

CASE STUDY



DEALING WITH CHANGE AND BUILDING RESILIENCE

In the world of 24/7 online payments processing where the pressure is on to be both reliable and innovative and new technology is enabling ever greater complexity and speed, the ability to deal with continuous change and build organisational resilience has never been greater.

Our client is a Financial Services firm providing the most advanced and secure payment processing solutions for businesses of all shapes and sizes. They have undergone significant organisational and technical change to position themselves to be at the forefront of payment processing in Australia.

The BrainSmart™ 'Dealing with Change and Building Resilience' program was designed to help leaders and their teams deal effectively with the fast pace of organisational change and enable them to:

- ☑ optimise their brains to deal effectively with stress
- ☑ think smarter to make better decisions
- ☑ respond to pressure more productively
- ☑ develop their emotional intelligence to manage their emotions

Almost 100 people have participated in the program since 2016.

The learning was delivered in a blended format with participants engaging in online videos, completing supporting workbooks and attending three 2 hour face-to-face workshops delivered at three week intervals to embed the learning.

THE 6 AREAS OF RESILIENCE



THE RESULTS

Participants appreciated that the program was both highly relevant and extremely practical. They reported that they had:

- ☑ increased their capacity to deal with stress more effectively
- ☑ built mental strength to think more clearly when they needed to
- ☑ developed their emotional intelligence with higher levels of self-awareness
- ☑ increased their ability to connect more effectively with others

Through understanding their brain and learning how it works, participants reported feeling more empowered and confident to:

- ☑ manage their emotions in difficult and challenging situations
- ☑ deal with whatever challenges came their way
- ☑ maintain perspective around change situations
- ☑ prioritise their own self-care to ensure they could refresh and replenish their energy to come to work with their best thinking available

These are not only important aspects of resilience, but also facilitate higher engagement and greater productivity. With the face-to-face workshops focusing on how they can apply their learning to their own work situations, participants have been able to transfer the learning back to work and demonstrate an increased ability to take greater control of their attention and focus more on what's important to achieve their goals and make a real difference to their organisation and the customers they serve.

HERE IS A SNAPSHOT OF THE FEEDBACK WE HAVE RECEIVED FROM PROGRAM PARTICIPANTS

"I feel I have more control and more awareness of my emotions. [I am] able to use logical thinking more often and taking useful techniques I learnt from the program to process my thoughts and lift myself out of negative emotions"

"Not getting stressed and overwhelmed so easily. Being able to cope there and then, rather than hiding it all and taking it home. I don't go straight into panic mode as much as I used to. I'm able to step back to take a moment to think about it. I still have moments of panic, but I feel I manage them better"

"The main takeaway is how your diet, exercise and sleep can affect your resilience and stress levels. This is an area that I know I can easily improve on and that will help. Also to try and take a few moments during the day to bring myself to the present and not focus on the past/future"

"Being able to manage stressful situations better and calmer. I now take the time to stop and think about what is happening to either reduce my stress levels or to think about what the facts are. When dealing with change, I try to understand what is within my control and what is outside of my control so I can manage the areas that I can control and not worry about the rest"

"Being able to cope and adapt better in a stressful environment. Accomplished, less stressed, more confidence"

In what has been termed our VUCA (Volatile, Uncertain, Complex, Ambiguous) world, developing the skills of resilience is critical. It is in times of rapid and complex change that we need our people to stay engaged and motivated, a challenge that is often hard to achieve. Through the BrainSmart 'Dealing with Change and Building Resilience' program our client was able to benefit from continued productivity and engagement regardless of changing circumstances.

to learn more about unleashing the power of our amazing brains

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