

Workplace Resilience and Wellbeing (Wraw®)



Information booklet

Why We Talk Wellbeing?

"We put people at the centre of all our initiatives and programmes and take a holistic approach to your organisation's resilience. We do not believe in a 'cookie cutter', 'one size fits all' approach! Instead, we offer tailored and integrated solutions to ensure the necessary foundations are laid to instil a culture of resilience and empowerment that creates a healthy, happy, productive workforce."

Glenda Rivoallan, Founder of We Talk Wellbeing

Our Philosophy

We firmly believe that for an organisation to be resilient, it involves collective responsibility; an environment where the individual, the team and the organisation are fully committed.

We use before-and-after data-driven evaluation for businesses to track change and ROI based on resources allocated. We design initiatives that are in alignment with your organisational policies, procedures, culture and business ethics, and which comply with Employment and Health and Safety (HSE) law.

Our comprehensive assessments use Wraw[®], the world's first psychometric tool and survey to measure resilience and its impact on wellbeing in the workplace. This provides you with a roadmap for continuous improvement and helps you to build a sustainable and long-lasting organisation.

What is Wraw®?

Wraw® (Workplace Resilience And Wellbeing) is a framework that provides an accurate starting point and strategy for you, your teams and your organisation. It helps to increase resilience awareness amongst employees, teams and leaders and gives organisations of all sizes rich data that can be used to support your workforce more effectively and engender a culture of healthy high performance.

Our Wraw® Master Practitioners draw on the latest research and their wealth of experience to offer everything your employees need to master resilience and create lasting change.

High performing teams are critical to business success. Wraw® trains and empowers your organisation to take a proactive approach to building and maintaining an effective team culture of healthy high performance. We support your teams to rise to the challenge of fast-paced change and disruption using Wraw® resilience psychometric reports and digital resilience resources in our training.

Wraw®'s Five Pillars of Resilience model provides a complete framework and structure within which we can build team behaviours and stretch skills (without straining) in a sustainable way.

Our Wraw® training programmes support you to develop and empower Resilient Employees, Resilient Teams and Resilient Leaders.

Scientifically validated, robustly researched

Drawing on fields of psychology, nutrition, neuroscience and medicine, the holistic model of workplace resilience incorporates physical, emotional, mental and social wellbeing.

Wraw® is a reliable and valid psychometric tool that is applicable globally and remains up-to-date thanks to ongoing research by business psychologists.

The report data generated gives a comprehensive analysis of resilience and wellbeing throughout an organisation.

- **Snapshot:** Top line insight into current levels of resilience
- **Individual:** A detailed profile of an individual's resilience
- **Team:** A comprehensive overview of a team's resilience
- **Leader:** Feedback on how a leader supports team wellbeing
- **Organisation:** A strategic overview of organisation-wide wellbeing

The Importance of Employee Resilience

Employee burnout is on the rise and stress levels are increasing. Research by [Deloitte](#) suggests that 28% of employees have either left in 2021 or are planning to leave their jobs in 2022, with 61% citing poor mental health as their reason for leaving.

While employees are struggling, organisations are facing an increasingly complex and uncertain business landscape. Staff attraction and retention, employee burnout, staff absence, the demand for innovation and rapidly changing working practices are just some of the challenges organisations face as they seek to remain competitive.

Resilience is the ability to steer through everyday challenges, stress and adversity. Good levels of resilience enable employees to bounce back from major setbacks, overcome unpleasant experiences and adopt a growth mindset.

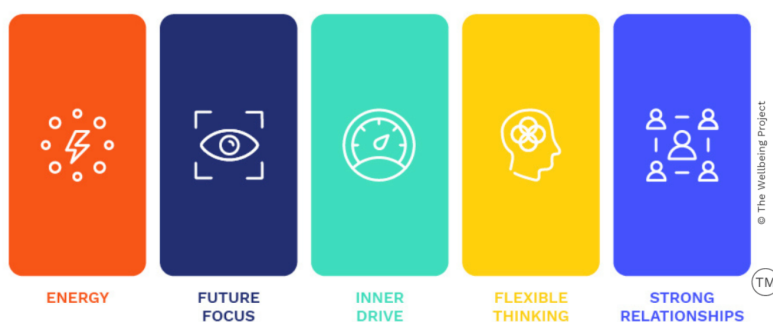
Luckily, resilience is a learnable skill. Just like a muscle, it can be strengthened to withstand extra pressure.

The 5 Pillars of Resilience

The 5 Pillars of Resilience framework is a scientifically validated, evidence-based model for understanding resilience.

