



WWR

# blend

Associates Ltd

## Resilience at Work Toolkit

[www.ltdblend.com](http://www.ltdblend.com)







coaching  
development  
potential



# 1:1 coaching

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Blend offers 1:1 coaching, from a faculty of 35+ highly skilled coaches. We can offer flexible, global, virtual, and face-to-face coaching as required. We have expertise in all areas of 1:1 coaching. Our faculty are also qualified to deliver psychometrics and the resilience tool kit.



*“ Having an external coach helped me be more honest and having dedicated time meant I could really work on the issues I needed to.”*

*Blend Survey*

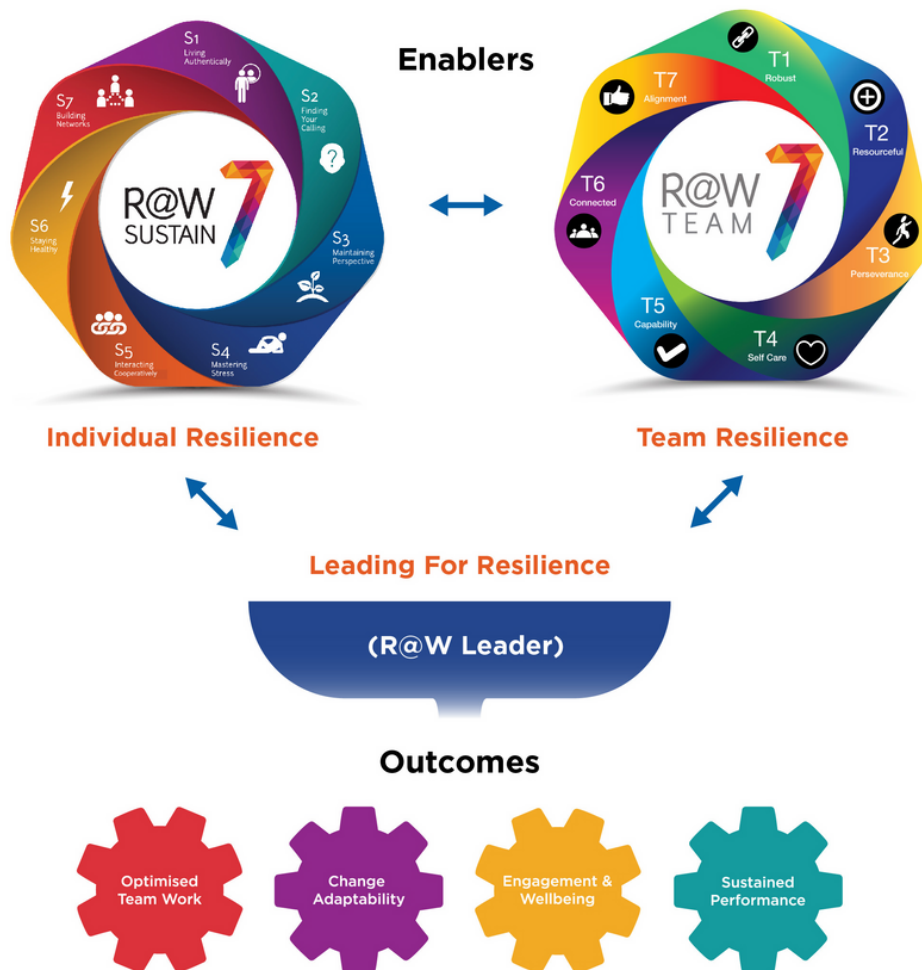
*“ It has been helpful to reflect on current challenges and formulate plans.”*

*Blend Survey*

*“ The quality of your attention determines the quality of other people’s thinking.”*

# The Resilience at Work Toolkit

ADAPT | OPTIMISE | SUSTAIN



## Working with Resilience

Sustaining Optimal Performance  
Through Resilience

# The Benefits of Using the R@W Toolkit

## The Components of the R@W Toolkit

### R@W Individual

A measure based on the Sustain 7 Model that assesses individual employee resilience.

### R@W Team

A measure that assesses the group practices that promote team resilience. This builds on the R@W Individual Scale and can be used when there is an opportunity to work with the whole team. The R@W Team incorporates aspects traditionally known as essential for teamwork and also includes elements that have emerged as important in challenging work environments. The premise is that teams can still create a sub-culture that contributes to resilience.

### R@W Leader

A measure that assesses the leader behaviours that support and foster resilience in employees and teams. This can be used as a stand-alone measure in coaching and leadership development or together with the other scales.

There are two R@W Leader assessments, including a self-assessment (R@W Leader) and a 180-degree assessment (R@W Leader-180) that is completed by the leader and their team.

