed in APA format.

All courses will be developed based on adult learning principles to enhance retention and engagement.

## CONTACT HOURS

Contact hours will be determined by actual instruction and activity length, in no less than 1/2 hour increments, with a 1-hour minimum. Approval Boards may hold additional/specific requirements and will be followed.

## TEXT-BASED CONTACT HOURS

An average of 218 words per minute will be used to determine contact hours for text-based courses.

Source:

Lamoureux, D., Yeo, S., & Vishaal, B. (2023). Reading speed using the international reading speed texts in a normal canadian cohort. *Cureus*, 15(4)  
doi:<https://doi.org/10.7759/cureus.38196>

## COMPLETION TIME

Generally, participants will have 30 days to complete coursework once an online course has been purchased. This may be adjusted for multi-course series.

# CONTACT INFORMATION



GARY OWENS

PRESIDENT

PRIMARY CONTACT  
AUTHORIZED CERTIFICATE SIGNATORY

CE-BROKER PROVIDER #: 50-46354

The  
**SYNERGIST**  
Group  
resilience academy

[www.tsgcoach.com](http://www.tsgcoach.com) | [academy@tsgcoach.com](mailto:academy@tsgcoach.com)