

Do Resilience Right  
with **COURAGE** and  
**CONFIDENCE**

September 15, 2022

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# Hello & Welcome



**Ning Wong**



**Paul Thallner**



# We are a global change consultancy focused on the **people** side of change...



## TOP 10 GLOBAL RATING

Daggerwing was named a Global Leader in communications and change management consulting\*



## 70% FORTUNE 500

Percentage of core Daggerwing clients in the Fortune 500



## 35 COUNTRIES

Breadth of countries where Daggerwing has worked with clients over the past 3 years



We've proudly  
helped leaders in  
these companies  
**do change right  
the first time**



PEPSICO



at&t

3M



MERCK



Hewlett Packard  
Enterprise



FedEx



THOMSON REUTERS

ExxonMobil



Johnson & Johnson



PHILIPS

AIRBUS

SAMSUNG



# Our promise to you...

In this time, you will:

- 1 Understand why creating resilient organizations is **more important than ever**, in APAC and across the globe
- 2 Hear why resilience **needs to be reinvented**
- 3 Walk away with key tips on **how to create resilient organizations** where **your people will thrive**



**62% of Singaporean workers admit that they currently suffer from burnout**

Where's the balance?

**Mashable**

**'Quiet quitting' raising a din in stressful US workplaces**



**Burned-out employees are 'quiet quitting' their jobs: What to know about the trend**

More employees are stepping back from work burdens amid burnout culture.



**Study finds 'burnout epidemic' for working women two years into pandemic**



**Senior Leaders Are Stressed And Quitting— 5 Things To Look For In Leadership**

**Forbes**

# WORKPLACE STRESS...

*How serious is it?*

WORKFORCE AND EMPLOYMENT

**Workplace well-being: Stress increasing since COVID-19 began**

Jul 12, 2022



**Your work is not your god: welcome to the age of the burnout epidemic**

**The Guardian**

**The Pandemic Has Created A New Kind Of Burnout, Which Makes Well-Being More Critical Than Ever**

**Forbes**

**Stressed, Sad, and Anxious: A Snapshot of the Global Workforce**

**Harvard Business Review**

**Post-Pandemic Burnout Spurs The "Great Resignation" Among Workers**

**Forbes**

**PREVENT EMPLOYEE BURNOUT ... OR FACE THE GREAT RESIGNATION**

**Forbes**

**New Report: 67% of Employees Who Are Ready to Resign Think Employers Have Not Fulfilled Pandemic Promises Around Mental Health and Well-Being**

