

How to build a Resilient Workplace

2013 - 2015 case study

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Why do you want to introduce a Resilience Program to your company?



This is the only question you need to answer at this stage.

Do you want to, reduce absenteeism, increase morale, avoid litigation, make a positive impact on your culture, have less unrest, happier people, or to get engagement in continuous improvement and change? or all of these?

The purpose of this presentation is to show you **How** to do this by using the recent example mentioned



The model



How do I sell this in my company to make it a success?

The idea is to start a fire inside your company that will spread

How you do this depends on your culture and what you are trying to achieve

Example 1 : The senior team can attend the one day workshop or a one hour workshop to test drive it. This will allow you to experience the course and the facilitator.

Example 2 : The training can then be rolled out to the rest of the plant on a voluntary basis

Example 3: The plant can complete an audit of a Pilot area, agree an action plan and then roll out the training to that area. The initiative can then be rolled out to other areas. Genzyme Sanofi followed examples 1 and 3

We picked a pilot area and asked the initial question in 2013 to set the benchmark

Is this a psychological and healthy place to work?

An average of only 32.5% said yes

Department	2013
Quality	
-Team A	20%
-Team B	57%
-Team C	17%
-Team D	36%

9 Simple Steps to Proactive Resilience Management

Can be completed in 2(on-line) -3 (paper)days for about 60 people

Step 1 : Steering Team Selection (3-4 people). Introduce initiative to Steering group

Step 2: Introduce initiative to full target team and complete Survey

Step 3: Analysis of Raw Data and issue first report

Step 4: Review initial findings with Steering Group

Step 5: Facilitate one on one interviews and/or focus groups to identify key issues

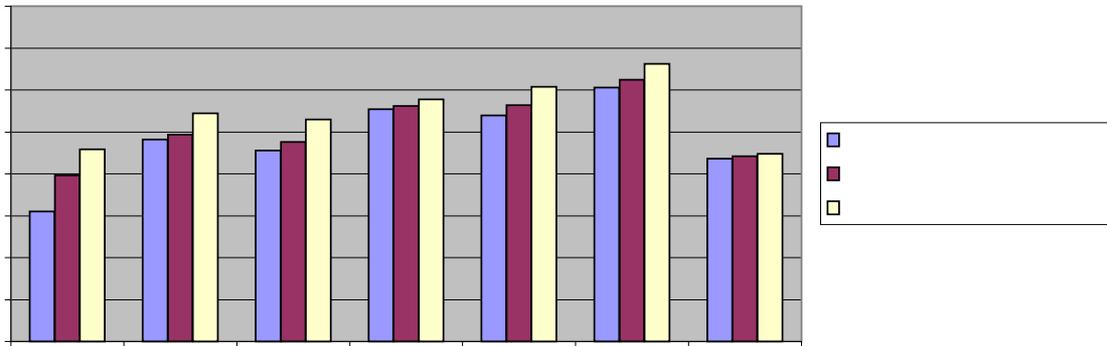
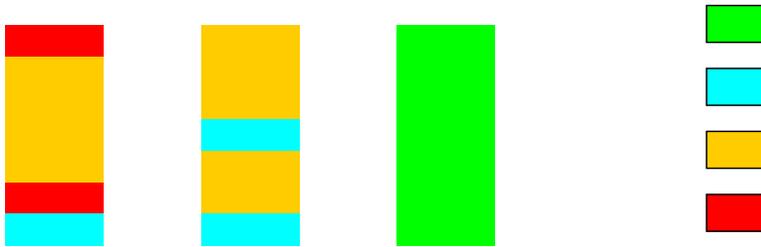
Step 6: Issue second report highlighting key organisational issues

Step 7: Meet with the target team and Steering group to develop action plan

Step 8: Training: Resilient Mind @ Work- personal training

Step 9: Re-Survey

Example of initial report from Raw Data



Facilitate small group meetings to agree on issues and finalise action plans for each area

Developing the Action Plan

- Facilitated workshop to prioritise issues and focus areas with the entire team.
- Develop Action plan with timelines to mitigate the key risks.



Personal Resilience Training

Resilient Minds @ Work™

- Focus of the training is personal resilience to enable people to manage their own personal stress response at work and at home.
- Practical Techniques and Tools
- Personal stress audit, stress diary and personal SWOT analysis
- Personal Stress Management Plan
- Discussion and role play
- 28 page work book with all exercises, reminders of metaphors used.
- 3 pages of resilience tips called The Resilience Prescription
- A download that incorporates the programme content to teach people how to deeply relax in a practical progressive relaxation and guided



Optional : Team Building -

Resilient Teams @ Work™

The Team building course comes with two options, a half and full day course. The focus of the half day course is on relationships while the full day version includes team goals and objectives.

The main issues affecting team performance is **relationships**. Richard has spent over 15 years working in the Toy and Games industry as a manager and engineer and now as a qualified Therapist he saw the opportunity to do “something different fun and practical” to address the “Team Issues”.

Richard developed a Board Game called “ Insights”. The purpose of the game is for the players to learn about themselves and others. Games are played in groups of 4. By the end of the game each person will know 492 things about each other that they didn't know before.

The strength of a team lies in the relationships between people.

Richard thought of the name “ Insights” after he choose to use the concept of the Johari Window The Johari window looks at our Open, Hidden, Unknown areas and our Blind spots.

The game is very simple. Each player has a team of 4 team pieces. The idea is to get all of your team home. If you pop the dice and get a 1,2 or 3 you pick the “ASK” card and ask the rest of the group for direct feedback about yourself. If you get a 4,5,or 6 you get asked 4,5,or 6 questions from the TELL cards. You are telling the rest of the team things about yourself. The purpose of both cards is to make your “open” area larger.

Each player keeps a note pad with new things they have learned about their colleagues



In 2014 having completed the program, we asked the question again:
Is this a psychological and healthy place to work?

- 68.75% said yes
- That is a 36.25% increase in positive responses.
- 30% reduction in stress related cases in pilot group
- 18% reduction in EAP visits in pilot group
- Increased engagement and openness – see *video* (not allowed share here)
- Positive impact on individuals and site culture – see *video 2* (not allowed share here)

Department	2013	2014	Positive Change
Quality			
-Team A	20%	40%	+20%
-Team B	57%	78%	+21%
-Team C	17%	75%	+58%
-Team D	36%	82%	+46%

Awards

Following this work Genzyme Sanofi and Resilience Matters won the 2015 I.I.T.D. National training awards for Best Consultancy Partnership and the Pharma Health & Safety awards for Pioneering Resilience in Ireland the same year.

Resilience Matters continues to work with Genzyme Sanofi and Ireland's other leading companies



Why do you want to introduce a Resilience Program to your company?

How do you want to start ?

I am sure you will have lots of questions. Drop me an email or call me and I will be delighted to build a customised approach to suit your needs.