

Can you
cope under
pressure?



**Boost resilience and watch
your organisation thrive.**

Last updated 05-Jul-17

What is resilience?

“**Resilience** is the ability to thrive, personally and professionally, even during times of high pressure, rapid change and adversity.”

Thrive

“More than education, more than experience, more than training, a person’s level of resilience determines who succeeds and who fails. That’s true in the cancer ward, it’s true in the Olympics, and it’s true in the boardroom.”

Dean Becker. (2002). ‘How resilience works’. Harvard Business Review, May, 46–55.

Developing resilience

Resilience is not a fixed characteristic (like personality), it's something you can learn and strengthen over time.

“Resilience is not a trait that people either have or do not have. It involves behaviors, thoughts and actions that can be learned and developed in anyone.”

American Psychological Association (APA) <http://www.apa.org/helpcenter/road-resilience.aspx>



The need for resilience

In a world of increasing demands and growing uncertainty, resilience has never been more important.



The need for resilience

Resilience is set to become a key attribute for future employees, especially senior leaders.

Resilience to become key attribute of future employees

Gabriella Jozwiak, JANUARY 16, 2014



More than 90% of HRDs believe employees' ability to cope with change and uncertainty will determine their likelihood of being hired in five year's time, according to a survey.

Talent and career management company Right Management polled 250 line managers and 100 HR decision makers in organisations with more than 500 employees, and revealed resilience has become an important employee attribute.





Source: HR Magazine

<http://www.hrsmagazine.co.uk/article-details/resilience-to-become-key-attribute-of-future-employees>

Thrive resilience programmes

Thrive offers a comprehensive programme for boosting resilience supported by the Resilience Quotient Inventory™ (RQi™) – a new psychometric tool.



“This course was excellent ... one of the best training courses I have attended in the last year. The trainer was brilliant and the additional bonus on the course was a Personalised Resilience Quotient Inventory Report for all delegates”.

Ruona Iguyovwe, Chair, National Black Crown Prosecution Association (NBCPA/CPS)

Six Elements of Resilience©

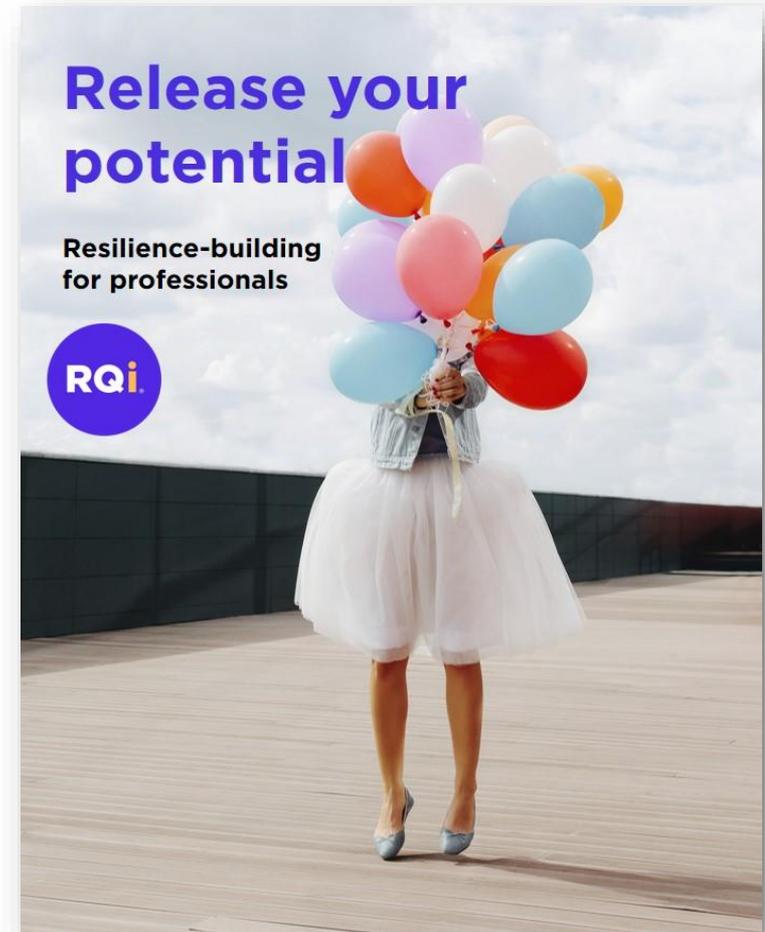
All our programmes are based around the Six Elements of Resilience which are measured in the **RQi™**.