### Who can use R@W

The R@W Toolkit is suitable for all occupations, up to Board level and is being used for:

- » Professional, leadership and team development
- » Coaching
- » Organisational resilience interventions
- » Applied and theoretical research globally.

## The Benefits of Working With Blend to use this toolkit

Blend have coaches who are accredited to use the toolkit and are members of the accredited R@W Community so when working with Blend, you will have access to:

» ***The only empirically researched systemic approach to resilience-building at work.***

- » A set of resilience measures that assess and inform personal, team and leadership actions for sustainable wellbeing and performance in challenging work.
- » Measures that are supported by a solid research base. There are more than 120 international academic studies integrating aspects of the Toolkit.
- » A wide range of supporting resources including 1:1 and team coaching, facilitated workshops and OD interventions.
- » A Toolkit that is flexible and able to be scaled from the individual to team to organisational interventions.
- » Easy to use survey platforms.
- » A Toolkit that is highly practical with proven applicability to any occupation at any level.



# Resilience at Work® (R@W) Individual Scale

The Resilience at Work®(R@W) Individual is a scientifically researched measure of personal workplace resilience that measures the seven components that interrelate and contribute to overall resilience.

1 The benefits of use include:

- » Validated and specifically designed for the workplace.
- » Relates to everyday work behaviours that can be changed rather than personality factors
- » Takes into account the impact of the organisational context in which people are working.
- » Considers management of current work challenges
- » Provides a comprehensive feedback report that is easily translated into practical actions.
- » Places emphasis on building strengths in addition to better managing the stress and specific issues people are facing.
- » Provides benchmarking on the seven components of personal work resilience.
- » Takes a holistic approach and considers all aspects of resilience – physical, cognitive, emotional and spiritual (purpose and values).
- » Is quick and easy to administer, taking only 5-10 minutes to complete on-line.



**S1 Living Authentically**  
Knowing and holding onto your personal values, deploying your strengths, and having a good level of emotional awareness and regulation.



**S2 Finding Your Calling**  
Having work that offers purpose and a sense of belonging. Aligning work with your core values and beliefs.



**S3 Maintaining Perspective**  
Staying optimistic and keeping a solution focus when things go wrong. Reframing setbacks and minimising the impact of any negativity around you.



**S4 Mastering Stress**  
Having work and life routines that help you manage your everyday stressors. Working to create work-life integration and ensuring time for relaxation and recovery.



**S5 Interacting Cooperatively**  
Seeking feedback, advice and support and also providing support readily to others.



**S6 Staying Healthy**  
Maintaining a good level of physical fitness, having a healthy diet and getting adequate sleep.



**S7 Building Networks**  
Developing and maintaining the personal and professional support networks needed at home and at work in order to perform well in your job.

## (R@W) Individual Sample Report

The measure leads to a report that gives a visual snapshot of areas of strength and areas for improvement that leads to reflection and action setting in the debrief and subsequent coaching.

## The R@W Scale Comprises 7 Components







# Resilience at Work® (R@W) Team Scale

## What is Team Resilience?

The collective capability of the team to manage the everyday pressure of work and remain healthy, to adapt to and learn from unexpected setbacks and to prepare for future challenges proactively.








The Resilience at Work® (R@W) Team Scale is a powerful diagnostic tool that provides your team valuable insights on sustaining performance in times of high pressure, uncertainty, complexity and change.

It aims to create a work Climate that is adaptable and stakeholder focused yet preserves employee wellbeing and engagement.

The scale is quick and easy to administer on-line. It provides an assessment on the 7 components and 22 sub-dimensions that build team resilience.

This evidence-based assessment provides a clear picture of a team's current resilience. You can then easily work to design practical actions that support them. This resilience work increases their ability to meet current and future challenges more effectively.

The R@W Team allows exploration on 7 key components.

-  T1 ROBUST: Having solid intention with agility
-  T2 RESOURCEFUL: Optimising resources and processes
-  T3 PERSEVERANCE: Persisting despite setbacks
-  T4 SELF CARE: Ensuring sustainable performance and work-life integration
-  T5 CAPABILITY: Does the team talent remains unchanged in spite of different performance needs?
-  T6 CONNECTED: Having a sense of belonging
-  T7 ALIGNMENT: Sharing motivation for success & staying optimistic



## Resilience at Work® Team Report

The R@W Team report has 4 sections:

Section 1: An introduction to the R@W Team model and its 7 components.

Section 2: An overview of the average ratings for team members and range of ratings on each of the seven components.

Section 3: A deeper dive into results with the average rating, range of rating, and response mode on each of the 22 sub-dimensions of the 7 components.

