daggerwing GROUP
GLOBAL CHANGE CONSULTANCY

How **Organizational Resilience** Can End Workplace Stress and Drive Competitive Advantage

January 18, 2022

Do change **right** the *first* time.

Hello & welcome

Loren Heller

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

Our promise to you…

In this time, you will:

1 Understand why creating resilient organizations is **more important than ever**

2 Learn about our new **organizational resilience framework**

3 Walk away with practical tips on **building team and organizational resilience at your company**

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Why is
RESILIENCE
important?

50% of workers are burned out and 'productivity paranoia' could be making it worse: 'People are just worn down'

Microsoft

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

NBC NEWS

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.

abc NEWS

'Quiet quitting' raising a din in stressful US workplaces

cna

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

Forbes

WORKFORCE AND EMPLOYMENT

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

Jul 12, 2022

WORLD ECONOMIC FORUM

WORKPLACE STRESS…

How serious is it?

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

Forbes

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

Forbes
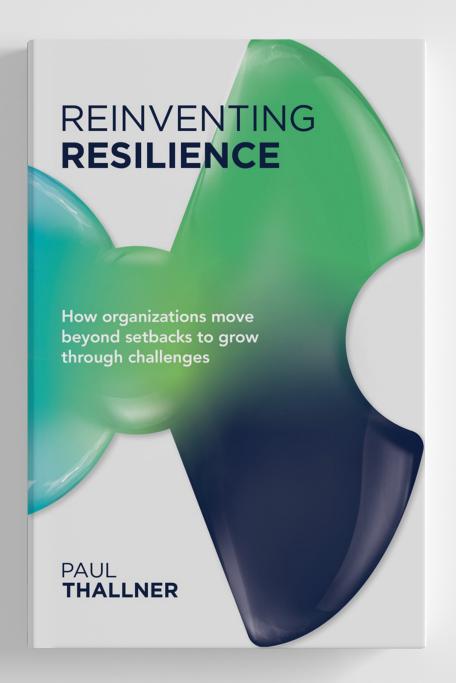
PREVENT EMPLOYEE BURNOUT … OR FACE THE GREAT RESIGNATION

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

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

The Guardian

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

Harvard Business Review

REINVENTING
RESILIENCE

How organizations move
beyond setbacks to grow
through challenges

PAUL
THALLNER
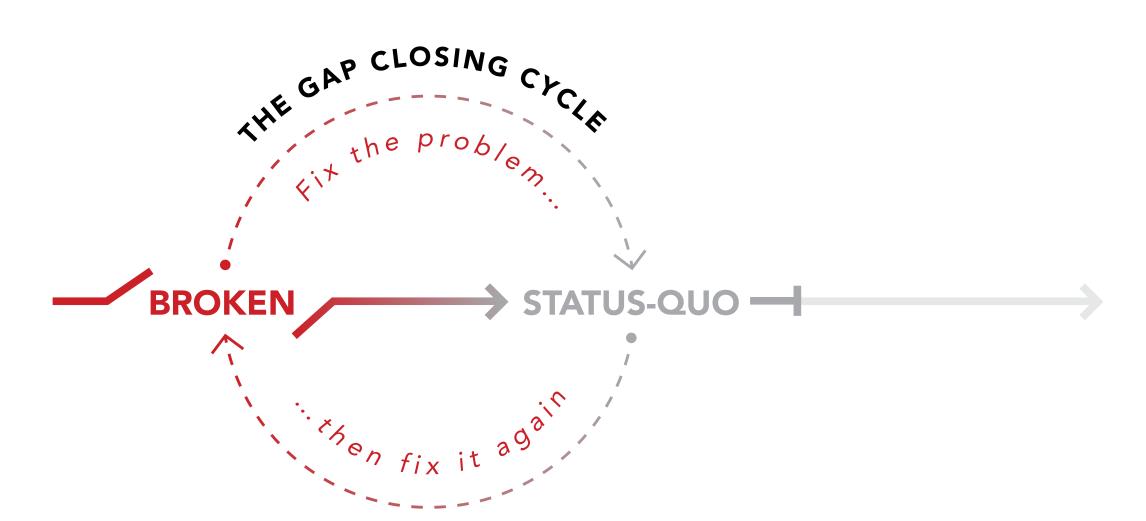
What is
RESILIENCE?

