



raise your resilience

Workplace Resilience & the RQi™

designed by **kirros.**

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What is resilience?

“Resilience is the process of managing and adapting positively to significant sources of stress; it is bouncing back from adversity and growing as a person, even after difficult or traumatic experiences.”*

Kirros

***Based on the work of**

1. Windle, G., Bennett, K.M. & Noyes, J. (2011). *Health and Quality of Life Outcomes*, 9: 8. and
2. Southwick, S. M., Bonnano, G. A., Masten, A. S.-B., & Yehuda, R. (2014). *European Journal of Psychotraumatology* , 5, 25338.



Developing resilience

Resilience is not a fixed characteristic (like personality), it's something you can learn and strengthen over time.

“Resilience is not a trait that people either have or do not have. It involves behaviors, thoughts and actions that can be learned and developed in anyone.”

American Psychological Association (APA) <http://www.apa.org/helpcenter/road-resilience.aspx>



Building resilience in work

Building resilience in the workplace involves:

- (1) shaping a healthy **environment** and
- (2) enabling **people** to manage stress and maintain wellbeing.*

*This diagram depicts the Transactional Theory of Stress & Resilience (TTSR) developed by Kirros. Download our white paper here: <https://tinyurl.com/TTSR-paper-Mar-2022>



RQi™ resilience programmes

Kirros offers the most comprehensive resilience programme in the world, with:

1. Organisational consultancy
2. Seminars, workshops and e-learning
3. One-to-one coaching
4. Psychometrics: **RQi™**, **ORGRPQ™** & **e360™**
5. Physiological stress testing (using HRV and cortisol)