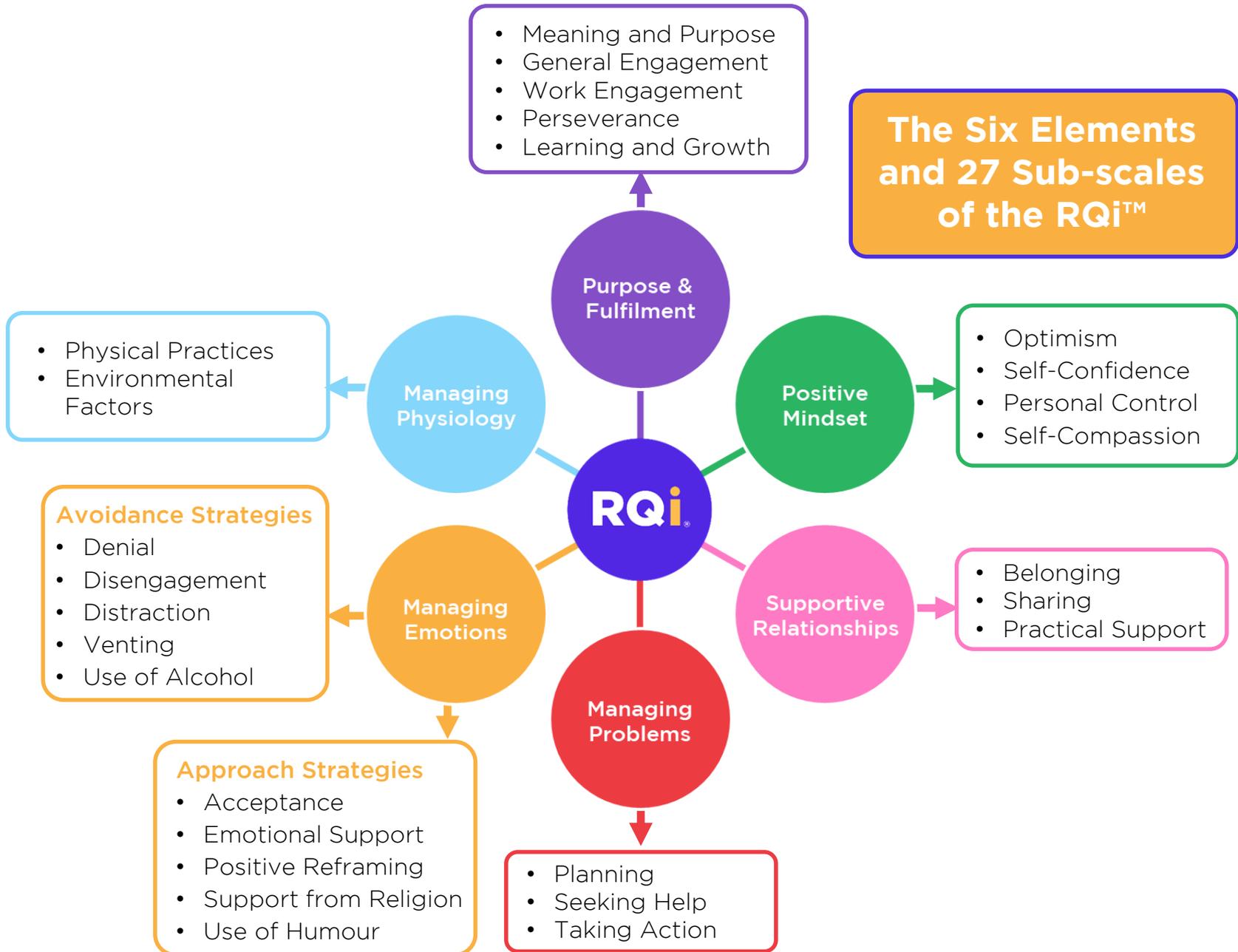
Resilience Quotient Inventory™



- The **RQi™** provides a detailed measure of resilience for individuals, teams and organisations
- The **RQi™** measures beliefs and behaviours that are proven to protect people against stress and burnout.
- Scores in the **RQi™** are displayed across Six Elements (or composite scales) and 27 sub-scales



The Six Elements and 27 Sub-scales of the RQi™



Psychometric analysis



The **RQi™** has undergone extensive psychometric analysis to show that it's a valid and reliable measure of personal resilience.

