



Supporting Healthy Manager Performance

EXECUTIVE SUMMARY

Facing elevated pressures, PPS partnered with us to implement a comprehensive manager wellbeing programme. By leveraging the Wraw psychometric assessment, one-to-one and group coaching and tailored workshops, PPS successfully enhanced manager resilience and fostered a supportive culture within their teams.

The programme resulted in a 25% increase in overall resilience and empowered managers to effectively support their teams' wellbeing.



The Challenge

At a time of heightened pressure, PPS identified several key challenges impacting their managers and the overall organisational health:

- **Manager Stress:** Managers were experiencing significant stress in a demanding and volatile work environment.
- **Teams Under Pressure:** Without the right support, teams were experiencing the effects of high pressure.
- **Skill Gaps:** There was a need to build resilience and enhance managers' ability to create a psychologically safe work environment.

Our Solution

We developed a fully tailored six-month programme focused on behaviour change. The programme comprised the following:

1. **Assess Manager Resilience:** The Wraw psychometric provided each manager with a clear understanding of their resilience and identified primary pressure points.
2. **Develop People-Centric Management Skills:** In-person training modules equipped managers with essential skills to handle stress and create a healthy, high performing team environment.
3. **Embed Resilience Habits:** Group coaching fostered resilient habits, ensuring managers could effectively navigate ongoing challenges.
4. **Progress Tracking:** An end of programme Wraw resilience assessment tracked progress and provided a foundation for ongoing development.

The Results

The programme delivered significant improvements in manager resilience and their ability to support their teams effectively:

- **25% Increase in Overall Resilience:** Managers showed a substantial boost in resilience.
- **Empowered Managers:** Post-training, managers felt equipped to build psychological safety and conduct wellbeing conversations with their teams.
- **Enhanced Managerial Capability:** Managers are now better equipped to sustain healthy performance and support their teams effectively.



MANAGER RESILIENCE

25% increase in the overall resilience of managers.



PSYCHOLOGICAL SAFETY

Managers felt equipped to build psychological safety in their team.



WELLBEING CONVERSATIONS

Managers felt equipped to hold wellbeing conversations their team.