



Optimising positive resilience to enable a global organisation to flourish

The challenge

A leading global commercial real estate organisation was alarmed by cultural challenges on a key account. Top of their concerns were employee's health, engagement and the resulting performance.

The account consisted of 900 employees based in 16 countries. It was one of the most lucrative in the portfolio and was of strategic importance to the organisation.

The account had recently transitioned to a global operating model. The newly appointed Global Account Director announced a three-year account plan and a vision to be a "high performing, engaged and diverse team delivering world-class outcomes".

To achieve this vision, the business needed to address cultural challenges.

Customer satisfaction and employee engagement scores performed below target, with well-being and stress management identified as priorities.

The approach

Using our predicative Positive Resilience Profiler (PRP) psychometric, we measured and benchmarked the current level of Positive Resilience within the culture in 2021 and 2023.

A carefully crafted communication and engagement plan was executed leading to high participation with circa 130 leaders took part in 16 countries.

Each employee received a personal report explaining their results. Virtual facilitated workshops helped employees interpret their results and build personal development plans.

Employees were also involved in focus groups and action planning sessions facilitated by the account leadership team and Peoplewise.

Their inputs informed a published action plan. Results and progress were shared regularly, and the project was repeated in 2023 to measure long-term return on investment (ROI).



The impact

- ★ 100% of participants received personal development reports
- ★ 13% increase in employee engagement
- ★ 14% increase in client focus reported by employees on the account
- ★ 12% increase in safety and wellness
- ★ Client satisfaction increase from "Satisfied" in 2021 to "World-class" in 2023

Peoplewise is an award-winning business psychology consultancy specialising in assessing potential, developing leaders and transforming business.