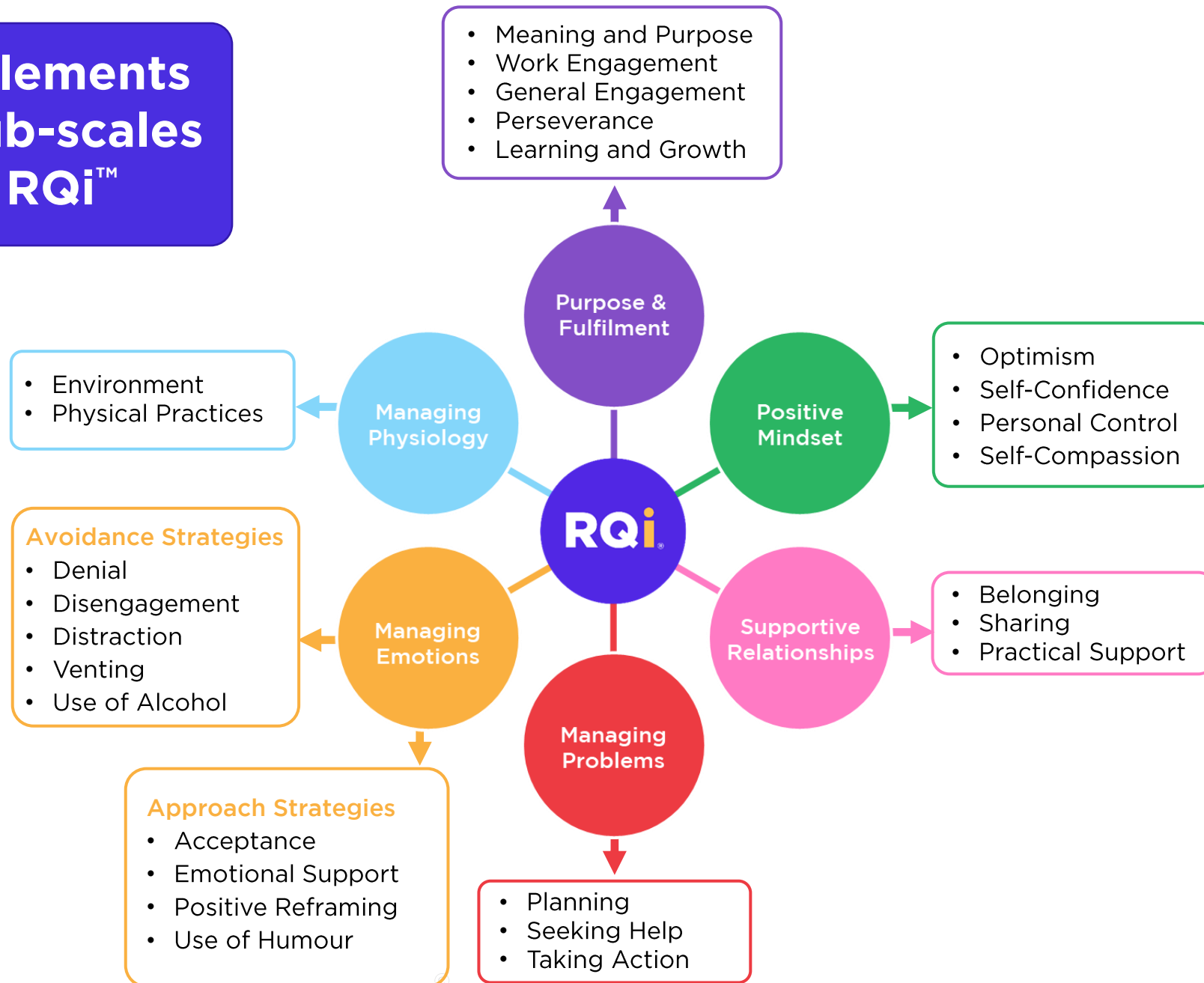
Six Elements of Resilience

Our people development programmes are based around the **Six Elements of Resilience Model**.

In the RQi™ psychometric, the Six Elements are divided into 26 sub-scales (next slide).



The Six Elements and 26 Sub-scales of the RQi™



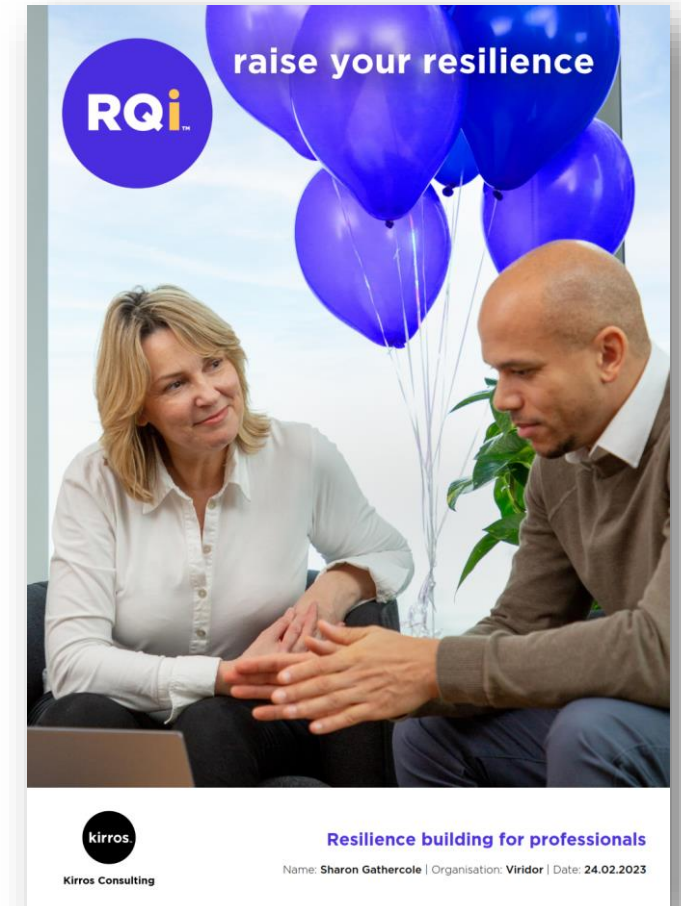
The RQi™ psychometric: How does it work?