**yahoo!news**





**What about us?**



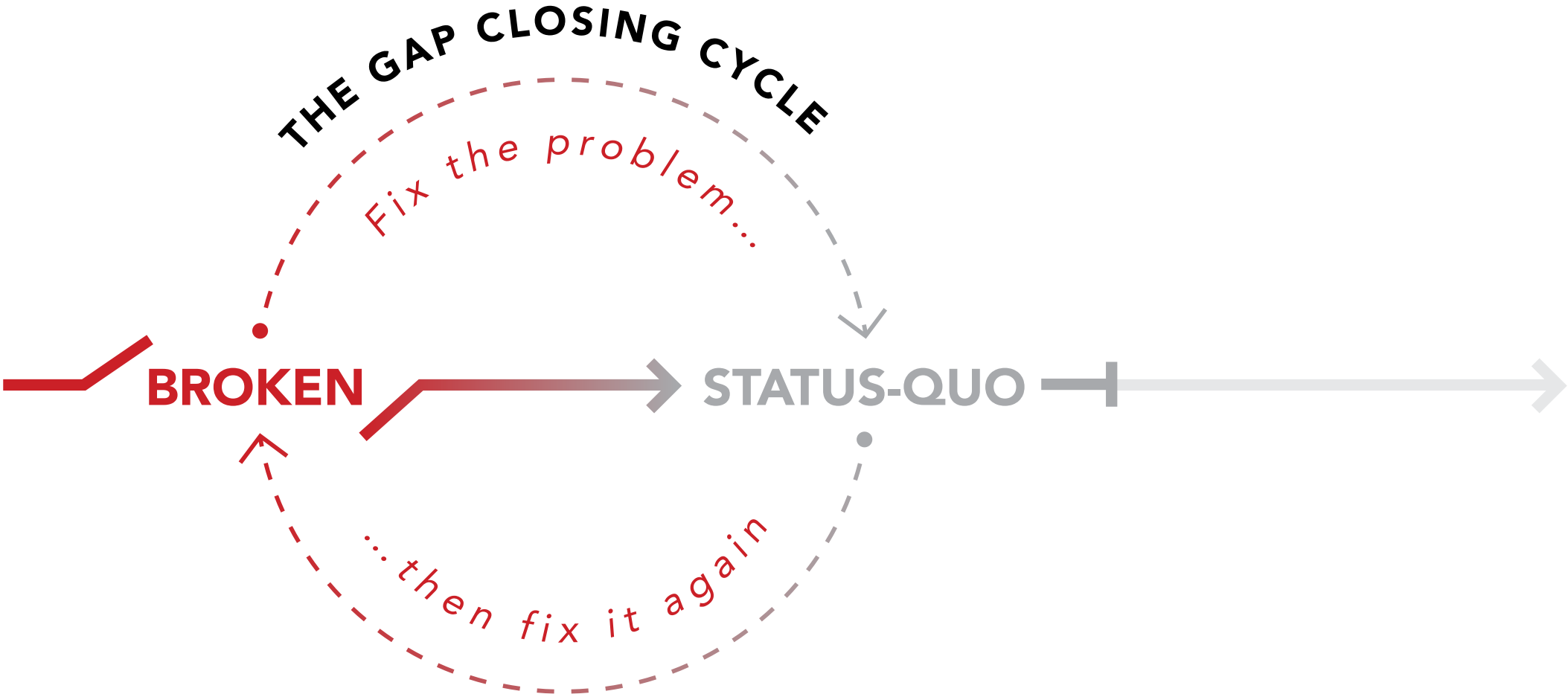
# REINVENTING RESILIENCE

How organizations move  
beyond setbacks to grow  
through challenges

PAUL  
THALLNER



# We are doing resilience *backwards*



# We are doing resilience *backwards*

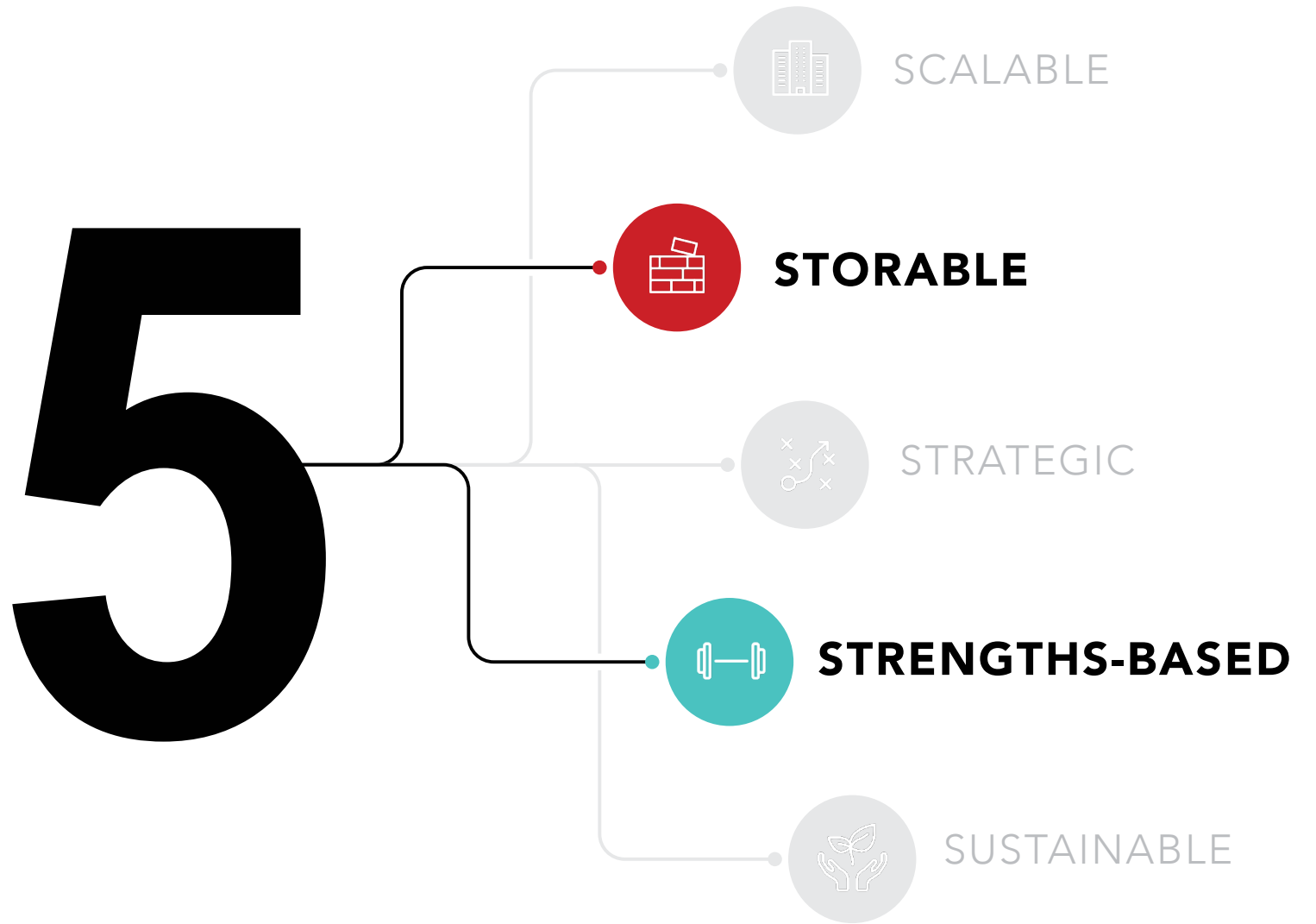


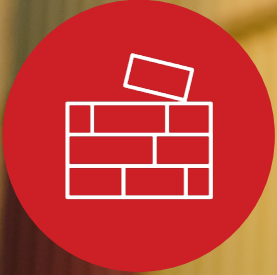
# Reinventing resilience in five ways...





