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# Resilience at Work<sup>®</sup> Team Scale

**How Resilient is Your Team?**

**Are you ready to manage current challenges and face the future?**

**What will it take to be ready, resourceful and remarkable?**

The Resilience at Work® (R@W) Team Scale is a powerful diagnostic tool that provides your team valuable insights on sustaining performance in times of high pressure, uncertainty, complexity and change.

It is part of the Resilience at Work® Toolkit, an evidence-based framework that systemically builds resilience through aligning team, personal and leadership actions. The outcome is a culture that is adaptable and stakeholder focused yet preserves employee wellbeing and engagement.

The scale is quick and easy to administer on-line. It provides an assessment on 7 disciplines and 22 sub-dimensions that build team resilience. The results provide a clear snapshot of your team's strengths and areas to strengthen. You and your coach can then co-design strategies in the areas that will most build resilience in your unique working environment.



## Where does your team need support?

The R@W Team allows exploration on 7 key disciplines.

### **T1 ROBUST: Having solid intention with agility**

Are you clear on your purpose and goals yet adaptable enough to change these when needed or do you lack proactivity around future challenges?

### **T2 Resourceful: Optimising resources and processes**

As demands increase and budgets or staffing levels decrease, do you realign resources and leverage strengths or do silos and competition get in the way?

### **T3 Perseverance: Persisting despite setbacks**

What happens when you face setbacks or uncertainty? Is there shared energy around creating solutions or do you get stuck in problems and look to leaders to make decisions?

### **T4 Self-Care: Ensuring sustainable performance**

Do you have shared expectations, practices and boundaries around pressure management and work-life integration or does the team's culture work against attempts at self-care?

### **T5 Capability: Delivering in a changing landscape**

How well do you build capabilities to align with shifting stakeholder and external expectations? Does your team talent remain unchanged in spite of different performance needs?

### **T6 Connected: Having a sense of belonging**

We all need to feel part of a tribe in increasingly disconnected workplaces. Does the team foster care and co-operation or self-focus? Can you ask others for help or are you missing the psychological safety to be vulnerable?

### **T7 Alignment: Sharing motivation for success**

How well do you stay optimistic and motivated to achieve outcomes together? Is there a sense of collective success and accountability or is there personal ambition?

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Our evidence-based assessment on these seven disciplines and their 22 sub-dimensions provides a clear picture of your team's current resilience. You can then easily work with your accredited coach or consultant to design practical actions that support your team. This resilience work increases your ability to meet current and future challenges more effectively.

Follow up your team session with ongoing team coaching or team directed learning and implementation. Our team workbook is an excellent resource to support the continuation of your journey in resilience-building.

The R@W Team was designed as a development tool for use at a group level. The results inform practical actions that are within the scope of the team to influence. The assumption is that even within organisations with many systemic challenges there are still strategies that can assist in collectively managing the situations faced.

The survey was developed by organisational psychologist Kathryn McEwen and researcher Dr. Carolyn Boyd in response to a need for evidence-based assessments that measure team resilience.<sup>1</sup>

## Application

### What's Involved in Taking the Resilience at Work® Team

1. Your coach or consultant will meet with you to explore your current team scenario and explain how resilience coaching can address your particular challenges.
2. Your coach will introduce the resilience framework and team coaching initiative with your whole team.
3. The coach will register your team on a secure website and create a unique survey link.
4. Your leader is emailed the link and survey instructions for distribution to team members.
5. Team members complete the survey (anonymously) on the web platform in 10 -12 minutes.
6. Your coach monitors response rates and generates the report once sufficient people have participated.
7. Your coach shares the report and works with your team to determine priorities and strategies that work for you.
8. You continue to review and amend agreed actions using the R@W Team workbook and other resources.

