



The Resilient Workforce

Build a workforce that can adapt to constant change, respond rapidly and innovatively to competition, and thrive under chronic job pressure.



The Need for Resilience

Rapidly changing marketplaces, intense competition, the stress of constantly having to do more with less, and the aftermath of mergers and acquisitions test the resilience of organizations. Yet, WFD finds that most companies are not addressing the factors that build resilience and only half of employees currently have the resilience necessary to perform in today's business climate. What can your company do to be sure that you have the resilience you need to succeed?

The Bottom Line Impact of Resilience

A resilient workforce has superior performance, higher productivity and creativity, better health, and more financial success. Resilience is not innate; resilience skills can be learned, and organizational and management practices are critical to sustain it. Organizational drivers of resilience include: managing workload, offering access to training and development, giving employees more control over their work, developing effective managers, and fostering work-life integration.



Building Resilience

To help companies build resilient workplaces, WFD works with leaders, managers, and teams to:

- Engage and educate leaders about the business benefits of high resilience in the organization.
- Identify impediments to resilience in the organization and prioritize targets for improvement.
- Empower managers and enhance their capabilities to foster resilience and to help employees navigate the pressures and changes at work.
- Engage employees in eliminating inefficiencies and practices that lead to excessive workload dissatisfaction.
- Equip employees with the attitudes, skills, and knowledge that strengthen their resilience.
- Monitor resilience levels.

INCREASE RESILIENCE TO REDUCE THE COSTS OF STRESS

Companies are concerned about increased levels of employee stress, burnout, and disengagement, signs that the current workforce does not have the resilience necessary to meet escalating and ever-changing business demands. Unchecked, work-related stress affects 80% of employees and costs billions in terms of lost productivity, health care, and unwanted turnover.



WFD'S RESILIENCE OFFERINGS

WFD's services help build resilience at the organizational, work group, and individual level:

LEADERSHIP

Resilience Workout™ – A half-day hands-on, action-oriented, session for leaders to identify resilience “killers” in the organization and to develop targeted strategies to foster a resilient workplace.

Organizational Resilience Scorecard – Based on the most current research and WFD's own national study, WFD has identified the 10 essentials for organizations who want to promote resilience in employees and workgroups.

Resilience Assessment – Using WFD's validated Resilience Survey or existing internal human resource data, WFD Consulting analyzes and determines what factors most affect resilience in your organization and which of those factors are most deficient.

MANAGERS

Managing for Resilience – An interactive training program that identifies and develops the critical management practices and skills for creating a work environment in which resilience flourishes.

EMPLOYEES AND TEAMS

The Resilient Worker – A workshop for employees that fosters the characteristics, attitudes, and behaviors of resilience.

Team Effectiveness Process (TEP) – An action-oriented process and tools that engage workgroups to address excessive workload and enhance work-life effectiveness.

Why Choose WFD?

For over 20 years WFD has provided unique work environment solutions to the most successful domestic and global companies. Our research, consulting, and implementation services enable our clients to build engaged, resilient, and productive workforces.