# Reinventing resilience in five ways...

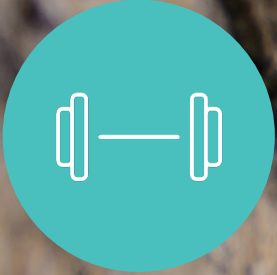




# STORABLE



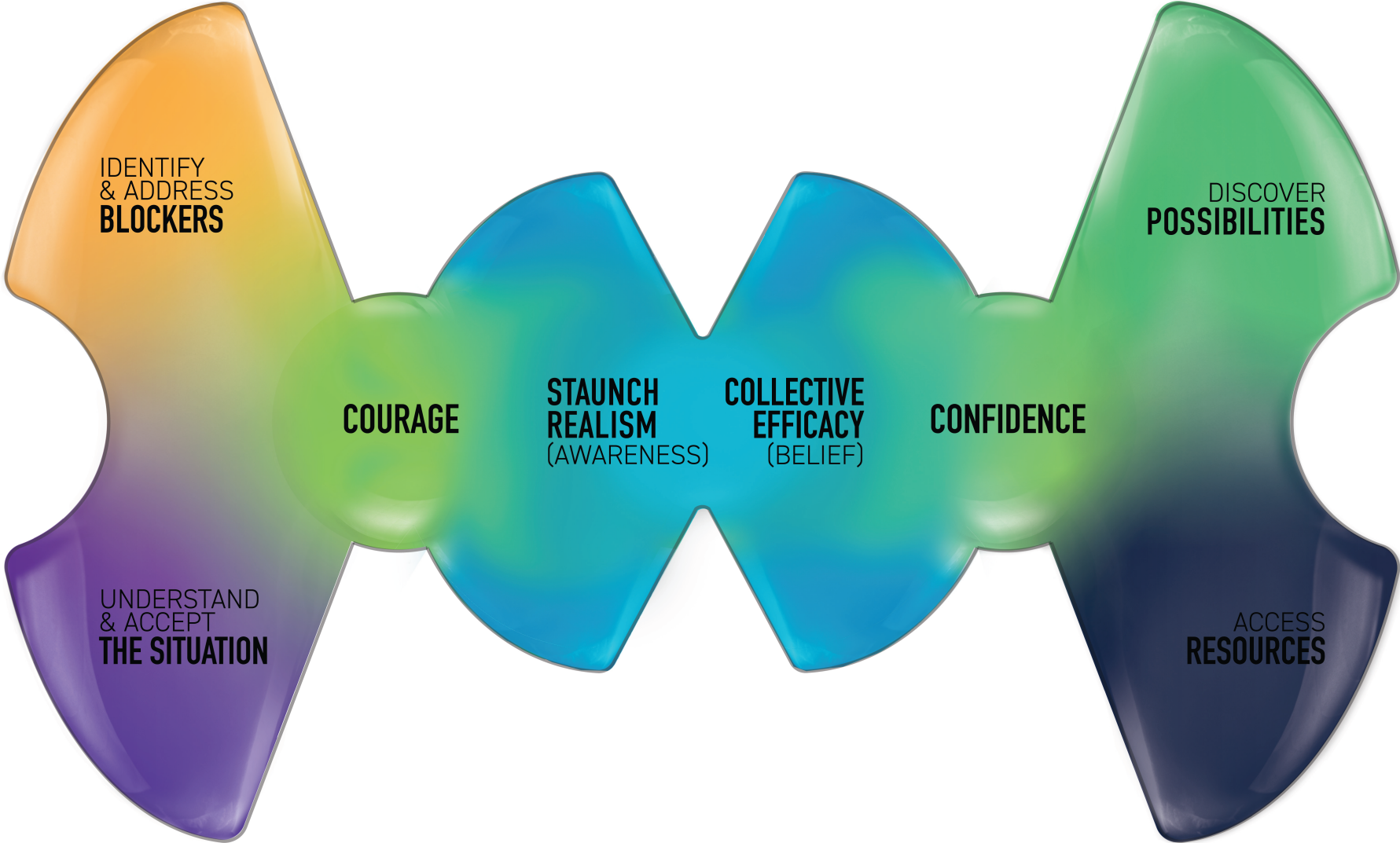




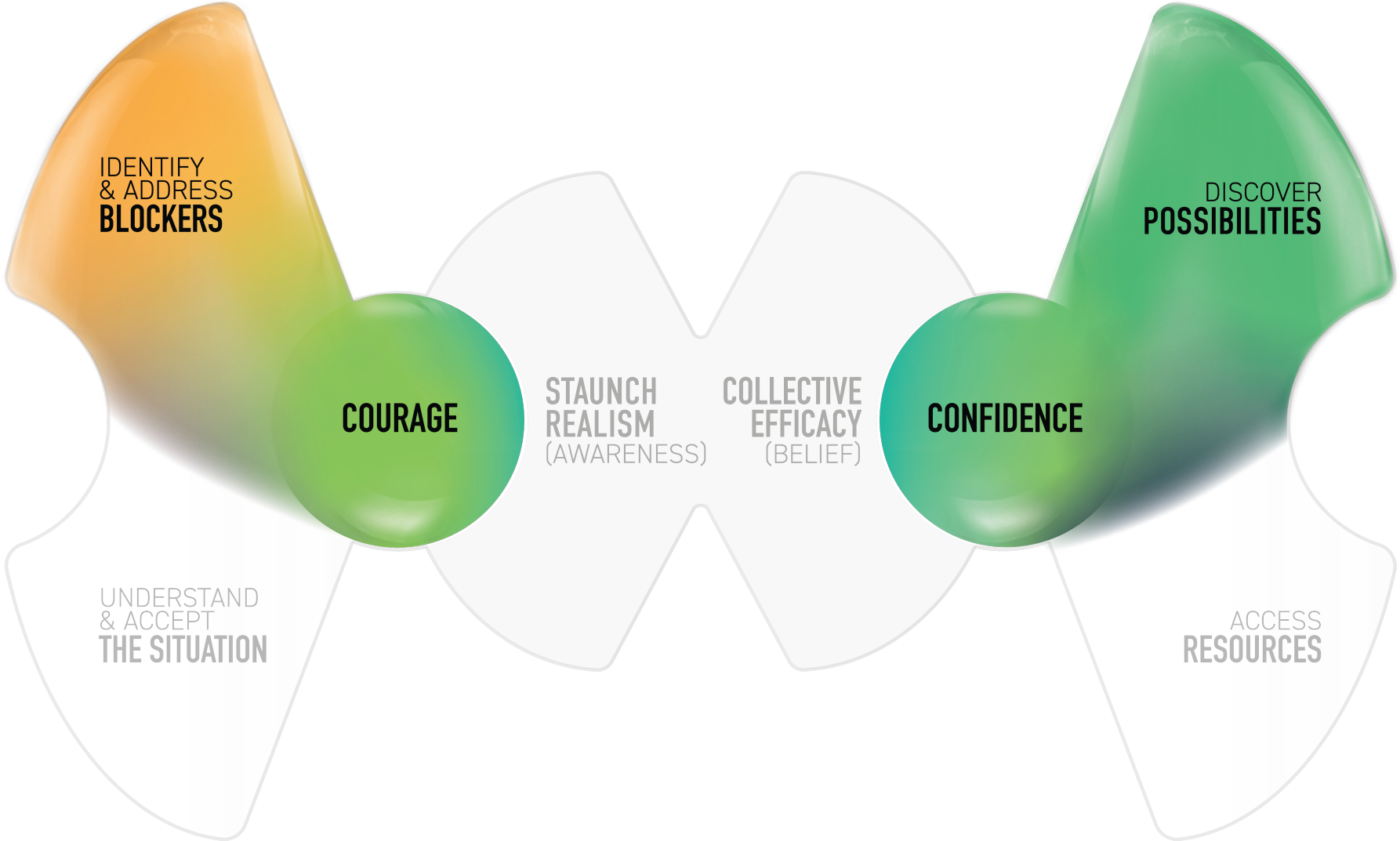
# STRENGTHS -BASED



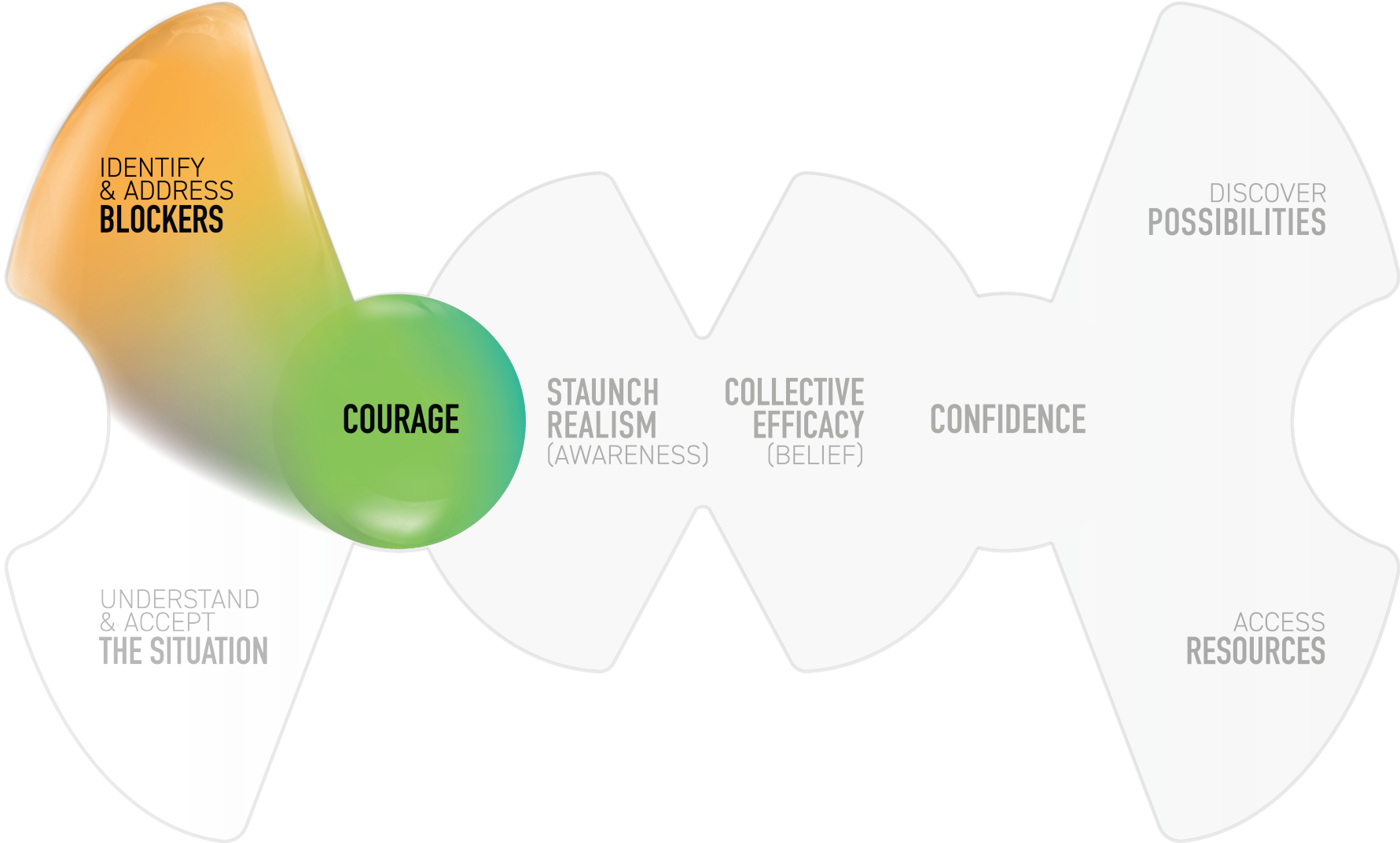
# Reinventing Resilience Framework

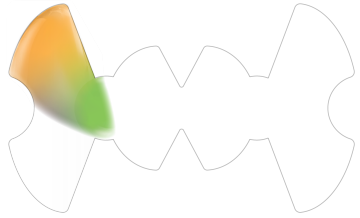


# Reinventing Resilience Framework



# Reinventing Resilience Framework





**COURAGE:**  
Identify &  
Address  
**BLOCKERS**



**FIGHT**




**FLIGHT**

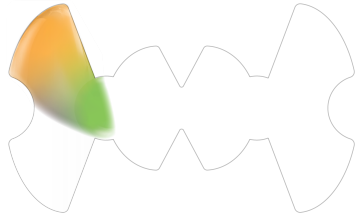


**FREEZE**



A woman with dark hair, wearing a white sleeveless top, is sitting at a desk with a laptop. She has her hands pressed against her face, covering her eyes, and appears to be in a state of stress or frustration. The background is a blurred office setting with a window.