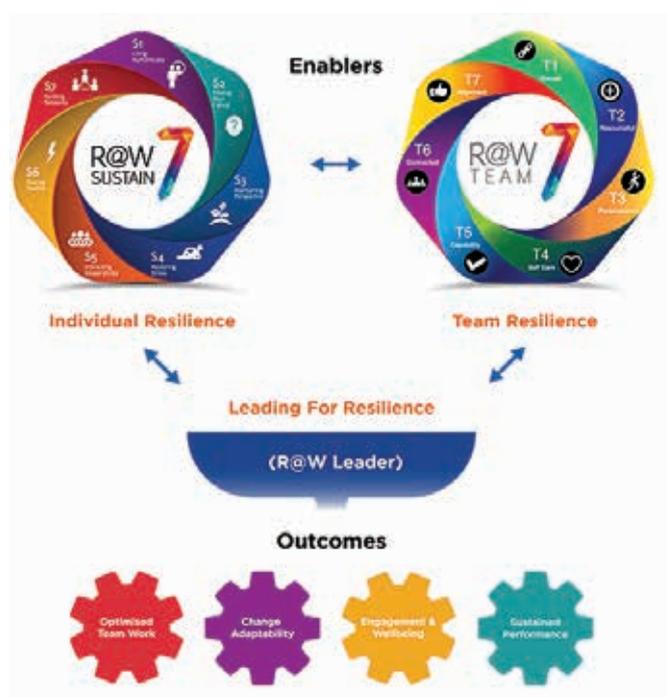
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We are expanding rapidly and needed to make sure this was at a sustainable pace for staff. The R@W Team helped us take stock how we are travelling as an executive team and whether we are leading the way in how we want our teams to operate. Making sure that we kept our values as we grew and putting a spotlight on our own health was especially useful

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CEO Hospitality Chain

### Resilience at Work® Toolkit



### What is Team Resilience?

The collective capability of the team to manage the everyday pressure of work and remain healthy, to adapt to and learn from unexpected setbacks and to prepare for future challenges proactively.

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When our health service was restructured we had a lot of staff changes and new processes to implement - many of them unpopular. Our teams all took the survey. The process helped us take stock of how to manage the changes going forward, plus how to create the sort of culture we want.

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Manager Public Allied Health Unit

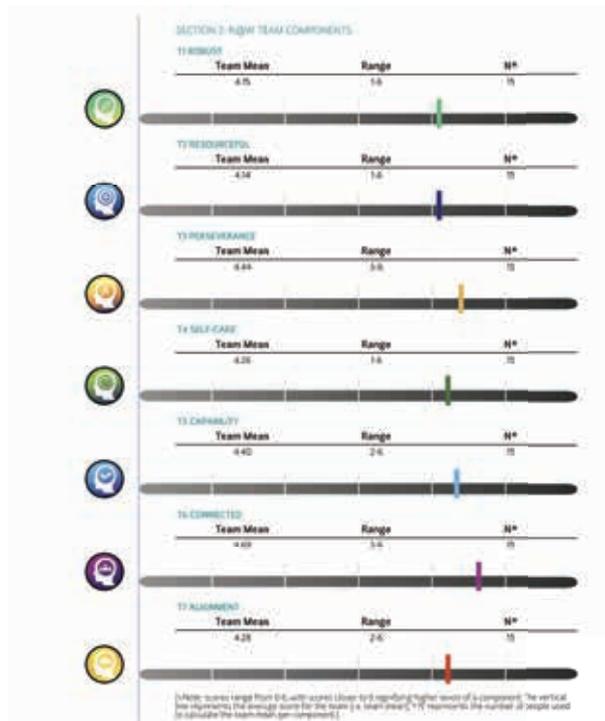
1. McEwen, K., & Boyd, C. M. (2018). A measure of team resilience: Developing the resilience at work team scale. Journal of Occupational and Environmental Medicine, 60(3), 258-272.

## Resilience at Work® Team Report

### The R@W Team report has 4 sections:

**Section 1:** An introduction to the R@W Team model and its 7 disciplines.

**Section 2:** An overview of the average ratings for team members and range of ratings on each of the seven disciplines.



**Section 3:** A deeper dive into results with the average rating, range of rating, and response mode on each of the 22 sub-dimensions of the 7 disciplines.

**Section 4:** Verbatim anonymous comments from team members on 3 open-ended questions relating to team resilience.



*A lot of changes in our industry meant that our organisation was under threat of survival. We used the R@W Team as part of our planning day to assess our strengths and weaknesses as an executive team. The major outcome was we restructured our roles and addressed team dynamics that were getting in the way of us making some difficult decisions.*

CEO Disability Organisation (Not for Profit)



## Looking to Use the R@W Team?

To gain accreditation or access an accredited user of the R@W Team, visit Working With Resilience in your region.

**Australasia and New Zealand**

[www.workingwithresilience.com.au](http://www.workingwithresilience.com.au)

**United Kingdom**

[www.workingwithresilience.co.uk](http://www.workingwithresilience.co.uk)

**Europe**

[www.iwd-europe.com](http://www.iwd-europe.com)

**North America**

[www.workingwithresilience.ca](http://www.workingwithresilience.ca)



*We experienced some major public challenges this year which have been very difficult for staff. Using the R@W Team at our retreat day was a great way to recognise our strengths and re-ignite our passion and relationships across work streams. After a tough year some of this was getting lost.*

CEO Community Services (Not for Profit)



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