



# Mastering Resilience

## TEAM GUIDE



# Introduction

Wraw is founded on the 5 Pillars of Resilience, a validated and evidence-based model, offering a holistic view of five key elements that support wellbeing:



**ENERGY** Sustaining and renewing physical energy to have the capacity to keep going through challenging times.

**FUTURE FOCUS** Having a clear sense of purpose and direction to help to move forwards without getting stuck or feeling held back.

**INNER DRIVE** Sustaining self-belief when times get tough, displaying confidence, motivation and perseverance.

**FLEXIBLE THINKING** Having an open and optimistic mindset, enabling a positive and adaptive response to change and challenges.

**STRONG RELATIONSHIPS** Building open and trusting relationships, and being willing to call on these for help and support if facing a challenge.

This Team Guide is intended to support your ongoing work as a team to collectively build your resilience and wellbeing. We recommend setting some time aside as a team to reflect on the steps you have taken personally and how these will benefit your colleagues.

The Team Guide will help to steer these discussions. Going forward, it can also be used to help you to review what challenges may lie ahead for you and how you can work together effectively to thrive under pressure.

This will involve playing to your individual and collective strengths, as well as planning how you will continue to develop your resilience. We recommend drawing on this guide at regular intervals throughout the year to ensure resilience and wellbeing remain on your collective agenda.

# BUILDING RESILIENCE

Building resilience as a team is about leveraging your collective strengths and working together to strengthen any areas which may be less well developed.

Use the space below to capture what you already do well and how this bolsters your resilience as a team:

Area of strength	How this bolsters our resilience

What specific benefits has this brought for you as a team?



## SUPPORTING TEAM RESILIENCE

The most resilient teams are those who work together to embrace the challenges they face. As individuals, they are committed to building their own personal resilience. As a team, they proactively identify ways to create and maintain a safe and supportive environment which allows them to successfully navigate pressure.

When teams work well together, they achieve a natural resilience that allows them to recover from setbacks and evolve to meet the demands of their environment. They benefit from a high degree of self awareness and use this to proactively shore up resources across the team.

**What are some of the challenges that your team are currently facing?**

**What strengths can you draw on within the team to help navigate these?**



Which exercises within the Toolkits will help you to collectively build and bolster your resilience as a team in order to prepare for these challenges?





## OUR RESILIENCE - TEAM LEARNING

Building resilience within the team is a collaborative task and will involve regular open and honest discussion around individual challenges and stressors.

One way of kick-starting this process is for individuals in the team to share their key learnings with the group – What have been their key challenges or stressors? How have they tackled these? What has this meant for them?

This exercise can be done individually, however it may support greater discussion if team members ‘buddy up’ and work in pairs to present back to the group.

An example agenda for such a presentation might be:

### KEY CHALLENGE #1: WORKING THROUGH LUNCH TO ‘GET ON TOP OF THINGS’

Pillars / Toolkit Exercises used to address challenge:

#### Pillar 1 – Energy

- Energy givers/sappers – planning and making lunch to bring to work
- Getting more active – scheduling a 15 min brisk lunch-time walk together
- Boundaries – looking at ways to ensure meetings do not breach the lunch-time period

#### Pillar 4 – Flexible Thinking

- Challenging unhelpful thinking patterns
- Reframing matrix – re-positioning breaking for lunch as a good thing to do for overall resilience

**Outcome:** Using the lunch-break as an opportunity to re-focus and re-energise.



## KEY CHALLENGE #2: POOR COMMUNICATION WITH ANOTHER DEPARTMENT

Pillars / Toolkit Exercises used to address challenge:

### Pillar 2 – Future Focus

- Visualisation and imaginary hindsight – to map and identify what steps we could take to change the relationship

### Pillar 5 – Strong Relationships

- Putting yourself in their shoes – understanding what the marketing department need / want from us to foster better relations

**Outcome:** Building a more productive relationship with the marketing department.

Use the space below to make some notes on how key learnings could be shared in your team.





The most resilient teams regularly take stock of where they are now, what lies ahead and what this might mean for the choices they have. Every team is unique. Over time, shifting demands will change what is required of them.

Reflecting on the exercises you have completed in this Team Guide, is there anything as a team that you want to stop doing; is there anything you want to start doing; is there anything you want to continue doing?