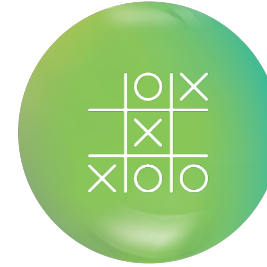
# BLOCKER MOMENTS



# **COURAGE:** Identify & Address **BLOCKERS**



KNOW YOUR  
HISTORY



KNOW YOUR  
PATTERNS



DELIBERATE  
DECISION-MAKING

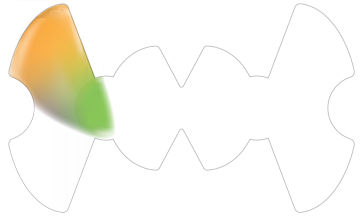


ADMIT WHEN  
YOU'RE STUCK



CALL A  
TIME OUT

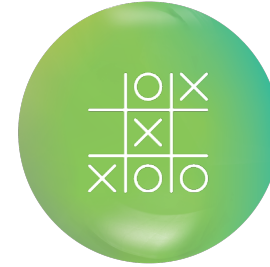




# **COURAGE:** Identify & Address **BLOCKERS**



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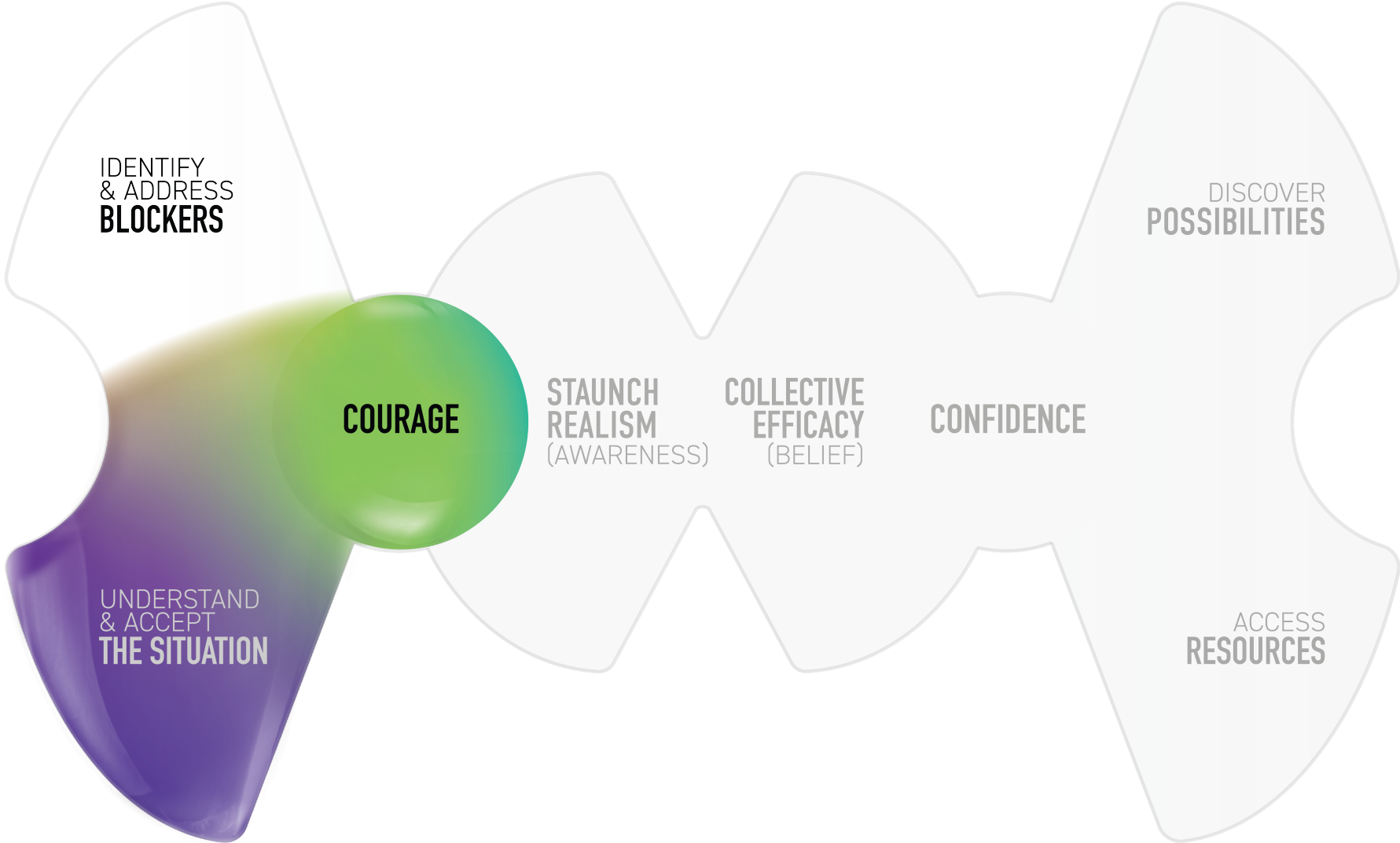