Section 4: Verbatim anonymous comments from team members on 3 open-ended questions relating to team resilience.



# Resilience at Work®

## Leader Scales

The Resilience at Work® (R@W) Leader Scales are powerful diagnostic tools that provide leaders with valuable insights on how they can help their teams sustain performance in times of high pressure, uncertainty, complexity and change.

### The Seven Components of Team Resilience

The R@W Leader scales were designed as a development tool. The results inform practical actions that are within the scope of a leader to influence. The assumption is that even within organisations with many systemic challenges there are still strategies that can assist in creating resilient cultures.

Both R@W Leader Scales allow exploration of a leader's impact on the 7 key components of team resilience.

### The R@W Leader Scales

There are two versions of the leader scales.

#### The R@W Leader Self-Rating

This scale allows a leader to self-rate their leadership in relation to the actions they take in fostering resilience in others.

#### The R@W Leader - 180

This allows leaders to compare their self-ratings with those of the employees they lead.

Both scales are quick and easy to administer on-line. They provide an assessment on the 7 components and 22 sub-dimensions that build team resilience. The results provide a clear snapshot of leadership strengths and areas to strengthen. Working with you and your results, strategies are co-created in the areas that will most benefit their team leadership.

Looking through the leader lens, it explores questions like:

- ✓ Does the leader create clarity of purpose and goals in the team yet ensure adaptability to change, or does their team lack pro-activity around future challenges?
- ✓ Has the leader ensured shared expectations, practices and boundaries around pressure management and work-life integration or does the team's culture, or their role modelling, work against attempts at self-care?
- ✓ How well does the leader build team capabilities to align with shifting stakeholder and external expectations? Does your team's talent remain unchanged in spite of different performance needs?
- ✓ As demands increase and budgets or staffing levels decrease, does the leader promote realigning resources and leveraging strengths or do silos and competition get in the way?
- ✓ We all need to feel connected in increasingly disconnected workplaces. Does the leader foster care and co-operation or self-focus in their team? Can members ask others for help or are they missing the psychological safety to be vulnerable?
- ✓ How well does the leader instill team optimism and motivation to achieve outcomes? Is there a sense of collective success and accountability or does personal ambition get in the way?
- ✓ What happens when the leader's team faces setbacks or uncertainty? Is there shared energy around creating solutions or do they get stuck in problems and look to them to make decisions?

The report is completed online by the leader and fed back to the leader by a Blend Associates Ltd coach, the coach will encourage reflection, learning and identify with the leader areas for development and improvement.

### Resilience at Work® Leader - 180 Report

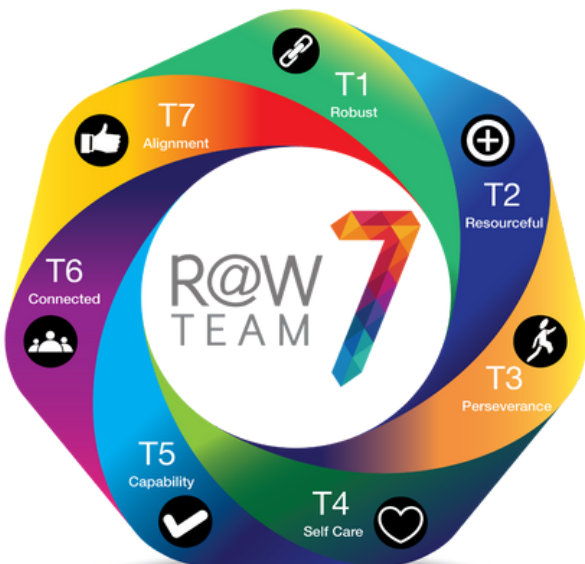
The report has 4 sections:

**Section 1:** An introduction to the R@W Team model and its 7 components.

**Section 2:** the average ratings for the leader and team members with a range of ratings on each of the seven components.

**Section 3:** A deeper dive into results with the average team rating, range of rating, and response mode on each of the 22 sub-dimensions of the 7 components.

**Section 4:** Verbatim anonymous comments from team members on 3 open-ended questions relating to your leadership.



Note: For R@W Leader Self Rating there is no Section 4 and other sections reflect self-ratings only.