Users complete an online questionnaire (15 min) and receive a 25-page personalised report

The RQi™ Report ...

- ✓ provides scores across 7 scales and 26 sub-scales
- ✓ offers tailored advice on how to build even greater resilience supported by downloadable worksheets and e-learning
- ✓ is used in one-to-one coaching to promote long-term behavioural change








RQi™ Team Report



- The RQi™ Team Report collates data from a group of respondents to help identify the resilience and wellbeing needs of a team
- Different comparator populations are available in team reports

TEAM SCORES V. SAMPLE MEANS

The following tables show mean scores for the team versus the mean scores from our sample of UK/Europe managers (n = 1,001), with the percentage difference.

Key	
	Team score $\geq 20\%$ sample score
	Team score 5-19% higher than sample
	Team score -4.9 to +4.9% of sample
	Team score 5-10% lower than sample
	Team score $\leq 10\%$ sample

ELEMENTS	Sample score	Team score	% Diff.
Purpose and Fulfilment	7.7	7.2	-6.3%
Positive Mindset	6.7	6.6	-1.6%
Supportive Relationships	8.2	8.2	-0.8%
Managing Problems	7.7	7.5	-2.5%
Managing Emotions APPROACH	5.8	5.3	-8.0%
Managing Emotions AVOIDANCE	8.1	8.1	-0.2%
Managing Physiology	6.3	5.4	-14.1%

ELEMENTS	Sample score	Team score	% Diff.
Purpose and Fulfilment	7.7	7.2	-6.3%
Meaning and Purpose	7.4	6.1	-16.6%
General Engagement	7.2	7.7	5.6%
Work Engagement	7.4	6.1	-17.9%
Perseverance	7.8	7.9	1.1%
Learning and Growth	8.7	8.5	-1.6%

Where/how is the RQi™ applied?



The **RQi™** and Six Elements of Resilience model are applied in the following situations:



One-to-One
Coaching



Group
Workshops



Team
Programmes

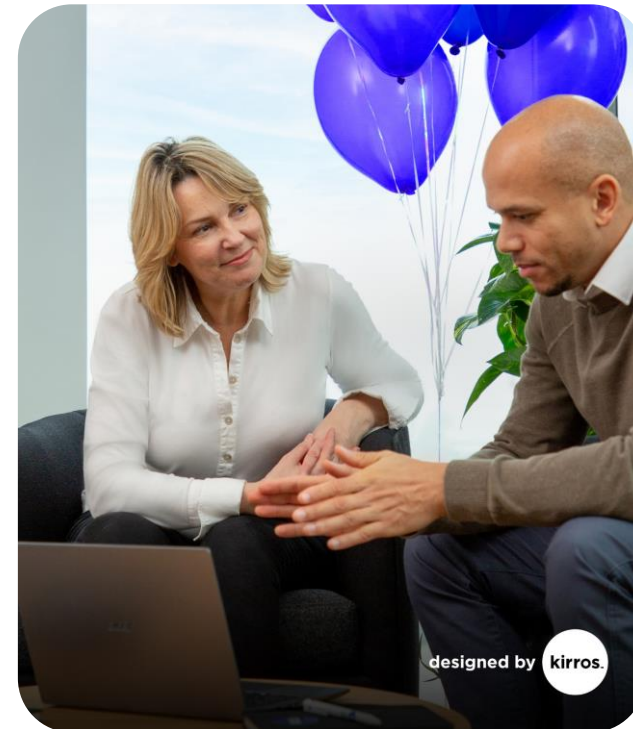


Executive
Development

One-to-one coaching



The **RQi™** is used in one-to-one coaching sessions to support personal development.



