CASE STUDY: RESILIENT TEAM

Training 800 people at an international bank.

HELPING YOUR TEAMS TO THRIVE NOT JUST SURVIVE

Our client recognised that the financial industry was experiencing sustained and significant change.

They needed their teams to perform, grow and stay well whilst focusing on achieving ambitious goals, and have the courage to look beyond how they currently operate both individually and collectively.

Helping Teams To Reduce Stress, Increase Wellbeing And Unlock Performance

" Putting our teams through the programme has been transformative. We have seen a marked increase in employees telling us that they feel more able to deal with everyday stresses, both in the workplace and in their personal lives, as well as a rise in productivity and collaboration. The programme is an important contributor to our commitment to creating a positive workplace culture.**"** - COO

The Results: Increased Engagement, Productivity & Wellbeing

33%
Reduction in attrition

5%
Increase in year on year engagement

30 mins
Increase in productivity per person per day

39%
Reduction in moderate and severe anxiety

98%
Still using the skills up to 24 months after the training

96%
Agree the skills are vital to a great culture

£1.19m
ROI based on reduction in attrition and desire to stay

£806k
ROI based on increased productivity

Head of Fiduciary Management

You anticipate client needs and continuously improve to help them thrive – client-facing professionals are using their insights on social emotional triggers – either their own or their clients – to support challenging conversations and understand and better manage situations for a more positive outcome."

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TESTIMONIALS

Learning & Development Manager and lead sponsor
The programme is different. Delivered in short weekly workshops, with participants learning bite-sized skills that can be used from the moment they leave the classroom and combined to exponentially increase impact. This could not be further than the normal 'off the shelf' offerings of half-day and one day programmes.

The depth of effort that ResDev contributes in evaluating the impact of this initiative has been essential to our ability to measure a genuine return on investment."

Team Member
"I have developed a bigger inner strength in my abilities and feel less inferior to those who I have perceived to be more confident than me."

Janet - Middle manager
"I've seen a significant change in certain individuals. Change that I would never have expected to see in senior people. Their level of authenticity has increased, and even the language they use is different. That's all down to the Resilience programme."

Head of Fiduciary Management
"The team can now identify the negative impact of ruminating on difficult aspects of change and how to rewire their negative biases to move forwards. Providing our people with the tools they need to deal with significant levels of change has been fundamental to successfully changing the way in which we work together to build a people-driven and client-focused model for the future."

Senior Leader - European Head of Function
"I have seen a much stronger self-awareness from my team members that have been through the resilience training. A growing willingness to tackle head on difficult issues and growing recognition that life is full of compromises and negotiations. The key aspect of the training has been the strength analysis and the growing appreciation that it takes different types of people to make a great team. It has been a "Damascene" conversion for some of them!"

Team Member
"I found the course and the delivery to be really life changing. My family and colleagues have already noted a change in me and my approach to thing."

Naomi - Senior associate
"Working with my team who have also attended the Resilience Advantage Programme, we share a common language and are able to pull on the skills learnt, allowing us to work more closely in unison with a common understanding and mindset."

International Awards Judge
"The outcomes delivered speak for themselves, with marked increases in engagement and productivity and reductions in attrition and anxiety. Possibly most impressive was the many employee testimonials that referenced how this programme had helped them in their personal as well as work lives."

Team Member
"I suffer with high anxiety and there are days that I cannot go into shops etc, I would go hungry rather than go into a place. Since the course I have talked myself through certain situations. Although I still struggle with some simple things that others do with ease, depending on the situation I am more likely and more able to go into a shop for my lunch."

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