Validity

The questionnaire measures what it sets out to measure. Conclusions based on:

- Published theory and evidence
- Qualitative research – focus groups and 1:1 interviews
- Face validity
- Construct validity (using factor analysis)

Reliability

The scales are reliable. Items within individual scales produce consistent results under similar conditions.

Conclusions based on:

- Internal consistency measures – Cronbach's Alpha score (≥ 0.7)
- Analysis of different samples

Factor Structure

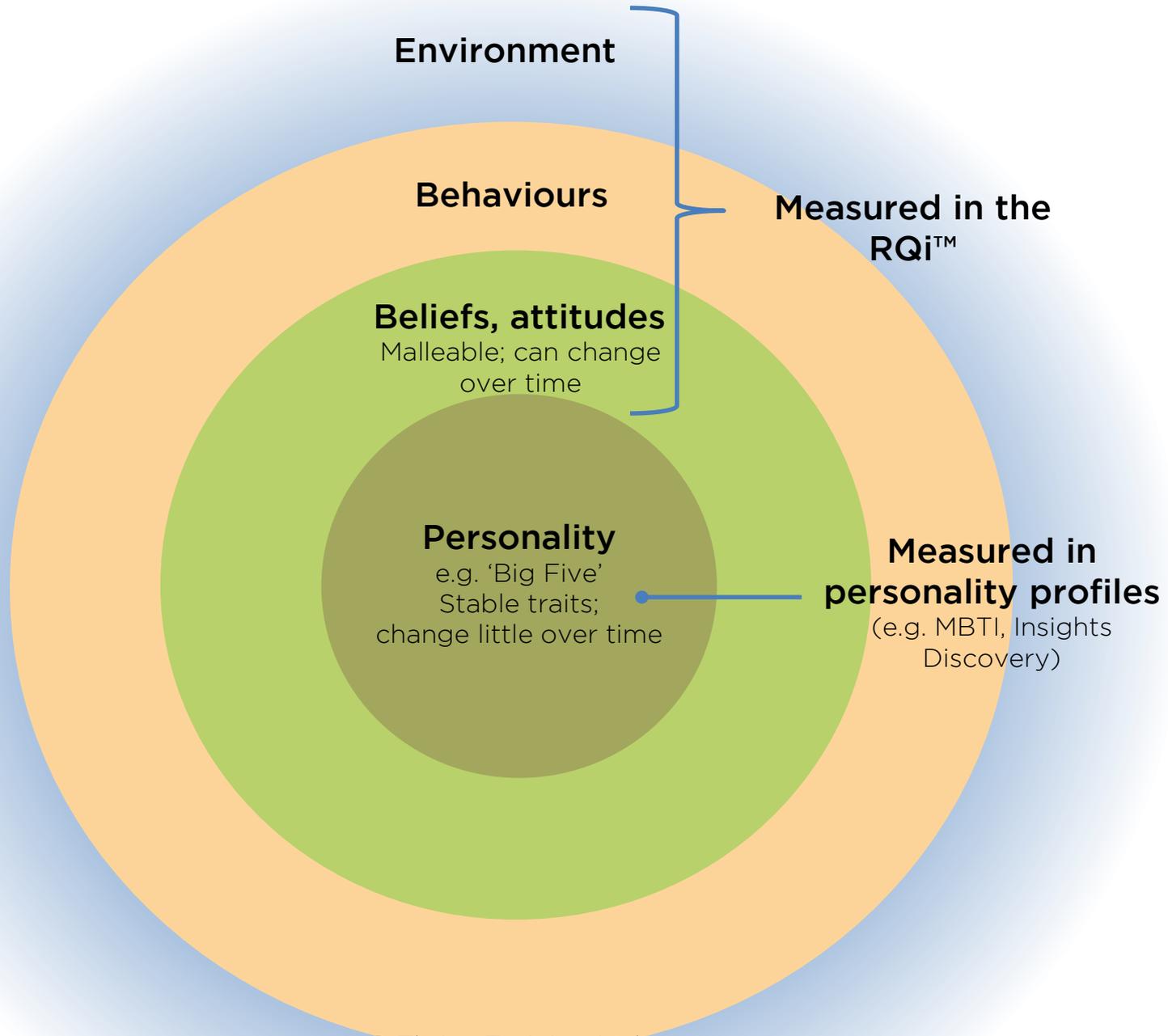
The Elements and sub-scales of the RQi describe valid constructs. Our analysis included:

- Exploratory Factor Analysis (EFA)
- Confirmatory Factor Analysis (CFA)
 - 1st Order multi-dimensional
 - 2nd Order uni-dimensional

Predictive Power

The link between individual sub-scales and outcome measures was assessed using:

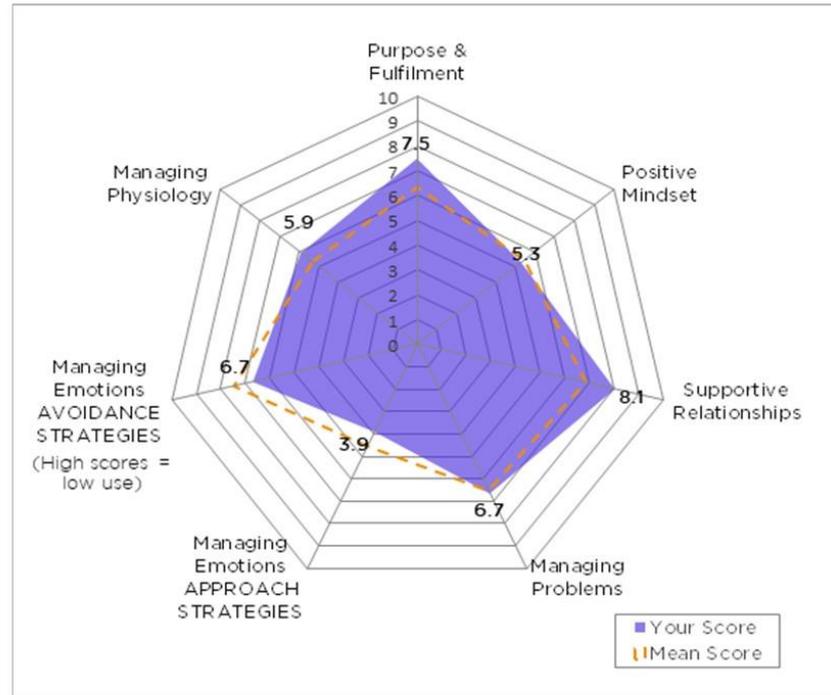
- Pearson Correlation Coefficients
- Linear Regression



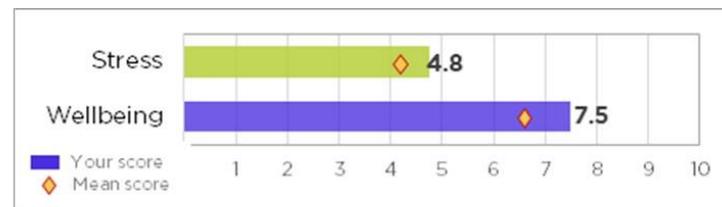
Resilience Quotient Inventory™

All scores in the **RQi™** are displayed using a standardised 1-10 scale, where high scores indicate greater resilience.

Respondents can see how they score compared to the mean score from our sample population.



NOTE: Because AVOIDANCE STRATEGIES are generally less effective, the scoring in this section is reversed. So if your score is high it means you tend not to use these strategies. If your score is low, it suggests you do use these strategies.

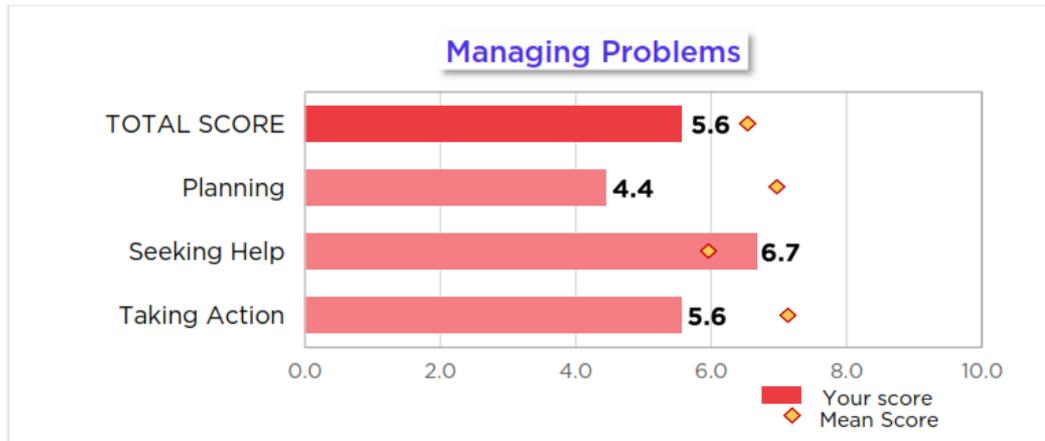


Sub-Scale Scores



Respondents receive commentary on their scores as well as personalised tips and techniques for building even greater resilience.