**CALL A  
TIME OUT**

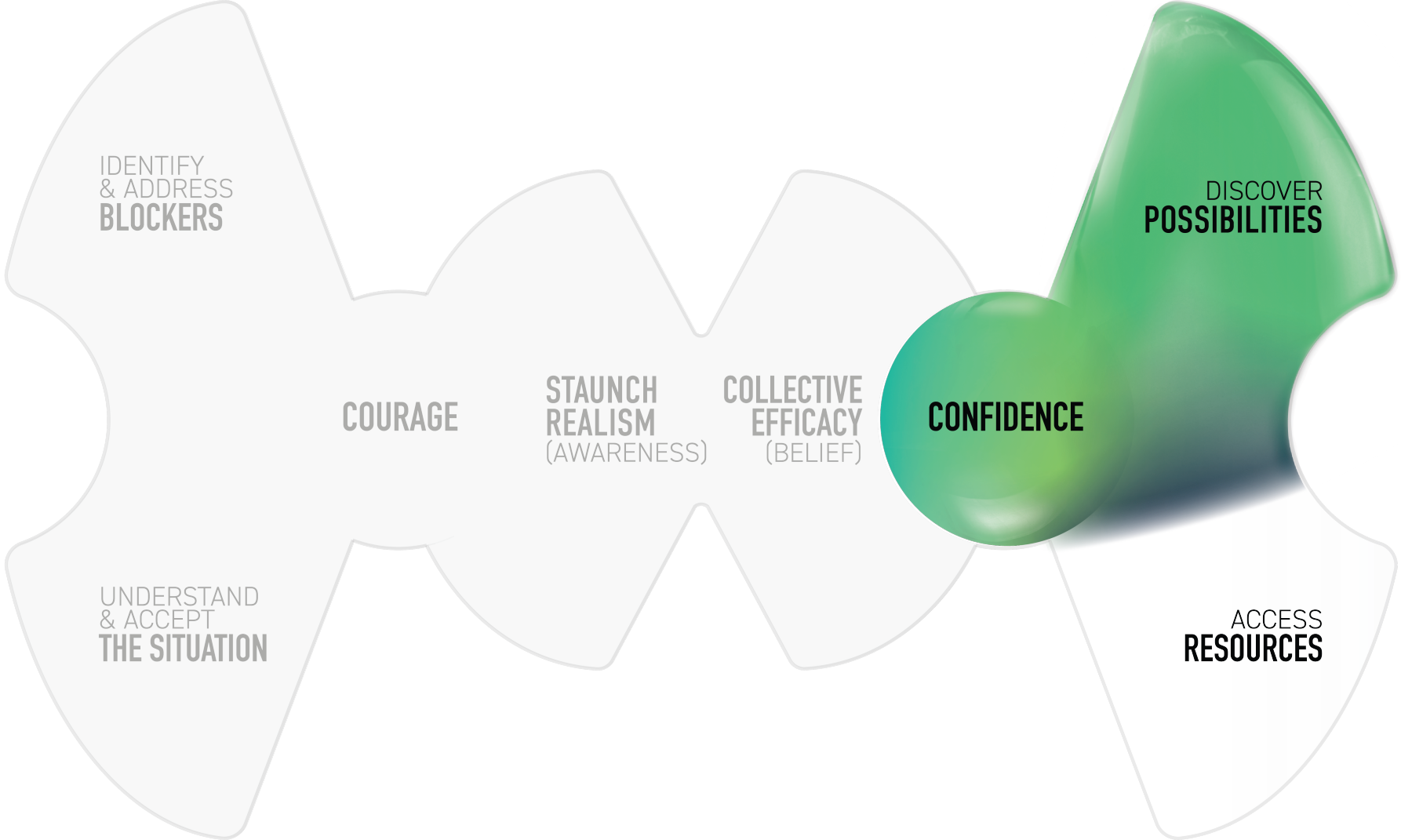


# CALL TIME OUT

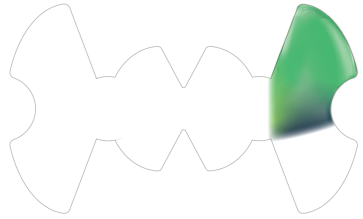
# Reinventing Resilience Framework



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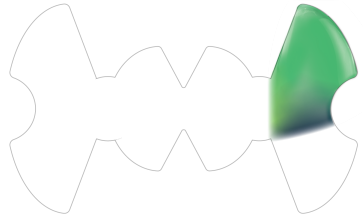






**CONFIDENCE:**  
Discover  
**POSSIBILITIES**





# **CONFIDENCE:** Discover **POSSIBILITIES**



USE GOOD  
FILTERS



LOOK AS FAR AS YOU'RE  
COMFORTABLE



KNOW AND  
SHARE GOALS

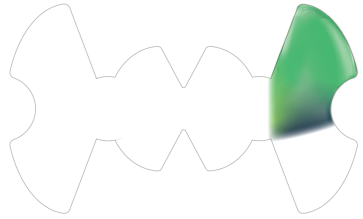


BREAK DOWN  
ROUTES INTO  
SEGMENTS



AMPLIFY THE  
ENCOURAGING  
VOICE





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**AMPLIFY THE  
ENCOURAGING  
VOICE**