Training courses



We also run resilience and wellbeing workshops based on:

1. positive psychology
2. health psychology
3. neuroscience and
4. behavioural science



Group workshops



We have designed 20 mini-modules which map to one or more of the Six Elements of Resilience. Examples include:

Module	Key contents
Celebrate Your Strengths	Strengths-based development workshop with the Strengthscope® inventory, to support work engagement and career development.
Finding Flow Moments	The Flow model (from positive psychology) and its application for greater wellbeing and enhanced work performance.
Effective Time Management	Techniques based on the work of Stephen R. Covey (<i>7 Habits</i>), Daniel Levitin (<i>The Organized Mind</i>) and David Allen (<i>Getting Things Done</i>)
Managing Emotions	Including positive emotional expression (vs venting); the negativity bias and positive reframing; and attributional style and positive self-talk.
Emotional Intelligence	The principles of Emotional Intelligence, including managing worries (with the ABCD technique), impulse control and assertive communication.
Stress Physiology	Understanding the physical and mental responses to stress and how to minimise their negative impact; using your body to change your state.
Managing Personal Energy	Including the Pressure Performance Curve and managing energy based on the work of Professor Mark Cropley.

Team programmes



We offer a bespoke resilience programme for teams:



Executive programme



The programme for executives includes stress-testing

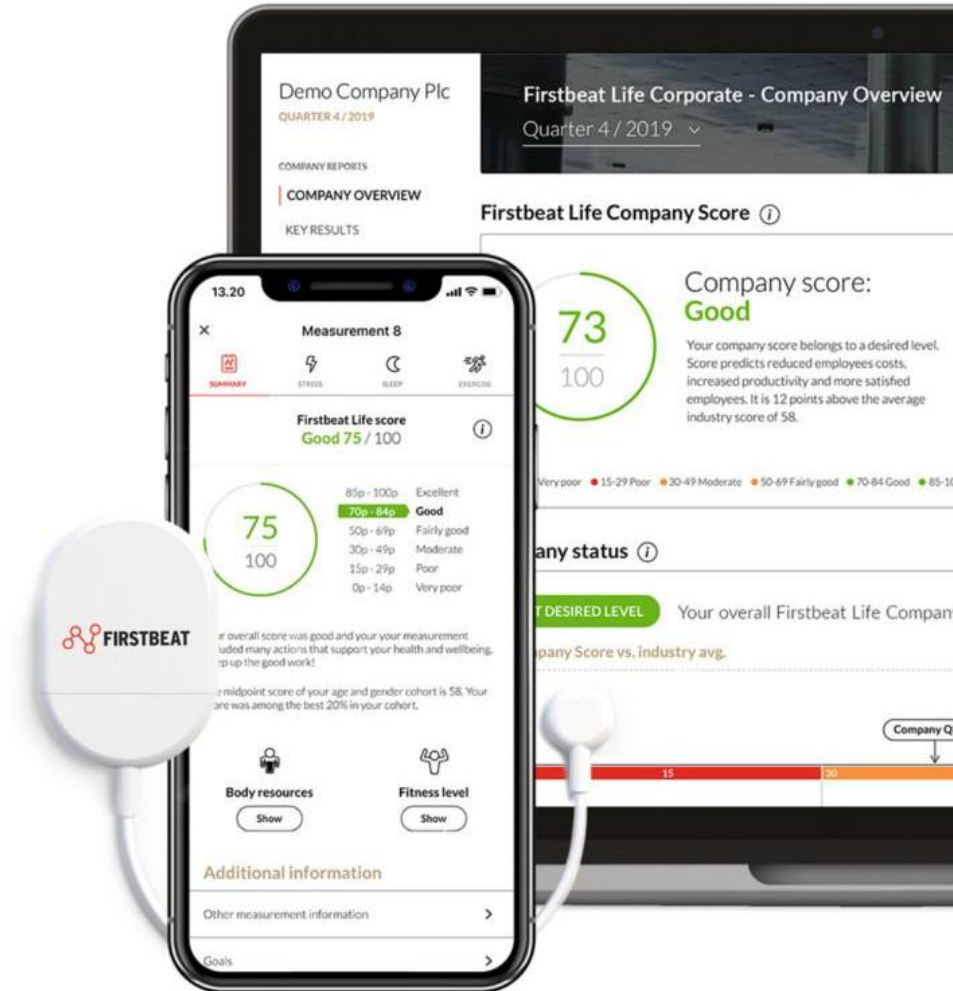


Stress testing with HRV



Our executive programme includes physiological stress testing using **heart rate variability** (HRV) measurements

