Resilience in the workplace - why is it important?
Because of *Change*

- Change
- ↓
- Uncertainty
- ↓
- Stress
“When I was younger, I thought that they key to success was hard work. But the real foundation is faith. Faith – the idea that ‘I can do it’ – is the opposite of fear (‘What if I fail?’). Faith creates motivation which in turn leads to commitment, hard work, preparation ... and eventually success.” – Howard Twilley
The idea of belief...

HARD

WORK

DO COME TRUE
WHAT CAN I DO NOW TO TAKE CARE OF MYSELF AND OTHERS IN TIMES OF UNCERTAINTY?

- LIFT YOUR SPIRITS
- ‘JUST THINKING’ TOOLS
- ‘JUST THINKING’ ARTICLE
- TED TALKS...
- READING
- HEALTH MOMENTS
- FURTHER HELP
- DEALING WITH UNCERTAINTY VIDEOS

HESEITATION
DISTRUST
WORRY
LOW SELF ESTEEM
UNCERTAINTY
INSECURITY
LESS CONFIDENT
SA
PRESSURE
UNEASY
ANXIETY
STRESS
THREE TOOLS TO DEVELOP POSITIVITY

These are three evidence based tools which are proven to help people to develop positivity and optimism. They can be used in everyday life and in times of challenge and pressure.

1. **Three good things**: Write down 3 things that went well each day (for a week) and their causes. Provide a causal explanation for each good thing.

2. **Gratitude Visit**: Write and deliver in person a letter of gratitude to someone who has been especially kind to you but had never been properly thanked.

3. **Using signature strengths**: Signature strengths are the things we like doing and are good at. Complete inventory of character strengths and receive on-line feedback of top five signature strengths. Then asked to use each of these signature strengths in a new and different way every day for a week.
Here are some easy to implement, fun tips to develop team cohesion and engagement. These tips are based on positive psychology concepts. They have been tried and tested by the Shell Health with very good outcomes.

1. Introduce a department *"Shout out board"* — to write positive messages to colleagues.

2. Give everyone in your team a *"Keep things in Perspective Jar"* to keep on their desks — you write a message on it every time something happens that makes you feel good or thankful. At the end of the year you open it and read them and see all the good things that have been achieved despite the obstacles and challenges.
Use these short and practical health moments in your working day or meetings to feel better:

- Move About – exercise to increase creativity and problem solving capabilities
- Food, focus and Concentration – food as a fuel to focus, 8 tips for eating healthier and staying focused!
Shell Health
Be Well
Think Well and Resilience
Think Well - Resilience

- Think Well is our Resilience programme. It was developed in house around 2009-2010.

- Initially we wanted to educate our staff about resilience.

- It consists of 13 or so different modules – each with one theme, ranging from how to nurture a positive view of yourself, to how to move towards your goals.

- The belief was that you would run one module and at the end of the module the participants would learn one thing or about one aspect about being resilient.
- Expected to run over 6-24 months.

- It requires the department or team to have a trained facilitator.

- The facilitator runs or “facilitates” a module for the department. It is a face to face, “learn through experience” session.

- The module scripts are self explanatory and the sessions are light touch, fun team building events. Usually lasting 45-60mins, they fit into safety meetings, lunch and learn sessions, as part of an away day activity etc.
Think Well - Resilience

- We’ve since evolved and recognized that if the team learned anything, that would be a bonus.

- It allowed for conversations to take place.

- It improved or facilitated communications channels between line managers and their staff.

- It allowed the line managers to engage their staff, to find out.

- Because we realized that engagement...
WHAT'S ON THE TABLE?

- **Treated with respect:**
  - 55% more engaged
  - 110% more likely to stay at the company.

- **Employees with a leader who communicated a clear and inspiring vision**
  - 70% more satisfied with their jobs and
  - 100% more likely to stay at their organizations.

