resilience@work series

improving operational performance....

root cause analysis and effective planning for **resilient** & **effective teams**

resilience with tianne croshaw

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improving operational performance

root cause analysis and affective planning for resilient & effective teams

hello

The importance of a resilient workforce is widely recognised, and understanding and tackling the root cause of stress is a priority. A reactive "fire fighting" approach to addressing operational challenges can lead to increased levels of stress, employee burnout and impact organisational performance.

This programme will explore the root causes of a reactive workplace and what leaders can do, working together, to alleviate this issue and improve organisational performance.

Participants will also focus on the people and systems aspects that need to be considered by the team and building resilience levels.

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programme overview

A practical, intensive course which seeks to understand the current workplace and the issues/behaviours that impact operational performance. By hearing different perspectives from across the team on what causes this we can move closer to identifying the root causes behind the current workplace challenges and from there develop a first draft plan/responsibilities for putting in place solutions that address the prioritised challenges.

The plan will cover both people aspects (resilient workforce) as well as the systems and ways of working that will improve operational performance.

programme delivery

- ✓ Suitable for leaders and managers
- ✓ Delivery: on-site
- ✓ Duration: 1 full day
- ✓ Progress sessions: 3 days

programme format

Initially, one full day on-site, taking a deep dive into current operational challenges, specifically looking at what influences a reactive workplace, and the most important factors are in becoming more proactive.

Crucially, this is followed by three full days of Progress sessions where leaders will be held accountable for their commitments and actions.

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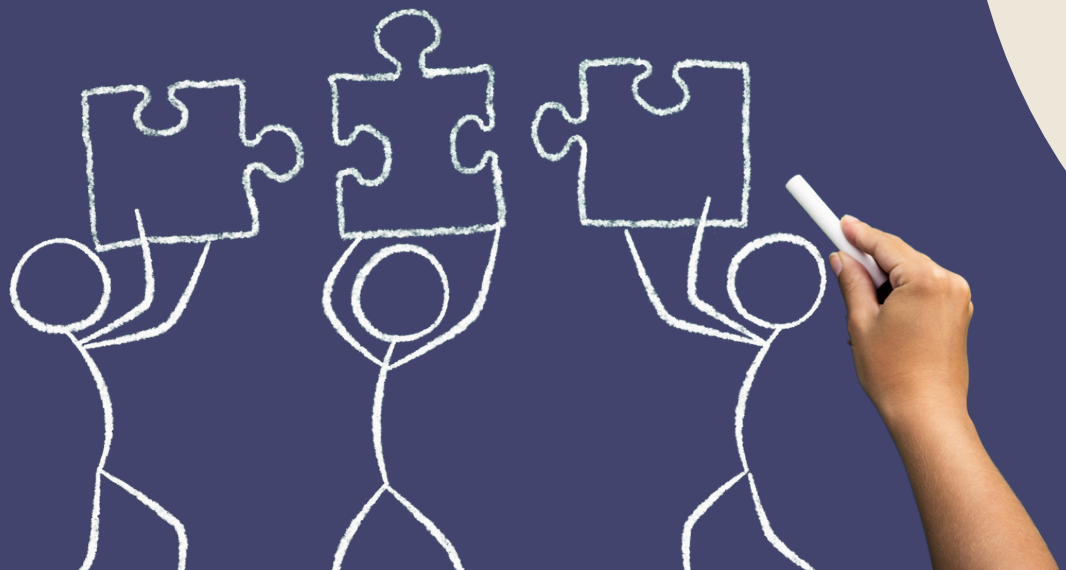
outcomes & learning

By the end of the workshop, participants will have gained essential skills to:

- **Work together** to further develop and implement the solutions identified over day 1, including how to measure impact, report on progress and plan for actions required
- **Prioritise what is most important** to address, given extensive exploration of the opportunities and impact
- **Clearly understand their role and responsibilities** as a leader in ensuring change happens, and articulating this to their teams
- **Identifying what support is needed** to maintain and increase levels of resilience



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resilience
with tianne croshaw

about your facilitator

Tianne Croshaw

has worked as a resilience consultant, facilitator, mentor, coach, speaker, writer, and clinical hypnotherapist for almost 20 years.

As the founder of Resilience with Tianne Croshaw, she dedicates her time to crafting and executing bespoke resilient leadership and team programmes across various blue-chip industry sectors, including pharmaceutical, rail, retail, and charity. Tianne successfully helped one organisation reduce stress-related absenteeism from 8% to 0% over a three-year period using the tools and techniques featured on this site.

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