Your Scores



Commentary on Your Scores

Rigorous planning is not your preferred coping style. You are likely to have a preference for deciding what to do as you do it, rather than forming a detailed plan ahead of time. You like to talk through issues with colleagues and friends to help find solutions to problems, but you sometimes delay or postpone taking action to see what other options become available. In many situations this flexible style will work. However, according to your scores you would benefit from more frequent use of structured planning and problem-solving techniques in times of stress.

The RQi™ and outcome measures

The RQi questionnaire includes four outcome measures: (1) perceived stress, (2) sickness absence, (3) subjective wellbeing and (4) self-rated job performance*. All outcomes are assessed using answers provided by the respondent.

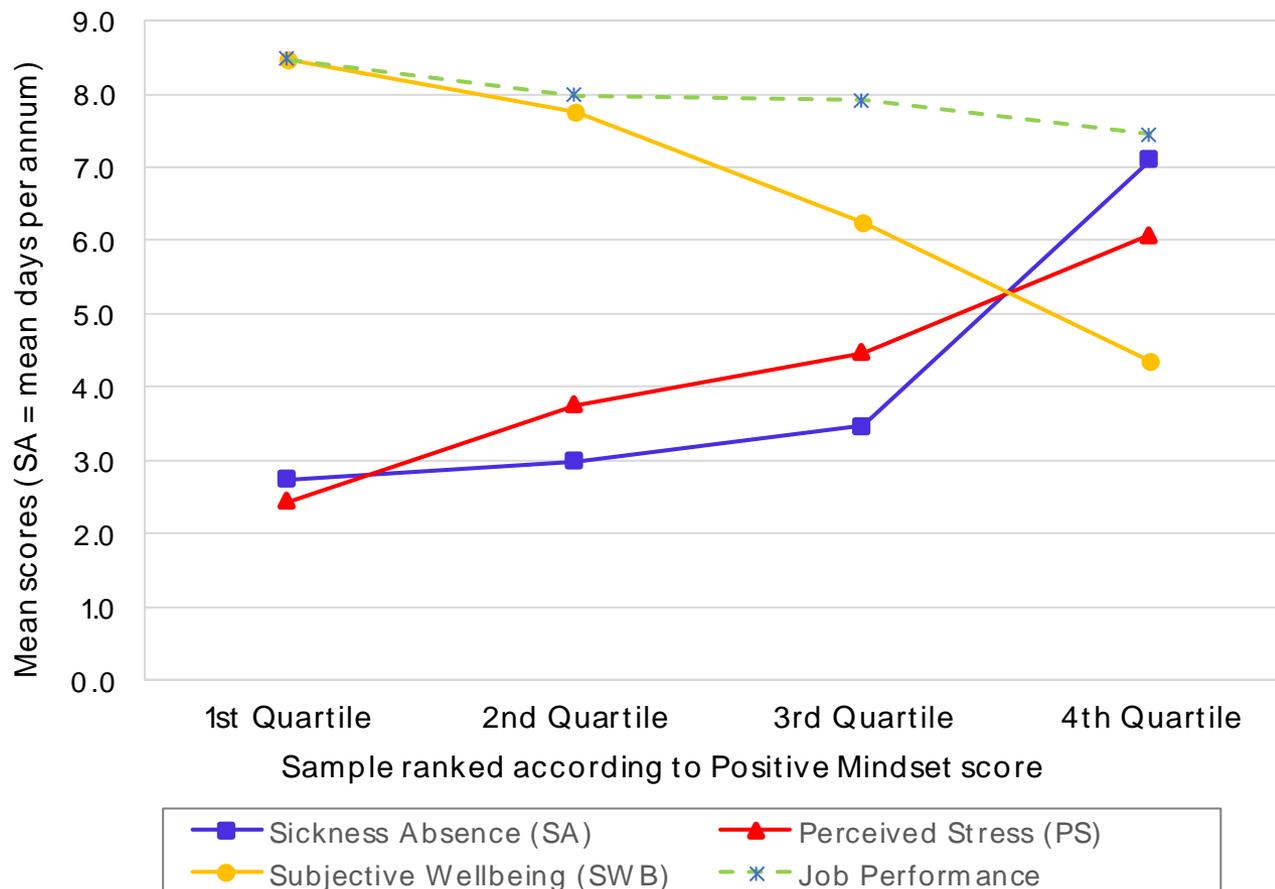
Our analysis shows that high scores on the **RQi™** are associated with:

- ✓ Low stress
- ✓ Low sickness absence
- ✓ High wellbeing
- ✓ High job performance

*Scores for stress and wellbeing are displayed in the RQi™ report. Scores for sickness absence and job performance are used for research purposes.



Positive Mindset (RQi™) v. Outcome Measures



Based on a representative sample of working adults in the UK (n = 507) who completed the RQi in Oct- Dec 2015. Positive Mindset is a combination of four sub-scales: Optimism, Self-Confidence, Personal Control and Self-Compassion (Critchlow 2016, unpublished).

Benefits of the RQi™



The RQi ...

- ✓ **measures factors that predict high performance** as well as low stress and high levels of wellbeing
- ✓ **provides personalised feedback** on Seven Elements of Resilience and 28 sub-scales (showing personal scores v. a sample population) to help raise self-awareness and prompt changes
- ✓ **offers tailored advice** on how to build even greater resilience delivered via online guides and video clips
- ✓ **is supported by one-to-one coaching** to promote adoption of new habits and long-term behavioural change

The **RQi™** has a role to play in several areas of Human Resources (HR) Management:

- ✓ Talent Management
- ✓ Leadership Development
- ✓ Recruitment
- ✓ Change Management
- ✓ Personal Development

The RQi is already used by leading employers and key opinion leaders.

A collection of logos for various organizations that use RQi. The logos are arranged in a grid-like fashion. In the top left is the logo for the Royal College of Psychiatrists (RC PSYCH), featuring a crest with a crown and two lions, with the text 'RC PSYCH' and 'ROYAL COLLEGE OF PSYCHIATRISTS' below it. To its right is the logo for the Chartered Society of Personnel and Management (CPS), featuring a blue square with a white scale of justice icon and the letters 'CPS' in white below it. Below the RC PSYCH logo is the logo for the Home Office, featuring a crest with a crown and a shield, with the text 'Home Office' to its right. Below the Home Office logo is the logo for Imperial College London, featuring the text 'Imperial College London' in blue. To the right of the Imperial College London logo is the logo for the NHS, featuring the letters 'NHS' in white on a blue rectangular background. At the bottom of the collection is the logo for the Westminster Centre for Resilience, featuring the text 'WESTMINSTER CENTRE FOR RESILIENCE' in black.

Resilience Training Courses

Our resilience training programme is supported by four tutor-led workshops.

**Building
Personal
Resilience**

**Unleash Your
Strengths**

**Introduction to
Mindfulness**

**Building
Resilient
Teams**

Building Personal Resilience

Participants in the one-day Personal Resilience course receive their own RQi and are supported with one-to-one coaching.