The 5 Pillars are:

1. Energy
2. Future Focus
3. Inner Drive
4. Flexible Thinking
5. Strong relationships



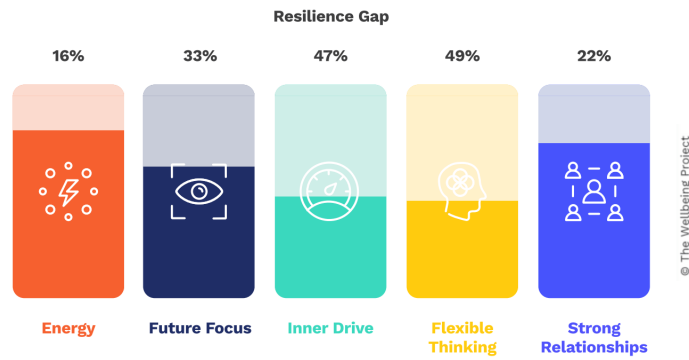
How the 5 Pillars of Resilience interlink:

Energy is the foundation stone for resilience. Future Focus ensures you are looking forward with realistic optimism and not stuck in the problems of the present. Inner Drive is about motivation, confidence and self-belief, while Flexible Thinking enables you to have multiple options and routes to achieve your goals. Strong Relationships ensure you have the support you need along the way.

Resilient Employees

Example of The Pillars Scores (Individual)

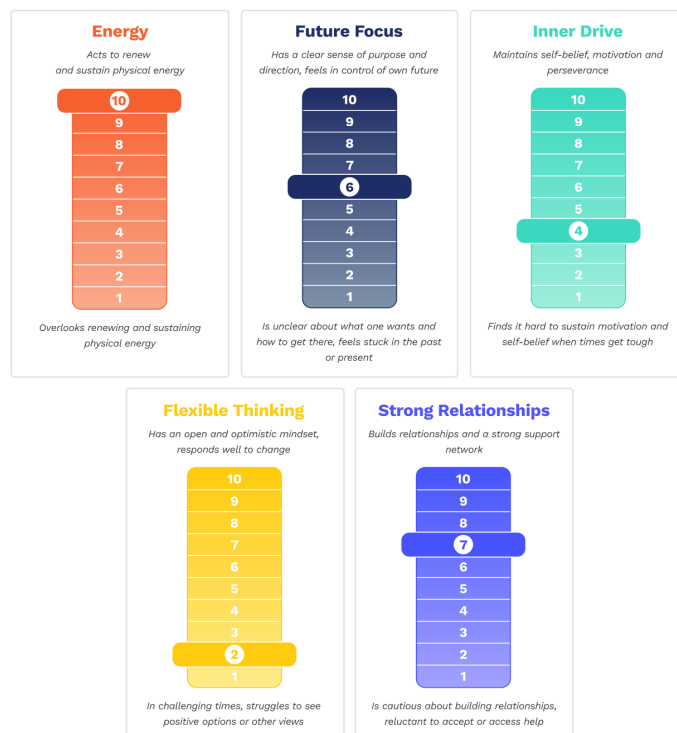
In the chart below you will see how an individual has responded to each of the pillar scales of Wraw[®]. These are a combined sum of the individual's responses and do not take into account any comparison of the scores of others. For any one pillar, the Resilience Gap indicates the extent to which there is scope to develop resilience. The maximum on any one scale is 100%, so the percentage gap gives an indication of how much room is left for development.



In this example, Flexible Thinking (yellow) at 49% indicates that this is the area that has the greatest scope for development of resilience strategies. Considering these results alongside other areas of the Pillars Overview scores offers further insight into where your priorities for growth and development may lie.

Example of the Pillars Overview

In the previous example, pillar scores were given in absolute (summative) terms. In this section, each pillar is summarised in relation to the comparison group, so that you can see how typical your responses are, as well as the relationships between pillars. A high score indicates that you are demonstrating that pillar to a greater degree than most other respondents. A low score indicates that you are demonstrating that pillar to a lesser degree than most others in the comparison group.



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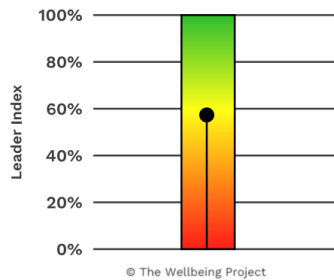
By looking at your scores on the pillars, you will be able to identify the areas where there is the greatest room for improvement relative to the comparison group.

Resilient Leaders

The Leader Results (Leader Index) indicates the extent to which individuals feel their resilience and wellbeing are actively supported by their line manager, including through modelling good practice.