We are doing resilience *backwards*

THE GAP CLOSING CYCLE

Fix the problem...

BROKEN → **STATUS-QUO**

...then fix it again

We are doing resilience *backwards*

ACHIEVE EXCELLENCE

BROKEN → EVOLVE / GROW

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Do change right
the *first* time.

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Reinventing Resilience Framework

IDENTIFY & ADDRESS **BLOCKERS**

COURAGE

STAUNCH REALISM (AWARENESS)

COLLECTIVE EFFICACY (BELIEF)

CONFIDENCE

DISCOVER **POSSIBILITIES**

UNDERSTAND & ACCEPT **THE SITUATION**

ACCESS **RESOURCES**
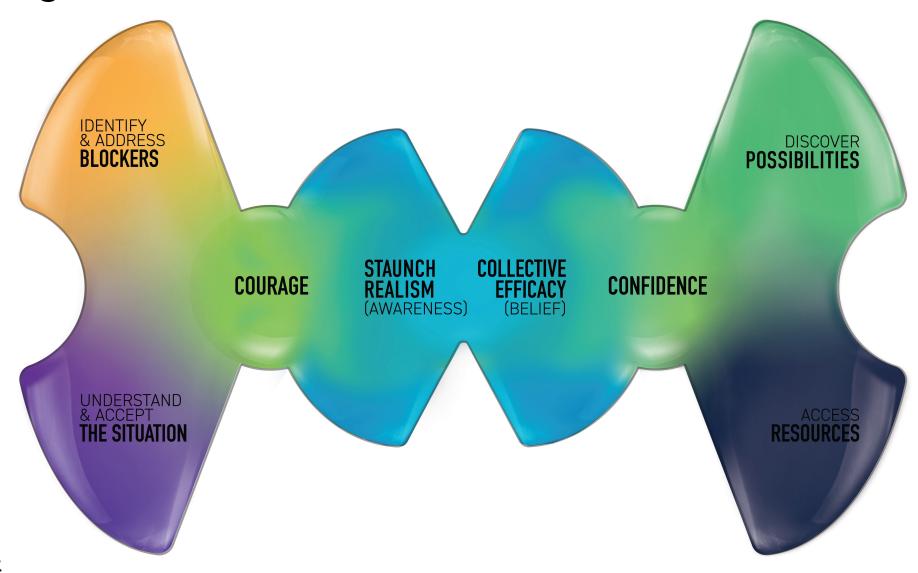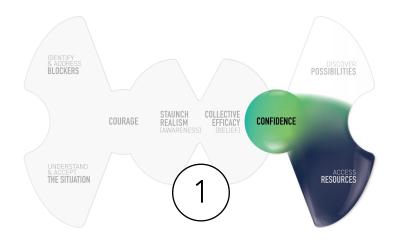
So, *how* can you build team and organizational resilience?

Four ways to have courage and confidence to grow through challenges

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CONFIDENCE:

Access
RESOURCES

CONFIDENCE:
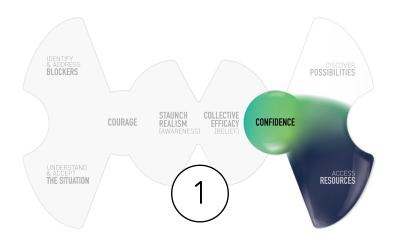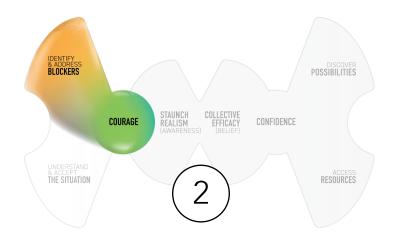
Access
RESOURCES

Types of Resources:

✓ Human resources

✓ Financial resources

✓ Physical resources

✓ Intellectual property
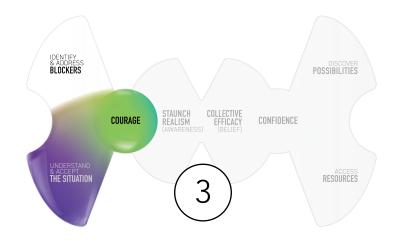
COURAGE:

Identify & Address **BLOCKERS**

2

COURAGE:
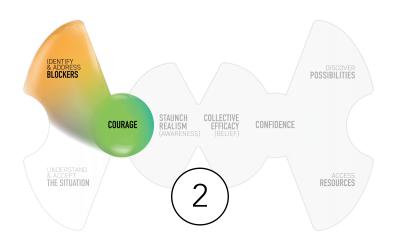
Identify & Address **BLOCKERS**

Identifying and Addressing Blockers:

✓ Regularly soliciting feedback from employees

✓ Conducting regular reviews and assessments

✓ Implementing continuous improvement initiatives
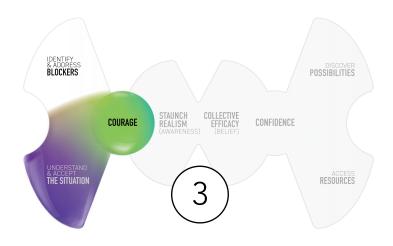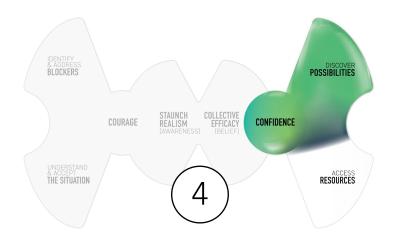
✓ Encouraging open communication and collaboration

IDENTIFY
& ADDRESS
BLOCKERS

COURAGE

STAUNCH
REALISM
(AWARENESS)

COLLECTIVE
EFFICACY
(BELIEF)

CONFIDENCE

DISCOVER
POSSIBILITIES

UNDERSTAND
& ACCEPT
THE SITUATION

ACCESS
RESOURCES

3

COURAGE:

Understand and Accept

THE SITUATION

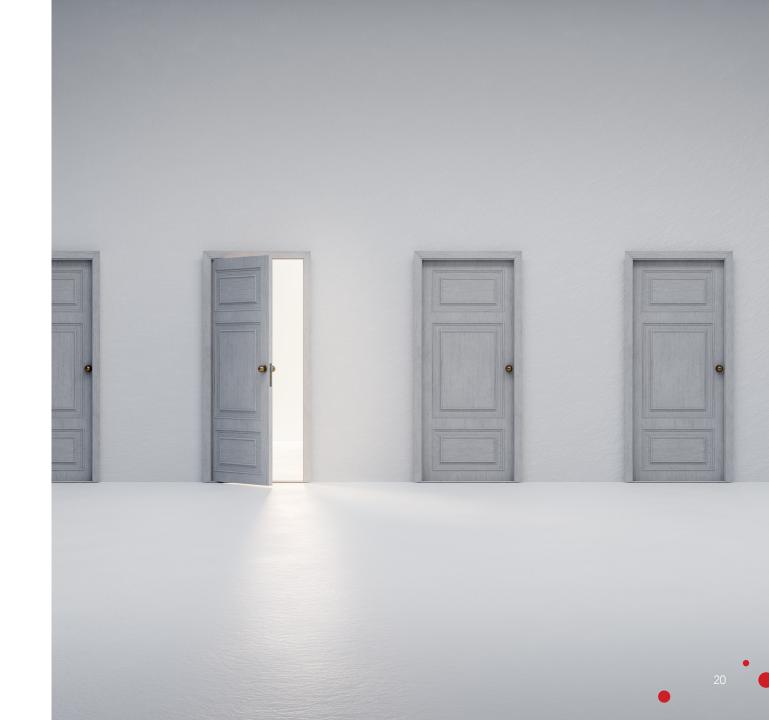**COURAGE:**

Understand and Accept **THE SITUATION**

Creating a Psychologically Safe Workplace by:

✓ Encouraging open communication

✓ Supporting employee well-being

✓ Promoting work-life balance

✓ Fostering a sense of inclusion and belonging
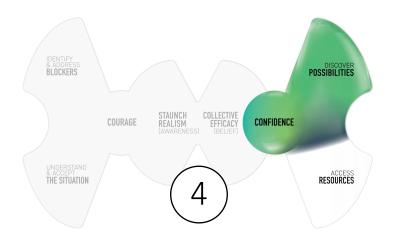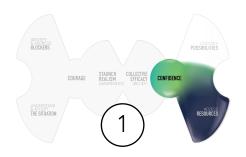
✓ Encouraging a positive work culture