We map real-life stress responses and recovery using a digital heart monitor (the Firstbeat Bodyguard system) linked to an online diary. The recording shows how your body reacts to stressful events and how well you recover using HRV as a measure of nervous system activation.

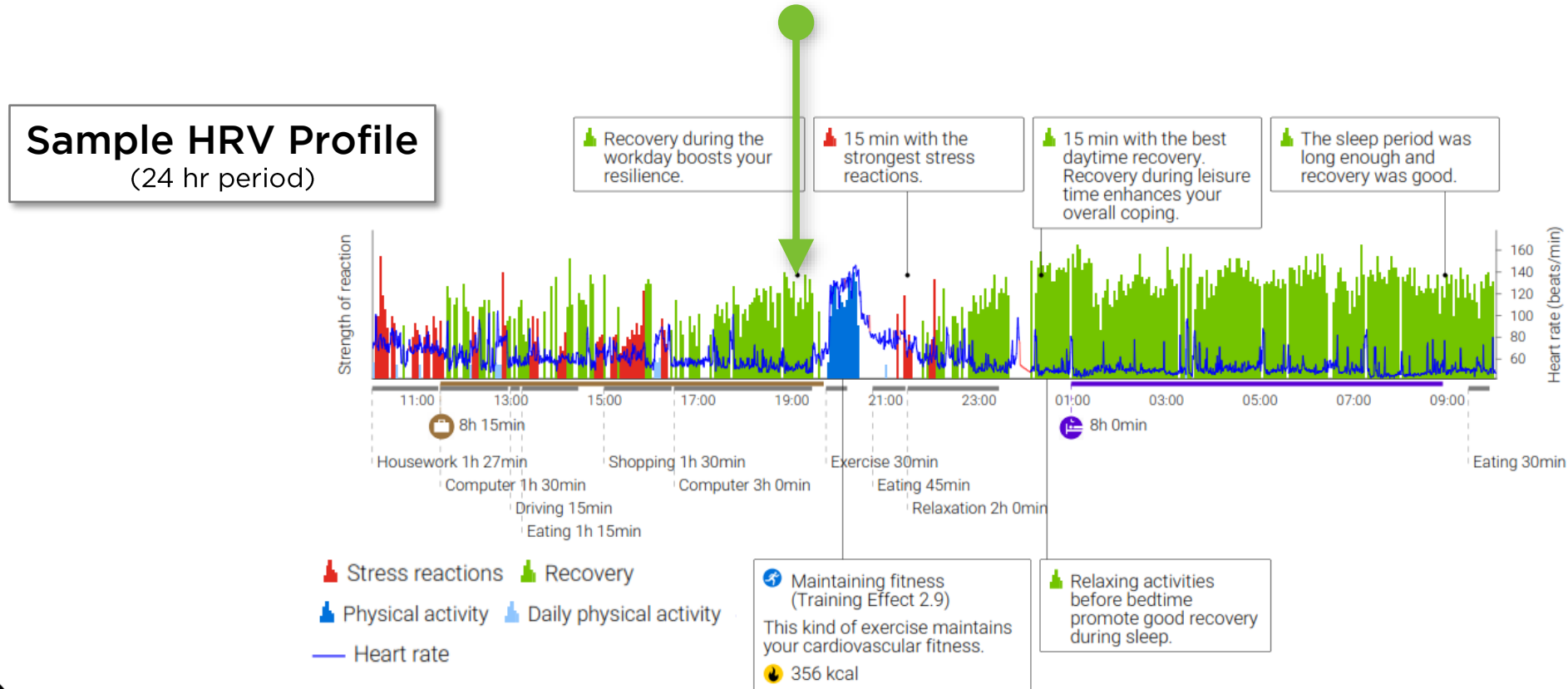


Ref: Kim HG, Cheon EJ, Bai DS, Lee YH, Koo BH. Stress and Heart Rate Variability: A Meta-Analysis and Review of the Literature. Psychiatry Investig. 2018 Mar;15(3):235-245.