A lower percentage indicates that on average respondents feel you could do more to support resilience and wellbeing. A higher percentage indicates that on average, respondents feel you adopt and model behaviour that supports resilience and wellbeing.

YOUR LEADER INDEX - 56%



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Statement	% favourable
Most favourably rated	
It is clear to me that my line manager cares about my wellbeing	85
My line manager gives me constructive feedback on the work I do	77
My line manager lacks good coping strategies to deal with pressure *	66
My line manager is aware of the pressure I'm under and seeks to keep this in check	61
I've noticed that my line manager models a healthy work-life balance	49
My line manager is approachable if I want to talk about issues that affect my wellbeing	9
My line manager doesn't invest enough time in getting to know me *	5
Least favourably rated	

Strategies to Enhance Leader Index

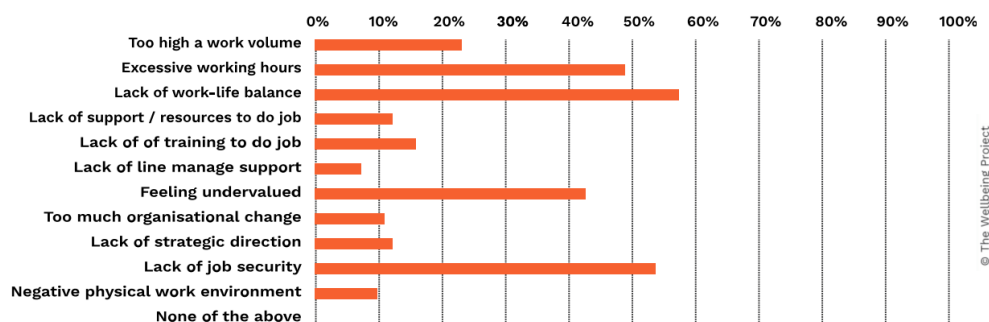
Depending on individual leader results, there may be areas you would like to enhance. As Master Practitioners, we will support you to role model healthy approaches as a leader and support employee resilience and wellbeing.

Leader Results - Pressure Points

Understanding Pressure Points that are impacting negatively on resilience and wellbeing within your team and organisation is critical to being able to intervene and do things differently.

In this chart, the employees in your line of management were asked to identify up to 3 pressure points in the workplace that they felt were impacting most negatively on resilience and wellbeing. They also had the option to say 'none of the above' if applicable.

PRESSURE POINTS - FREQUENCY OF MENTION



Together, we will look at strategies to address the pressure points, including work demands, support available and organisational context. Each report also contains next steps, a development plan and personal actions.

Resilient Organisations

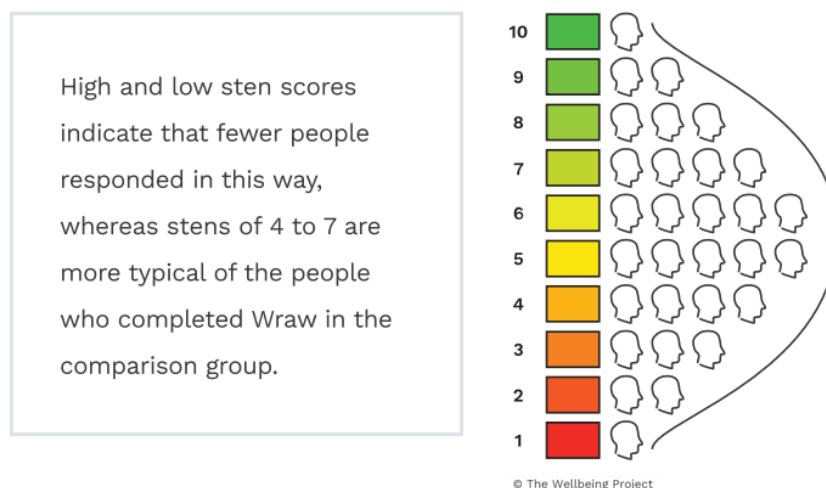
Wraw Organisation Report

Within the Resilient Organisation report, information is provided to allow you to gauge the extent to which your people are being affected by challenges, pressures and demands - particularly at work - and how current levels of resilience and wellbeing are equipping them to deal with these factors.

The various facets that comprise the organisations resilience will be explored in details, allowing you to identify areas of strength and development, as well as specific strategies to enhance resilience.

Scores are presented in two ways:

- Summative scores: Combined responses as a percentage. Higher scores indicate greater resilience, whilst lower scores indicate more opportunities for development.
- Comparison scores: Compared responses with a comparison group who come from a wide range of organisations, including both private and public sector workers.