**Take time to consider each of the 5 Pillars:**

<b>Energy</b>	Stop:
	Start:
	Continue

<b>Future focus</b>	Stop:
	Start:
	Continue

Inner drive

Stop:

Start:

Continue

Flexible thinking

Stop:

Start:

Continue

Strong relationships

Stop:

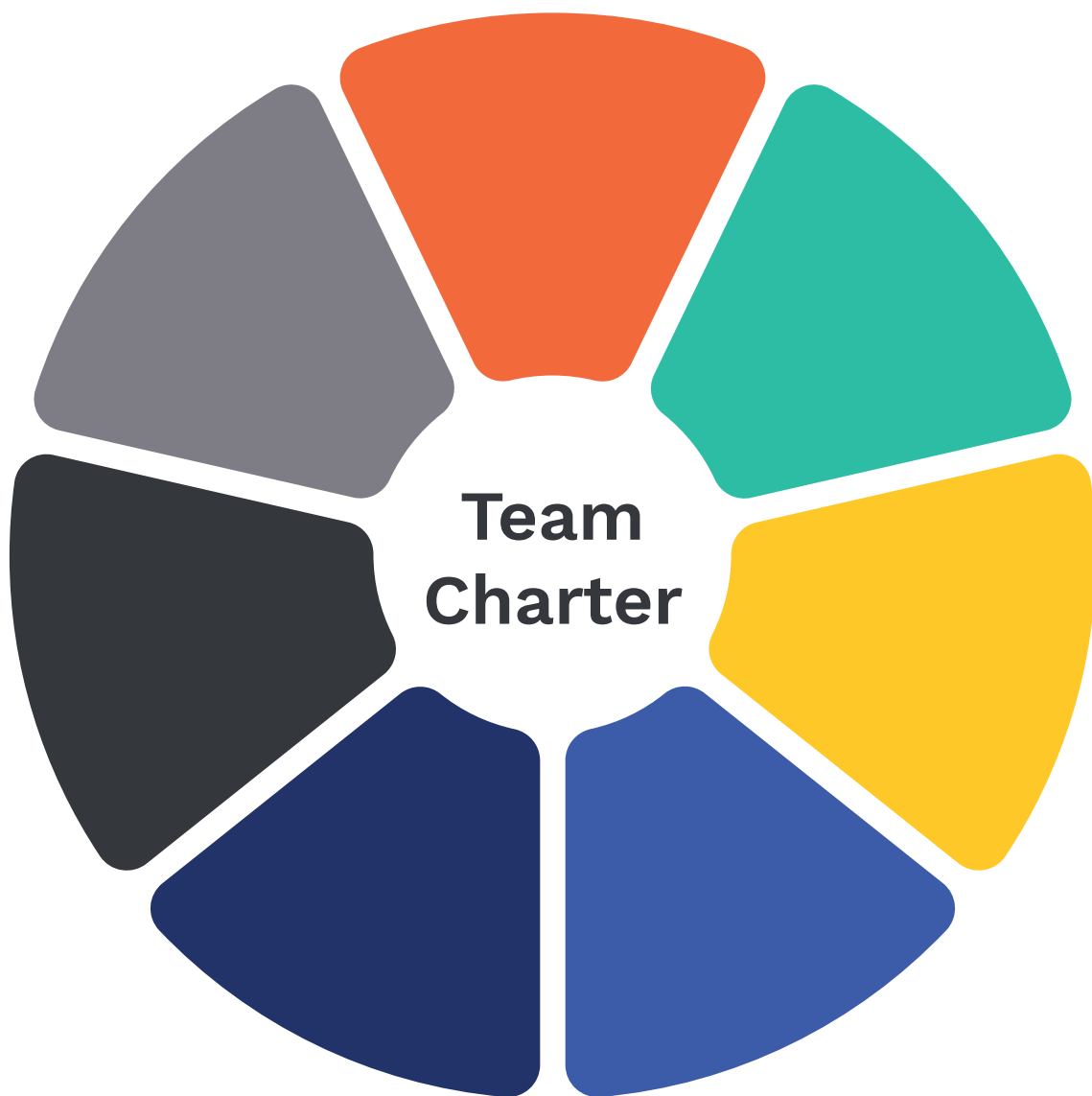
Start:

Continue

Looking at this list, what does this mean for the proactive steps you can take as a team? What shared commitments can you make as a team? Use the Team Charter template overleaf to record these agreements.

## OUR RESILIENCE - TEAM CHARTER

Our Team Charter is a set of agreements that clearly states how we will work together to support resilience in ourselves and in our people.





## WANT TO KNOW MORE?

The links below offer a selection of further reading and viewing, linked to the topic of resilience. They may support broader conversations around what resilience and wellbeing mean for you as individuals and as a team.

**The art of Kintsugi – where signs of damage and repair add to the quality of the object:**

<https://en.wikipedia.org/wiki/Kintsugi>

**Brene Brown discussing the importance of vulnerability:**

<http://www.youtube.com/watch?v=iCvmsMzLF7o>

**Amy Edmondson on creating an environment that supports psychological safety:**

<http://www.youtube.com/watch?v=KUo1QwVcCv0>

**Drawing on 'radical candor' to care personally and challenge directly:**

<http://www.radicalcandor.com/our-approach/>



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