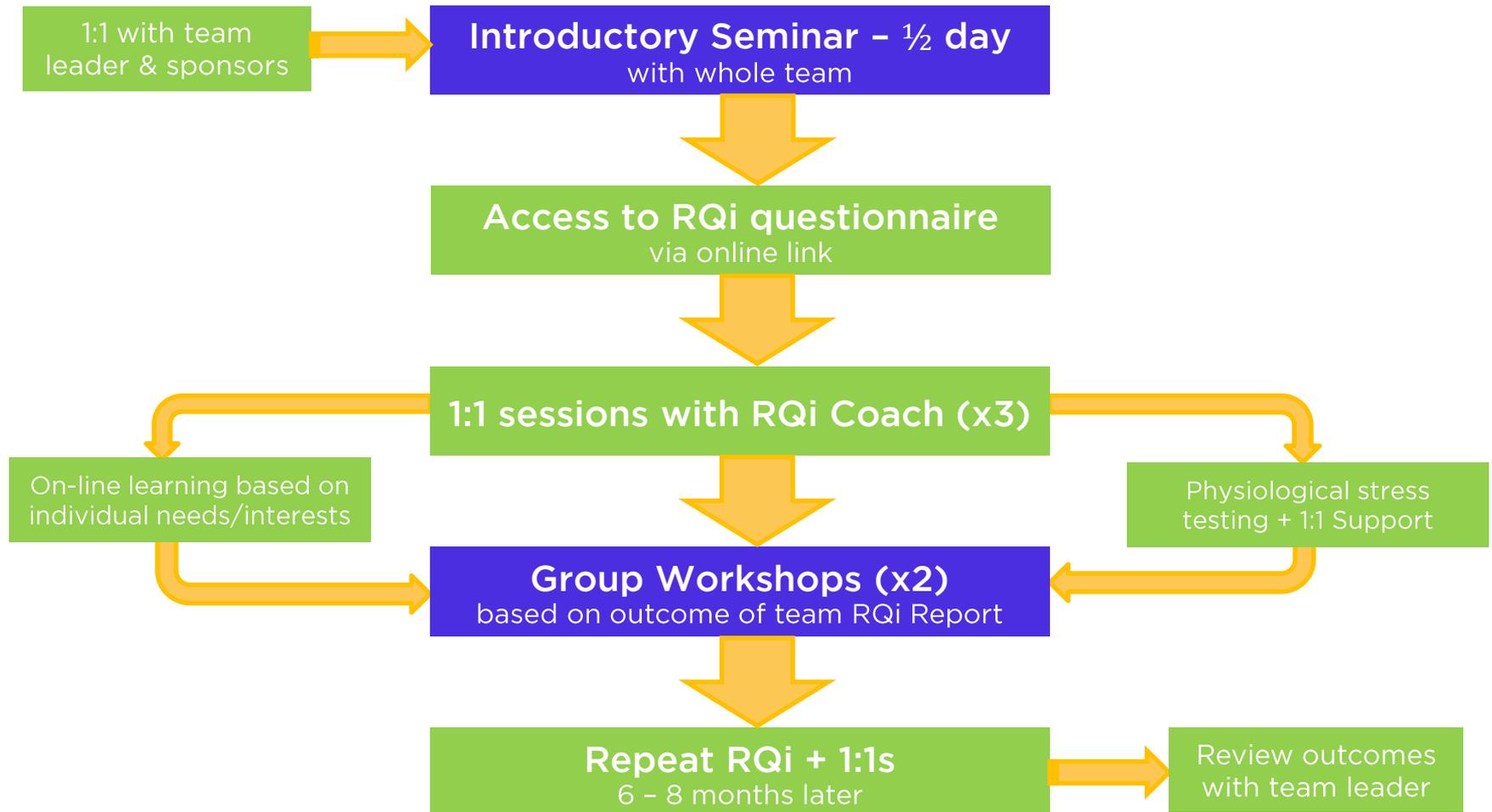


Summary of course topics:

- Models of stress and resilience: *The Six Elements of Resilience*
- Managing the signs and symptoms of stress
- An introduction to mindfulness
- The 7-Step Problem-Solving technique
- Managing emotions with the ABCD technique
- Building positive beliefs such as optimism and self-confidence

Team Resilience Programme

We offer a bespoke resilience programme for teams:



Bespoke Resilience Workshops

Our bespoke group workshops are tailored to the needs of the team.

Options include role play and forum theatre with actors, using real-life scenarios.



Physiological Stress Monitoring

We also offer physiological stress monitoring, which provides a highly objective measure of stressors in the workplace based on:

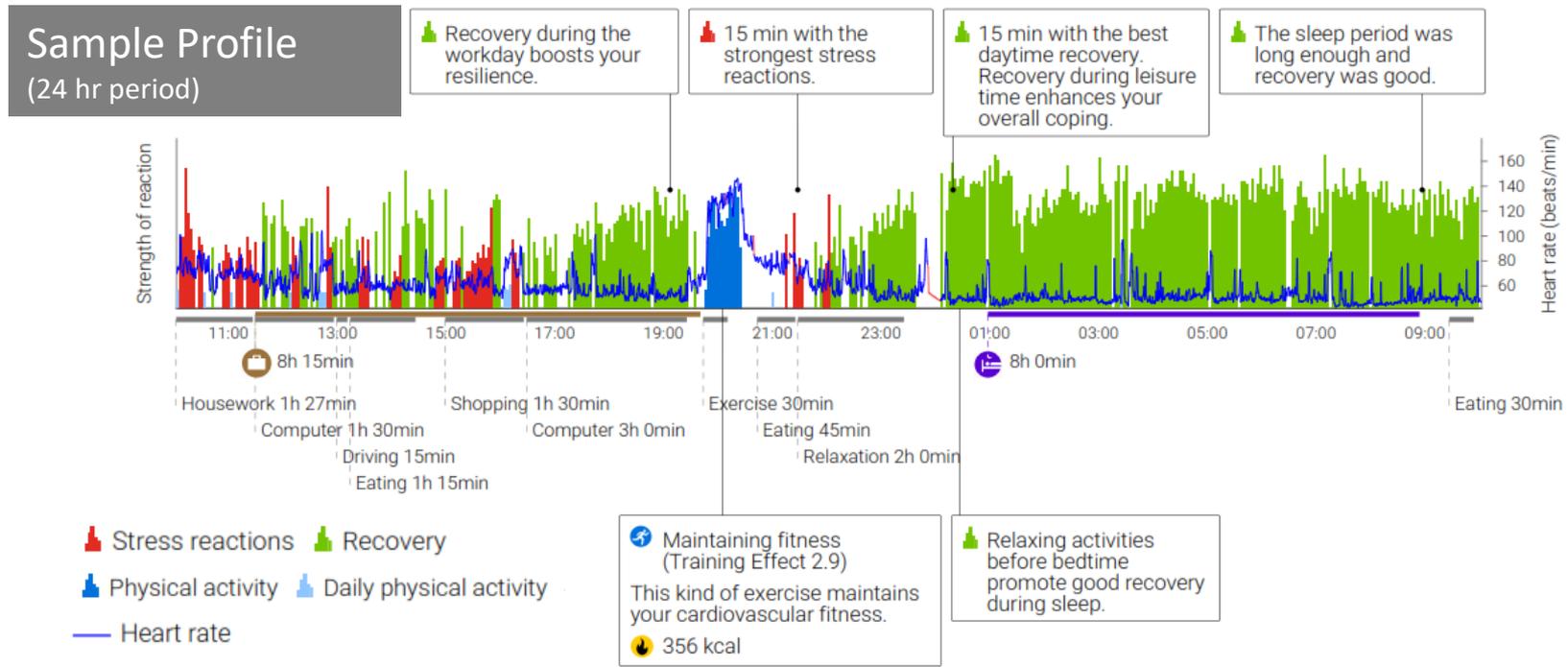
❑ **72 hour Heart Rate Monitoring** – We map real life stress responses and recovery patterns using a small digital heart monitor (the Firstbeat Bodyguard system) linked to an online diary. The recording shows how your body reacts to stressful events and how well you recover.



❑ **Cortisol profile** – This tells us about the long-term effects of demands on your hormonal system. The profile requires four saliva samples in the course of a day.

Heart Rate Monitoring

A real life example of a 24 hour stress profile measured using the Bodyguard system. This shows good management of stress during the day and good recovery at night.



Heart Rate Monitoring

The following 24 hours with the same subject shows good management of stress during the day but poor recovery at night, due to evening engagement and alcohol consumption.



What do people say?

“.. the RQi itself has been an excellent self-reflective tool for me ... I was also very much affected by the efficient way your business runs and the high quality content that it delivers. Everything from your personal approach in teaching and facilitation to the attention to detail regarding client care was quite eye opening for me.”

Dr. C. Marshall, Psychiatrist, London.

“The course was amazing. Very positive people and great energy around the room. After leaving that day, good things happened to me and I came across great people. It’s amazing how a positive attitude and energy can attract the same. What you do is awesome so keep it up, and once again thank you for a great time ”

Kasia Gorska, Cranswick foods plc.

“Matthew is brilliant ... the delivery of the course was executed very well. Just truly brilliant – great food for thought and heart-warming, like chicken soup for the soul..”

Hemma Patel, Crown Prosecution Service (CPS)

“Excellent facilitator. Professional, great knowledge, great sense of humour and able to connect on a number of levels and certainly made everyone feel completely comfortable and at ease. One of the best courses I have attended.”

Thames Valley Housing.

Call us

If you'd like a free consultation ... to help you identify the best resilience programme for your organisation, please contact:



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Last updated 05-May-17





**Resilience
Quotient
Inventory®**