Resilient Organisations

Organisational Results - Wraw® Index

This provides an overall measure of the extent to which respondents are demonstrating The 5 Pillars, in relation to the comparison group. It shows their resilience at the present time in present circumstances.

Readily engages, adapts and seeks to recover from setbacks, pressure or change



Struggles to adapt or seek to recover from setbacks, pressure or change

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Resilient Actions and Thoughts

This section gives an indication of whether your organisation might enhance resilience by focusing on the way people think about their situation, or what they're doing, or both. The organisation's results are shown in relation to the comparison group.

Organisational Results - Impact Index

Life provides challenges that result in a level of what might be termed physical and mental wellbeing. Our impact index indicates the extent to which respondents are feeling the effects of these pressures and challenges, keeping in mind that there is a particular focus on work in the questionnaire.

A lower score indicates that on average respondents are feeling the effects to a greater degree than most others in the comparison group. A higher score indicates that on average respondents are feeling the effects to a lesser degree.

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Is not feeling the effects of challenges, pressures and adversities

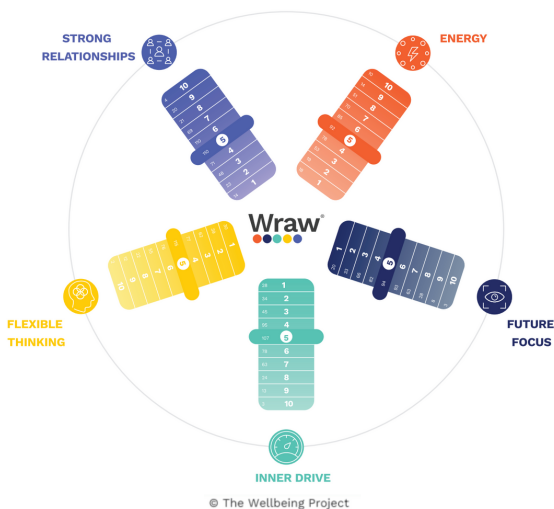
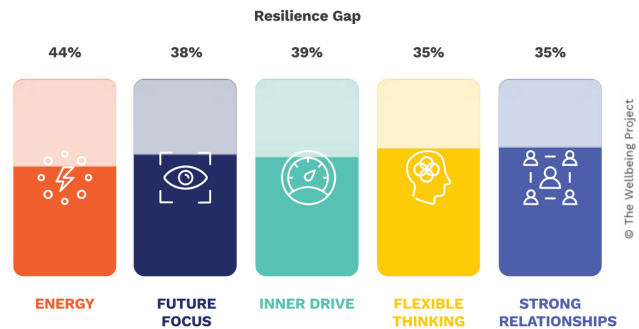


Is feeling the effects of challenges, pressures and adversities

Resilient Organisations

Organisational Results - The Pillars Summative Scores

For any one pillar, the resilience gap indicates the extent to which there is scope to develop the organisations resilience. The maximum score is 100%.



Organisational Results - The Pillars Overview

By looking at the organisation's scores on the pillars you will be able to identify those areas where there is greatest room for improvement relative to the comparison group.

Organisational Results - In Depth Review

Using this rich data unique to your organisation, our Master Practitioners will provide you with an in-depth view across all areas of the report, providing strategies to enhance resilience and wellbeing, model healthy approaches and support employees.

Similar to the Leader Report, the Organisational Report includes the Leader Index and Pressure Points, plus strategies and support to address any issues unique to your organisation, culture and context.

Open-ended responses from respondents are a critical part of the review for future development across all areas of employee, team and leader resilience and wellbeing.

Testimonial



"We are passionate about the well-being of our employees, particularly in light of the additional challenges presented during and post the pandemic.

We Talk Wellbeing were able to provide real-life data on the current well-being and resilience of our people using Wraw® psychometric testing. This valuable insight allowed them to develop a bespoke six-week resilience coaching programme that achieved strong employee engagement and delivered meaningful content and exercises which inspired, moved, and motivated our employees.

The programme empowered real, sustainable change, evidenced by the end-of-course participant progress measurements and feedback.

It is the second time we have engaged We Talk Wellbeing to provide their expertise in resilience at all levels of the organisation, and we look forward to working with them on future projects."

Jennie Bronte-Hearne

Wellbeing Consultant, Standard Bank

Workplace Resilience and Wellbeing (Wraw®)



If you're ready to support your employees, teams and leaders to build resilience and enhance wellbeing using the scientifically tested Wraw® framework, please contact us to discuss your requirements.

email: glenda@wetalkwellbeing.com

