

Workload Solutions

Reducing Low Value Work | Improving Quality of Life | Increasing Productivity

The Workload Dilemma

In its recent study, *Workload in America 2009*, WFD Consulting found that employers are facing a “workload dilemma” in which workload is reaching epic levels, significantly increasing employee stress and burnout and diminishing commitment. Employers are concerned about the impact of workload on employees, managers, and the business, yet, due to budget constraints, they are unable to add the headcount that would resolve overwork issues.

WFD has pioneered a range of workload solutions that resolve the “workload dilemma” by reducing stress, driving out low value work, optimizing existing human resources, and improving work-life effectiveness without adding headcount. WFD customizes workload solutions for our clients based upon their particular business context and employee needs. Those solutions tackle excessive workload on two fronts, by developing resilient employees with a greater capacity to thrive in an environment of intensive workload and by reducing low value work.

Solutions for Managers

Workload Webinar – “Strategies for Managing Workload in Challenging Times” – A cost effective, quick and easily implementable solution to enhance managers’ abilities to address workload. Managers learn common drivers of excessive workload and how to identify “time wasters” within their workgroup, and strategies for addressing workload and low value work.

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. It offers a three-part solution, including a webinar training reinforced by a CD and tip sheets.

Solutions for Employees

The Resilient Worker – A workshop for employees that fosters the characteristics, attitudes, and behaviors of resilience to better handle stress and the pressures of intense, continuous change.

Solutions for the Organization

Workload Assessment – Using WFD’s validated Resilience Survey and Workload Assessment tools singly or in combination or by re-analyzing your company’s existing human resource data, we pinpoint the factors in the work environment as well as work practices and processes that have a negative impact on resilience and contribute to overwork, stress, and burnout. Based on the results of this assessment, we make recommendations for action and work with senior management teams to develop effective solutions.

Strategic Workload Planning – Starting, when possible, with feedback from the Workload Assessment, WFD engages senior managers in establishing strategic objectives that fall into six areas: leadership commitment, measurement, communication, management systems alignment, learning and development, and work-life integration and workload policies and initiatives.

Resilience Workout™ – A half-day, hands on, action-oriented session for organizational leaders and managers to identify resilience “killers” and develop targeted strategies to build a more resilient workplace.

Solutions for the Team

Workload Workout Process – A quick and effective process, focused on work teams, to:

- Reduce low value work and employee stress and burnout
- Increase employees’ time and energy for focusing on high priority work
- Improve employee retention, engagement, and resilience — the ability to function more effectively in a fast-paced, high stress work environment

The Workload Workout Process can be implemented company-wide, in a business or functional unit, or team-by-team. Employees complete an on-line Workload Assessment to identify low value and unnecessary work targets. Using the results of that assessment, work teams participate in a 3-4 hour Workload Workout session to identify the root causes of unnecessary and low value work, develop solutions, and establish an action plan to drive out unnecessary work and build individual and team resilience. In company-wide and business or functional unit implementations, senior leadership determines outcome measures based on business priorities at the outset and addresses systemic issues outside the control of work teams at the conclusion.

Team Effectiveness Process™ (TEP) – This process engages and empowers workgroups in an assessment based, structured discussion to identify team strengths and areas for improvement in work-life effectiveness, flexibility, and resilience, and to determine the practices and processes that cause excessive workload and stress for their team. Through this process, team operating principles are established and team-based solutions and “quick wins” are developed to improve teamwork, reduce low value work and stress, and enhance work-life effectiveness.

