

## **Case Study – Unemployed Aerospace Professional**

How one Unemployed Adult Learner Turned His Life Around

### **SITUATION:**

Peter (name has been changed) arrived at the Resiliency program series feeling totally lost and beat up. At his place of employment, he had been the team leader for the maintenance and repair of jet fighters, cargo planes and a small fleet of 727's.

Suddenly at what should have been the peak of his career, he was out of work. He had traveled around the world to perform emergency repairs for heads of state on various aircraft when they traveled. This work was always done at a moment's notice with his world-class repair crew. He had been there to repair fighter craft when his country called on him to maintain jet fighters. Yet suddenly he was "surplus" with almost a dozen qualifications that were considered useless in civilian life. To say his spirits were very down was an understatement.

### **SOLUTION:**

Peter needed to understand that he had what it took to get back out into the workplace. We designed a customized Resiliency program that assisted him and his classmates rebuild confidence after unexpected layoffs, gain added insights into their personal skill sets, add to their inter and intra personal skills and then we assisted them through class room and one-on-one coaching to learn how to market their old and new skills.

### **OUTCOME:**

Peter graduated from our customized Resiliency training program. He then took a 50-week high tech retraining program. He almost doubled his income due to his new education and newfound **confidence** in his **competence**. The last time he checked in with us, he had had a promotion and bought a new house. Great results for him and his family.

## **Case Study – High Tech Corporation**

*HOW A SOFTWARE AND EDUCATION COMPANY USED A RESILIENCY PROGRAM TO ASSIST SPEED UP FILLING THE SKILLS GAP.*

### **SITUATION:**

What do you get when you have an urgent need for over 900 hundred trained technical staff and none are available in the market place? Why you collaborate with a training centre. Yet with a grueling 30 hours of class a week, 30 plus hours of homework a week and countless tests and several field trips time was one thing this program did not have enough of. In addition, without an instant tight-knit group (a lean keen learning-machine) precious time would be wasted in those first few weeks when the typical norming and storming takes place as part of a typical group process and evolution.

### **SOLUTION:**

We custom developed and delivered a Resiliency training program to assist these participants to gain more effective updated and upgraded skills to assist them learn how to create an effective learning group.

### **OUTCOME:**

Technical trainers tell us that the participants in the classes that went through this Resiliency program took less time to become a team and were easier to teach and facilitate. One instructor commented it is as if they have been together for six months when you have had them for only six days. Classes that had not taken the program took up to three and four months to start sharing and working together. Over 900 adult learners graduated from that Resiliency program. None failed the technical program.

## **Case Study – International High Tech Corporation**

How does a Corporation with serious burnout and retention issues use resiliency training to give technical staff the added tools they require to stay successful in their position?

### **SITUATION:**

Mounting staff burnout and retention issues with current technical staff was giving this international firm serious trouble to the bottom line. Each technical personnel who left were a loss of between \$30,000 to \$50,000 in technical training and recruitment costs.

### **SOLUTION:**

We developed a resiliency video training program solution that covered off the five essential skills sets that each technical staff member needed to discuss and practice with their team leaders, team members, spouses and families. It assisted the staff, spouses and team leaders have common ground on topics that had to be addressed for personal and professional development to ensure they had the human performance skills required to do well both in their career and in their personal life.

### **OUTCOME:**

The program was rolled out across Canada to over 5,000 technical staff over the next three months. Now after nine years, the program is still in use for all new recruits. Each one gets a copy to watch with their spouses. They then meet with their team leader after viewing it to discuss strategies to ensure they use or gain these skills.

## **Case Study – Sales Professional**

How one sales professional gained over two and a half weeks a year in timesavings.

### **SITUATION:**

John (names have been changed) arrived at the Resiliency training session with an open mind and very limited time. His sales commissions after ten years selling technology were headed the wrong direction as margins in IT had shrunk.

### **SOLUTION;**

John attended a training session that assisted him understand and work more effectively using several sets of resiliency skills. The results for John were great. He gained insights and skills that assisted him better prepare and sell to the different personality styles.

### **OUTCOME:**

His efforts resulted in timesavings for himself and his clients for almost each and every sales call. In total, he figures his timesavings **worked out to over two and a half weeks per year**, based on a fifty-hour workweek on average.

## **Case Study – Chemical Equipment Manufacturer**

How one small manufacturer helped staff get back on track after an averted work place crisis.

### **SITUATION:**

This organization had recently downsized from 148 staff to 97. The cutbacks had been expected by most staff. Business had been slow. Management and the owners had then put a new set of quality control systems into place. Several months later and they had not yielded the improvements most staff felt they should have. When you only ship five to seven completed systems, a year having two fail within 90 days of shipping can be disastrous to your organization.

Then one of the staff bought a weapon to work. Fortunately, cool heads prevailed and no one was hurt. The gun was not discharged.

After the first responders had left, the company called their EAP provider. Everyone was interviewed and allowed the opportunity to have a CIS debrief then follow up one-on-one counseling as they felt they required. However, within six to eight weeks after the EAP team considered the event over completed three of the departments reported attendance was suffering. One small department had 20 – 40% absenteeism. In the past, these groups had all above average attendance. Two of the absentee's where key staff each averaging over 15% time off.

### **SOLUTION:**

Resiliency for Life was called in to consult on a solution. We customized a program that all staff where invited to attend for six half days over three weeks. A special two evening (3 hrs each) spouse-youth program was also offered for those that wanted to attend.

### **OUTCOME:**

Within four weeks of the program key staff where back on track with their attendance. In addition, within 12 weeks quality control issues including waste had taken a turn in the right direction.