## AMPLIFY THE **ENCOURAGING VOICE**

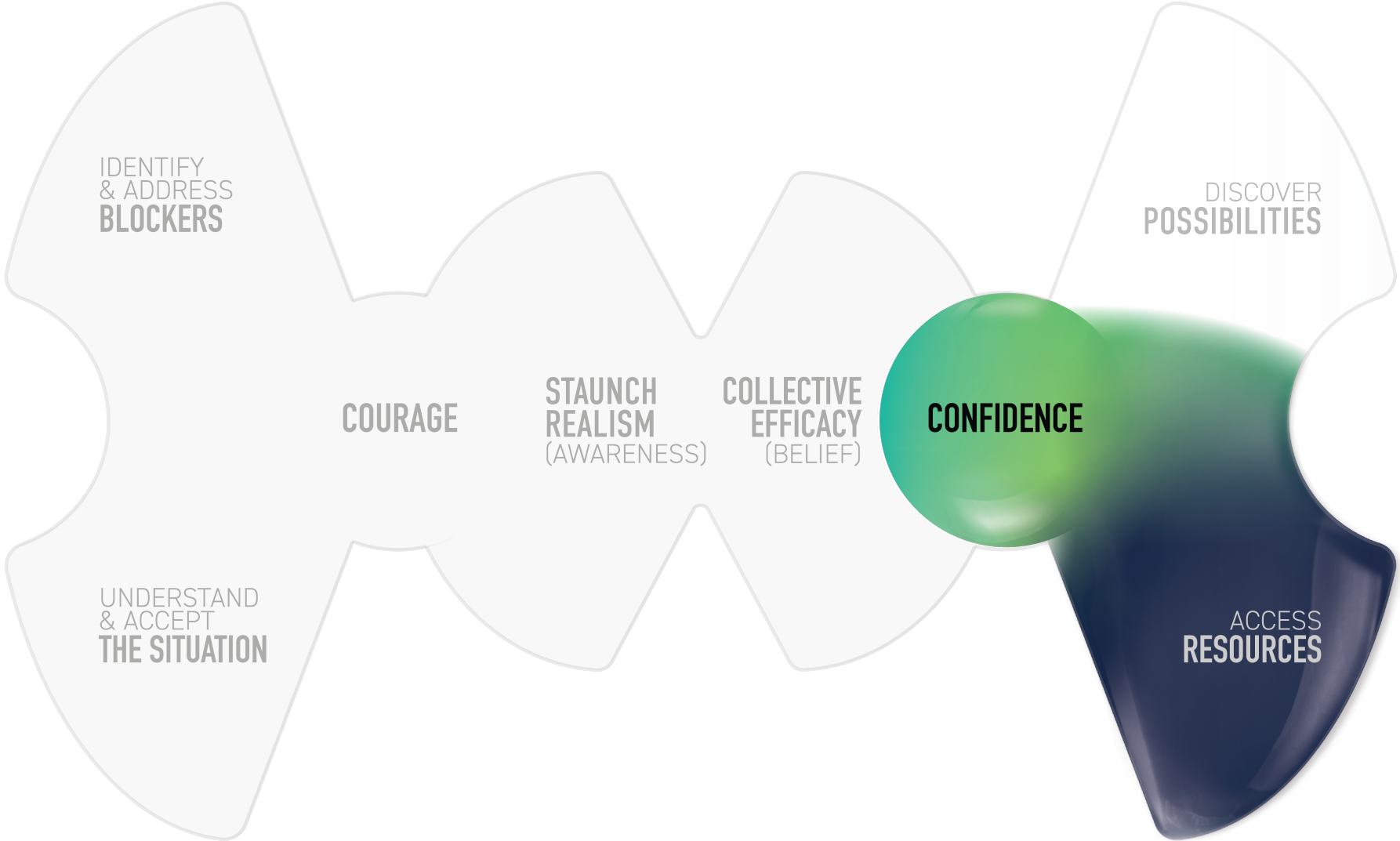
### BLINDLY OPTIMISTIC

“ You’re doing great, like always. Don’t worry about it!