Stress testing with HRV



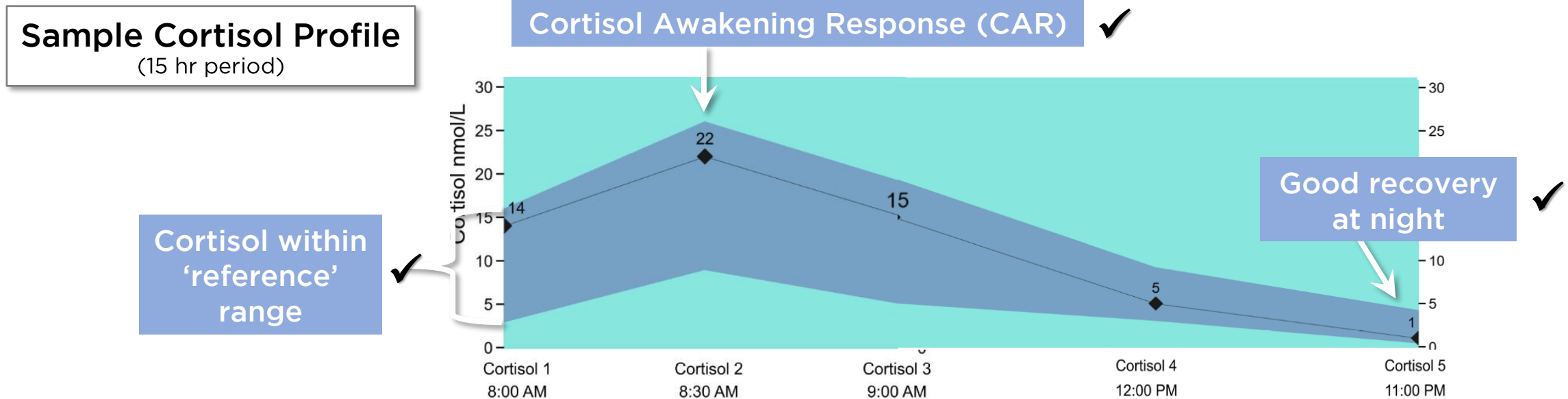
This 24-hour profile shows good management of stress during the day (i.e. good recovery periods) and good sleep.



Cortisol profiling



We also test stress using measurements of **cortisol** and **DHEA**¹ (in saliva) in collaboration with CNSLab².

