



Building Workforce Resilience

EXECUTIVE SUMMARY

Against the backdrop of the pandemic, DMSL wanted to proactively support employee wellbeing during a period of rapid business growth. Over 12 months, our training and coaching programme led to measurable improvements in workforce resilience:

- Employee resilience increased by 43%
- Capacity to build strong relationships increased by 33%
- Capacity to stay motivated increased by 27%



“Just 12 months after the start of our wellbeing journey, feedback is that DMSL ‘is on top of it’ and that it is a great place to be. Having a programme that supports people as individuals has increased resilience, prevented burnout, reduced absenteeism, promoted healthy lifestyles and helped to attract new employees.”

SUSAN TURNBULL
DIRECTOR OF HR

The Challenge

DMSL, an expert in telecoms service, sees the wellbeing of their people as a top priority. During the pandemic, their teams faced challenges on a number of fronts. With rapid business growth, work demands were high. At the same time teams were adjusting to remote working and life during Covid. To ensure a healthy, high performing workforce the aim was to:

- Build employee resilience and protect against burnout
- Support a diverse workforce that spanned different generations, vulnerable groups and working parents.
- Maintain engagement to support business growth.

Our Solution

Our solution integrated robust psychometric data on employee resilience with individual coaching and group workshops.

1. Benchmark Workforce Resilience

All employees completed [the Wraw psychometric assessment](#), providing a clear view of overall resilience.

2. Build Workforce Resilience

One-to-one coaching sessions helped employees interpret their results and develop targeted, sustainable strategies for managing pressures.

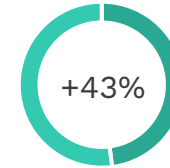
3. Upskill Managers and Leaders

The [Wellbeing Conversations](#) masterclass equipped managers and leaders with the confidence and skills to support their teams' wellbeing.

The Results

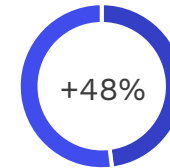
The personalised, data-driven approach delivered significant improvements in employee resilience, engagement and overall wellbeing over the 12-month programme.

- 43% rise in overall resilience, reflecting measurable boosts in energy, motivation, flexibility and strong relationships.
- 48% increase in the Wellbeing Impact Index, highlighting a marked improvement in how employees felt about their lives.
- DMSL were recognised with the Great British Workplace Wellbeing Award for best use of tech.



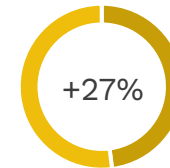
EMPLOYEE RESILIENCE

43% improvement in overall resilience



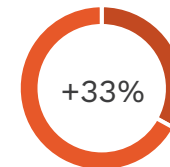
WELLBEING IMPACT INDEX

48% improvement in how employees felt about their lives



MOTIVATION

27% increase in motivation at work



RELATIONSHIP BUILDING

33% increase in proactive support and trust building