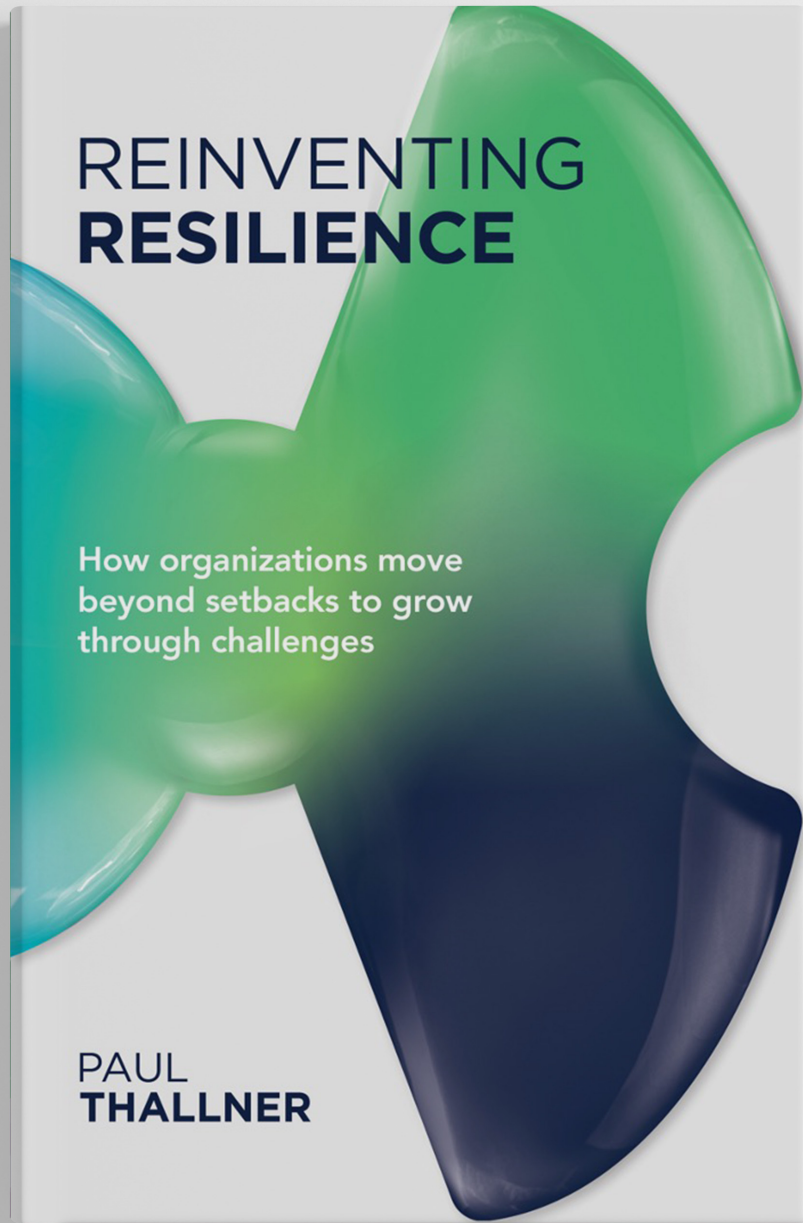
### REALISTICALLY SUPPORTIVE

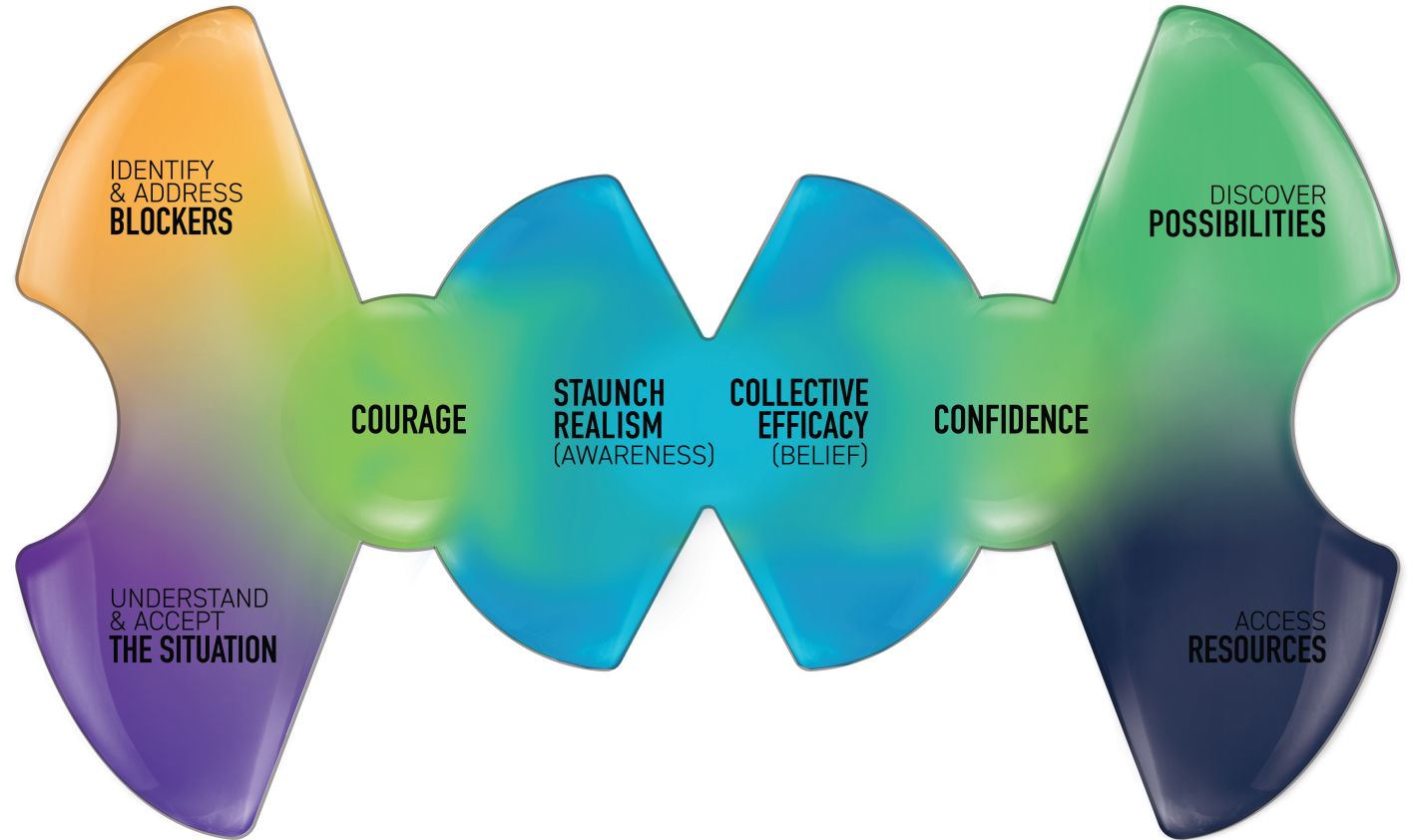
“ You almost got it; I know this must be frustrating for you, but we’ll get there.

# Reinventing Resilience Framework









# Thank you!

**daggerwing** GROUP  
GLOBAL CHANGE CONSULTANCY

To learn more about the  
**people side of change...**



For more on how to start  
**Doing Resilience Right**



**Ning Wong**

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