CONFIDENCE:
Discover
POSSIBILITIES

CONFIDENCE:
Discover
POSSIBILITIES

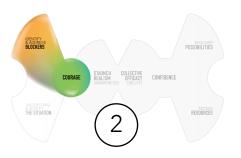## Discovering Possibilities Involves:

- ✓ Being open to new ideas and approaches

- ✓ Encouraging innovation and experimentation

- ✓ Conducting thorough analysis and planning
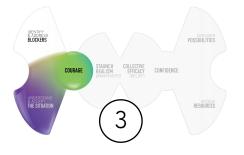
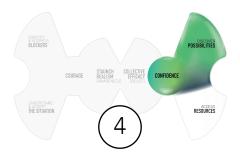- ✓ Collaborating with others

In summary…

1

Access
RESOURCES

2

Identify &
Address
BLOCKERS

3

Understand
and Accept
THE SITUATION

4

Discover
POSSIBILITIES

REINVENTING
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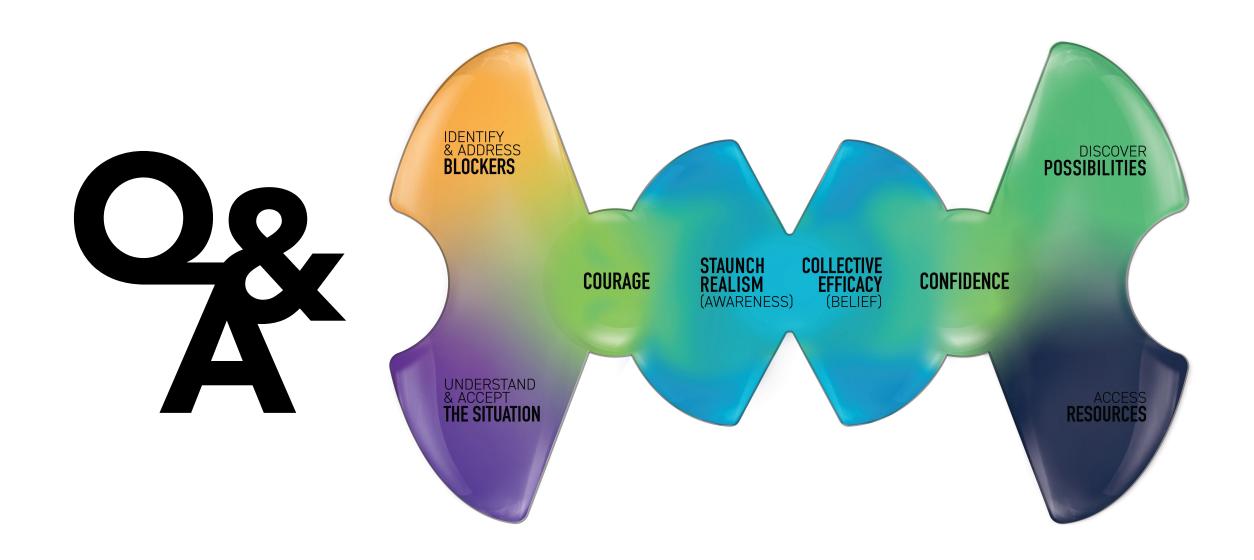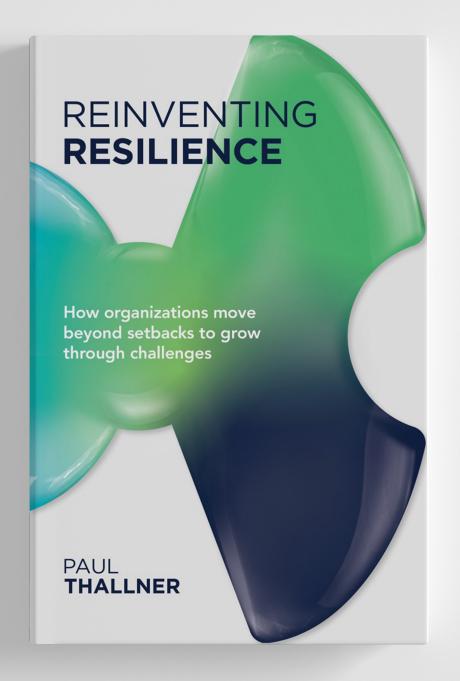
Thank you.

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