

# Positive Resilience Case Study

Creating a growth agenda through Positive Resilience: the science and practice of developing mastery over our ability to not just cope with disruption and challenges but to thrive and reach our full potential for both happiness and success.

## OVERVIEW

A global professional services business with operations spanning AsiaPac, Middle East, Africa, EMEA and the Americas wanted to bring a growth agenda to its business and determined to put wellbeing at the heart of the initiative. The business rationale was simple. Create a growth agenda, where psychological and physical wellbeing are central tenets of the culture, and the organisation will flourish. Wellness of the individual, wellness of the culture, wellness of the business. With a clear line of sight on a growth agenda, **peoplewise** was selected to partner and co create the solution and make it happen. We chose our globally validated framework of **Positive Resilience** comprising 7 capabilities to underpin the solution.

The overarching **aims** of the initiative were to:

1. Create a culture where every person within the system has a sense of purpose, perspective, control, connectedness and personal growth.
2. Support leaders to think wisely, transform mindfully, engage widely and lead boldly to create high performing environments where people feel psychologically safe and empowered to act to deliver the business growth aspirations
3. Engage with every person and deliver master classes in how to thrive in uncertainty and flex to new ways of being including setting a clear purpose, thinking critically, personal agility, stakeholder management and adaptive strategies
4. Provide access to our globally validated **Positive Resilience Profiler™** (PRP) tool and provide development insights via our global team of world class business psychologists

## 7 Pillars of Positive Resilience



# Positive Resilience Case Study

Creating a growth agenda through Positive Resilience: the science and practice of developing mastery over our ability to not just cope with disruption and challenges but to thrive and reach our full potential for both happiness and success.

## WHAT WE DID

In partnership with the Group Talent Team, we engaged in a number of core activities, including:

- 1. Virtual Town Hall & Launch Webinars.** Hosted by **peoplewise** and the Group Talent team, people were invited to attend a virtual 'town hall' launch of the Growth Agenda initiative followed by webinars to launch the concept of **Positive Resilience**.
- 2. Individual online PRP completion.** Starting top down from the Executive, all leaders were invited to complete the **peoplewise Positive Resilience Profiler™** (PRP) psychometric via our Enable talent platform. **PRP™** results were benchmarked and reported against a large global comparison group of leaders of others, leaders of leaders and leaders of enterprise from a broad range of industries. Internal benchmarks were also computed once a critical number was amassed. Following on from the leader populations, all employees were invited to complete the **PRP™**.
- 3. Personal report & development feedback 1-1 session** During the 1-1 feedback sessions, the individual's scores were shared and discussed across each of the **7 Pillars of Positive Resilience**, using coaching techniques to draw out key themes, strengths to leverage and strategies to develop and maintain **Positive Resilience**. Sessions were primarily conducted virtually with some face to face.
- 4. Master classes in how to thrive in uncertainty and flex to new ways of being** All employees attended team-based master classes to learn how to grow and maintain individual and collective **Positive Resilience** in their teams and wider environment. A wider cultural lens was also emphasised in order to build a strong and sustainable growth agenda based on a framework of **Positive Resilience**. All teams were required to identify specific individual and team ROI metrics which would be tracked longitudinally. These included purpose revisions, critical incident evaluations and new ways of working. Feedback from these sessions has been overwhelmingly positive.

## WHAT WE FOUND

**Consolidated report & ongoing support** Data from each component of the initiative were consolidated via quantitative and qualitative analysis to deliver a concise landscape of emerging themes including strengths and opportunities to further develop **Positive Resilience**, emerging business challenges and wider development themes. Data informed specific activities which are now embedded in the business to ensure ongoing targeted support for the development and sustainability of **Positive Resilience** and promotion of a culture that advances the growth agenda.

# Positive Resilience Case Study

Creating a growth agenda through Positive Resilience: the science and practice of developing mastery over our ability to not just cope with disruption and challenges but to thrive and reach our full potential for both happiness and success.

## NEXT STEPS

Our partnership is ongoing and our continuing work with our client includes:

1

Investment in development of a **leadership community of practice** with a shared vision and ability to tap into the benefits of **collective Positive Resilience**, including particular focus on:

- Co-creating a shared vision and sense of **Purposefulness**
- Shaping individual and collective thinking styles to enhance strategic thinking, critical incidence analysis and operational problem solving through balanced **Perspective**
- Growing deeper shared identity and sense of **Connectedness** across this population and its wider stakeholder groups
- Cascading learnings to their wider teams with support to create a clear sense of purpose and a culture that advances the growth agenda



2

Investment in development of **individual leaders**, including particular focus on:

- 1-1 targeted development as a vehicle for accelerating and sustaining individual growth as professionals and leaders of business
- A mentor system with senior executives
- Knowledge sharing forums, critical review forums and group learning experiences that will equip leaders with the mindset, knowledge, skills and tools to enable them to effectively navigate the complex and changing work environment



3

Investment in creating sustainable **growth through wellbeing**, including particular focus on tools and techniques that will enable employees to build and sustain physical and mental wellbeing.



## BUSINESS FEEDBACK

Thank you so much. I really found these sessions most helpful. It has been and continues to be a growing experience for me personally and much needed at a time like this. My team has benefited, and I can see change already in the way we approach things and openly discuss and review when things go wrong. The well being sessions have been especially powerful as have the mindset lessons and how to manage the 'hijack'! Thank you. Senior leader, WKS

I am using this to grow an open and safe culture in which my team can learn the skills of perspective and the value of connectedness. We are targeting these for now as they are most relevant to our critical work where there is immediate consequences for a wrong decision. This is helping us forge a new way of thinking and working and sharing with our wider stakeholder groups. Leader JB

# 7 Pillars of Positive Resilience

*Realising happiness and success*

**peoplewise** is one of the world's leading business psychology consultancies. Every day it enables change in individuals, teams and organisations, transforming from the inside out.

Its primary focus is to promote sustainable growth and change at all levels of an organisation, by combining psychological insights and evidence-based best practice with a comprehensive appreciation of an organisation's business goals. It does this by designing and delivering innovative, cost-effective solutions that deliver.

**peoplewise** are global leaders in transforming human behaviour, organisation and team development, change management, leadership assessment & development and psychometric tool design.



*Bringing science to business*



*Aspiring for more*



*Better together*



T: +44 (0) 204 503 9442  
E: [letushelp@peoplewise.co.uk](mailto:letushelp@peoplewise.co.uk)

[www.peoplewise.co.uk](http://www.peoplewise.co.uk)