- **Higher Engagement**
  - 22% higher productivity
WHY? Resilience Program enhances Employee Engagement

![Graph showing the relationship between the number of resilience modules and employee engagement rank. The equation of the line is y = 4.333x + 46.583, with R² = 0.73 and p = 0.007.](image)
WHY? Employee Engagement drives Safety, RDS study confirms

- A 10 point increase in Employee Engagement is associated with a 40% drop in the number of accidents per FTE
Does it Work?

Impact of Shell’s Resilience Programme
Does it Work?

Impact of Shell’s Resilience Programme

Does it Work?
The script also works on “reinforcement activities” - creating a sustained learning experience.
Think Well - Resilience

- There is no need for external presenters or consultants.
- One does not need to be a health professional and looks to avoid the lecture/student situation.
- Participating employees can choose to become facilitators by undertaking a short training class. After which Shell Health supports the facilitator as they go through the programme until they become more comfortable with the programme.
- It relies heavily on the belief that all staff are inherently resilient and the module merely acts as a **framework** for people to learn whilst interacting with other team members/department colleagues.
Shell Health – Culture of Health

HEALTHY HIGH PERFORMING PEOPLE
Optimise your own personal health, both physically and mentally by engaging in one of our programmes and focussing more on your sleep!

GO TO
- Be Well
- Eat Well
- Move More
- Breathe Well - Quit Smoking
- Sleep Well
- Think Well - Beyond Resilience

Catalogue of Solutions
Powered by a Culture of Health
Back to Change Support

Be at your best in times of change
This site offers you a number of strategies, tools and techniques to regain your confidence and become resilient. You can ensure your body comes along in full swing. You can function at optimal physical, emotional and psychological levels. Once you feel you have bounced back, getting inspired may be the breakthrough you need to really thrive.

Get Resilient
Find resources in this section to develop resilience.
Resilience is the ability to cope with pressure and stressful events.

GO TO
- Think Well Modules
  30-minute modules on mental resilience for teams to do together.
- Boost 15
  15-minute ‘Resilience Boosts’. Use these in small group settings, e.g. at conferences.
- Organisational Effectiveness Toolkit
  Resources to develop skills for change management, continuous improvement, and more.
- Engage and Perform Wheel
  Use the wheel to feel knowledgeable about and in control of your role in Shell.
- Leadership Development
  Learn more about effective leadership and how you can be a strong leader for your team.
- Other Resources
  Resilience-themed TED talks, books, tips, and more.

Stay Well
Learn how to sleep, eat and exercise to be your best self.
Small changes in our daily habits can have a positive impact on our well-being.

GO TO
- Sleep, Nutrition and Exercise
  Tips on how to not let stress affect your sleep, how to eat well, and the importance of staying active. Plus much more.

Get Inspired
These resources will help you rediscover what inspires you.
Remember the last time you felt inspired by what you love – how resourceful and powerful you felt? Whatever is that inspires you, make sure you revisit it often enough.

GO TO
- Employee Engagement
  Learn best practices for keeping your team feeling engaged and involved.
- Get Inspired
  Includes ‘building a better culture’ workshop, advice on positivity, TED talks, books, and more.
Shell Health – Culture of Health

- Be Well: The company’s health screening initiative and tracking system.
- Eat Well: Guide and advice to better nutrition.
- Move More: Events and schedule of physical activities; group organized physical activities, exercise activities and course.
- Breathe Well - Quit Smoking: Tapping on local resources available to help stop smoking.
- Sleep Well: Guide and advice on sleep hygiene and coping with fatigue and shift changes.
- Think Well - Beyond Resilience: The library of the entire Resilience resource.
The Employee Assistance Program (EAP) is a confidential counselling service for employees with problems that negatively affect their job performance:

- EAP enables employees to consult with trained therapists/clinical psychologist who understand human behaviour, skilled in problem recognition, conflict management, and development of human relation skills and issues of workplace stress.
- EAP is available to all permanent employees of Shell.