# Blend accredited coaches and WWR leads

## Amanda Reynolds



Amanda runs her own coaching, mentoring and leadership development practise, Blend Associates Ltd with access to a faculty of 35+ coaches. She holds a master's Certificate in Executive Coaching and Mentoring (ILM 7). She is a certified MBTI (Myers Briggs), TKI conflict, PROPHET Executive Team psychometric profiling and the R@W Toolkit. Amanda also holds a CEDR certificate in Employment & Workplace mediation and she has recently trained to provide PQ (Physiological Quadrant) feedback. Amanda is a published author and holds an MBA. She brings an up-to-date knowledge of the leadership challenges of complex organisations. Amanda has experience in UK national and local government, the National Health Service, education (UK & USA), the not for profit and the private sectors. Amanda can offer coaching of teams and 1:1, mentoring and board facilitation.

## Hilary Lees



Hilary is an experienced Executive and Career Coach, Trainer and Facilitator, and a former Occupational Therapist with 20 years' clinical experience in NHS mental health services, who supports senior leaders to build their resilience and leadership capacity so they can confidently deal with the complex challenges they face. She combines her mental health expertise with her leadership coaching, helping clients in the National Health Service, SMEs and private sector organisations to overcome stress and burnout and bring out their natural creativity and resourcefulness, reinvigorating them to effect positive change to their teams and improve the service they provide, especially during particularly vulnerable times. Hilary blends powerful, challenging coaching with her warm, engaging style and her clients say she brings both energy and intellect to her work, find her grounded and easy to talk to, and have described her as calm, compassionate, positive and perceptive.

## Jill Savage



Jill is a professional and mental fitness coach who has both passion and purpose for well-being; enabling you to manage your mind to achieve optimal performance at work and at home. She helps leaders to achieve a balanced mind through managing thoughts, regulating emotions and cultivating more purposeful behaviours even through stressful times. These are all valuable skills for developing emotional, mental, and physical well-being for enhancing leadership performance, emotional intelligence, and productivity

## Susie Flashman-Jarvis



Susie is an accredited coach and therapist. She is a qualified couples counsellor, trauma therapist and supervisor. Her twenty years' experience as a counsellor add a depth to her executive coaching creating a therapeutic coaching model that has been embraced by leaders in many fields from barristers and lawyers to team leader and business owners. She is passionate about challenging the status quo and has written her autobiography as well as a novel on the impact of domestic abuse. She is in the process of writing her third book sharing the creative coaching tools she has developed.

# Blend accredited coaches and WWR leads

**Mags Welten**



Mags helps ambitious professionals who have reached a plateau in their career, define the outcomes they want and achieve what matters most to them. She gets to the core of what individuals want, what might be holding them back and what they need to do to move forward. In a world where change is constant, taking personal responsibility for your career and personal development has never been more critical than it is today. Mags recognises that learning to lead is a particularly unique, deeply personal, experience. Her leadership coaching focuses on three core areas: leading yourself, leading others, and delivering the business. Combined together these competencies will underpin leader's ability to perform successfully and enjoy a sustainable career.

**Anne Osborn**



The focus of Anne's coaching portfolio has been supporting individuals and teams in the NHS facing individual or organisational performance issues, operational pressures, resilience issues, stress from workload or external pressures, facing career changes and challenges, taking on new roles, and latterly, coaching through the pandemic. Anne has worked with a range of NHS organisations, based on recommendations from her results, and has excellent feedback from the many senior leaders and operational teams she has worked with.

**David Mayes**



David loves to work with people looking to create meaningful change; mindset, behavioural or performance and is driven to help people broaden their self-awareness, perspective and thinking. This may come through coaching; increasing self-awareness, confidence, self-belief and clarity or through facilitation; providing input in order to stimulate discussion, promote reflection and aid new thinking. For David, it's about helping people find the space for thinking, growth, challenge & reflection. Leadership coaching – individual and group. Workshop and webinar facilitation – specialising in self-leadership, emotional intelligence, resilience and building coaching capability. Mindfulness in the workplace – education, training, and individual support. Diagnostic work – linking to emotional intelligence, helping individuals gain clarity on their strengths, blind spots and opportunities to develop their leadership.

**Dinah Butler**



Dinah has over twenty year's experience as a therapist working in the NHS, the voluntary sector and in private practice. She brings this experience to her work as a coach. In the NHS she has worked both in primary care and in a hospital setting, specifically on a cancer unit. She has also worked in the community in an alcohol service. Before this she worked in human resources advising managers on equalities issues and recruitment. In her private practice, she has coached managers, senior managers and entrepreneurs on such issues as values based approaches to management, developing an authentic style, developing confidence and assertiveness, creating a compassionate learning environment for self and others, improving communication, managing stress. She has taught therapists at master's level at the University of Greenwich and devised and run training programmes. She welcomes the opportunity to work at the intersection of psychotherapy and coaching.



# Contact us

Please contact us if you wish to learn more about how the resilience toolkit can work with your organisation and your leaders and teams.



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