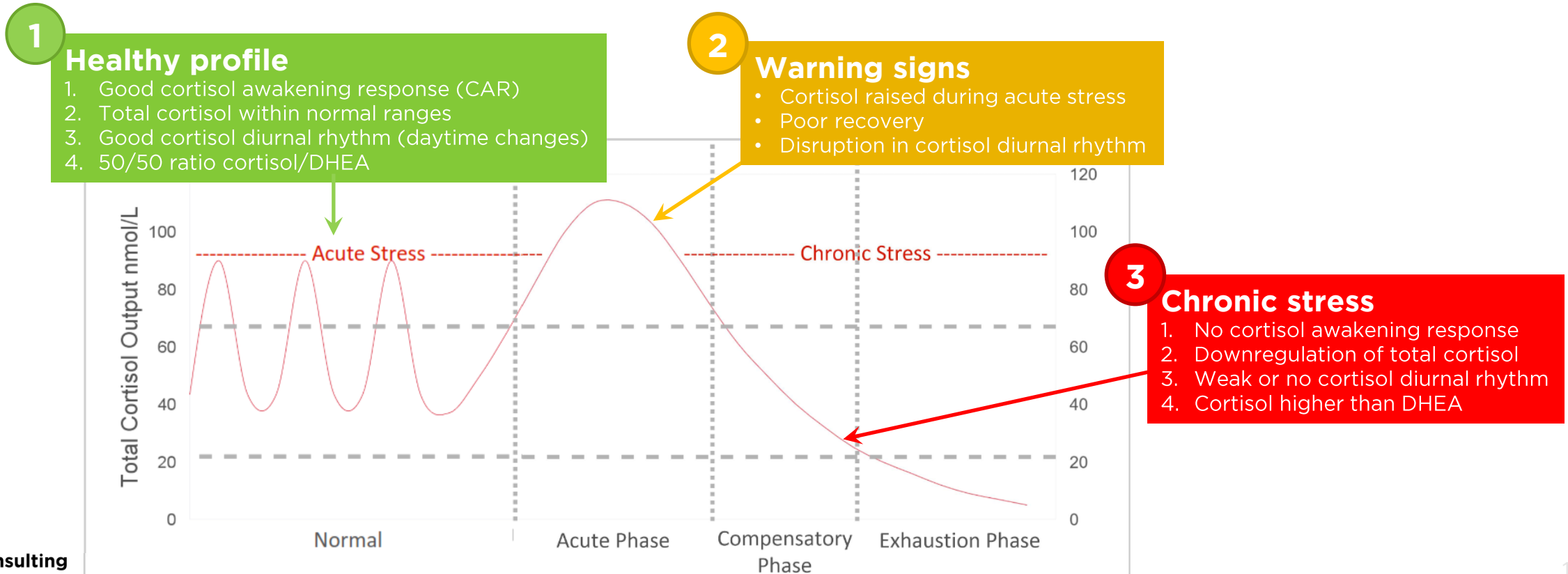


1. DHEA = Dehydroepiandrosterone. DHEA is a precursor hormone produced in the adrenal glands that helps produce other hormones, including testosterone and oestrogen. Natural DHEA levels peak in early adulthood and then slowly fall as you age.

Cortisol profiling



One 15-hour test period can detect signs of **stress dysfunction** and **chronic stress**.



Retreats

Kirros retreats are an opportunity to recharge in beautiful surroundings*, discover the power of nature connectedness and develop new skills for life and work.

Practical sessions include:

1. Mindfulness-based nature exploration
2. SOMA breathwork
3. Mindfulness of movement (e.g. Qi Gong)
4. Identifying your purpose

*Our retreats take place mainly at Emerson College, Forest Row, East Sussex, RH18 5JX. <https://emerson.org.uk/>

The next retreat is on 17 – 19th May 2024: <https://www.kirros.com/events/kirros-retreat>



Who's using the RQi™ ?



What do people say?



“.. the RQi itself has been an excellent self-reflective tool for me ... I was also very much affected by the efficient way your business runs and the high-quality content that it delivers. Everything from your personal approach in teaching and facilitation to the attention to detail regarding client care was quite eye opening for me.”

Dr. C. Marshall, Psychiatrist, London.

“The course was amazing. Very positive people and great energy around the room. After leaving that day, some really positive things happened to me and I came across great people. It’s amazing how a positive attitude and energy can attract the same. What you do is awesome so keep it up, and once again thank you for a great time ”

Kasia Gorska, Cranswick foods plc.

“Matthew is brilliant ... the delivery of the course was executed very well. Just truly brilliant – great food for thought and heart-warming, like chicken soup for the soul..”

Hemma Patel, Crown Prosecution Service (CPS)

“Excellent facilitator. Professional, great knowledge, great sense of humour and able to connect on a number of levels and certainly made everyone feel completely comfortable and at ease. One of the best courses I have attended.”

Thames Valley Housing.

Call us

If you'd like a free consultation on organisational wellbeing and resilience, please call us:



+44 (0)800 471 4734



team@kirros.com

