

# Resilience Dynamic 1:1 and Group Coaching



## Falkirk HSCP



Falkirk HSCP sought resilience support for staff as they managed complex legislative change while providing high standards of care to service users.

The Resilience Dynamic provided 1:1 and group coaching for Executives, managers and staff, resulting in greater alignment across the system and 75% of individuals feeling better equipped to.

# The Problem

Falkirk Council and NHS Forth Valley have integrated under the Integration Act to create Falkirk Health and Social Care Partnership (HSCP). Frontline and operational management teams are tasked with providing aligned care in the community, still working to wait time targets, but with the added requirement of being both more effective at managing to shift the balance of care, whilst being more efficient about the use of public funds. The systems are inherently complex, and staff are dealing with inherently complex service user issues.

Early in the integration process, the HSCP approach the Resilience Dynamic to help. Resilience support was sought for managers and staff to unlock integration and performance as they managed the complexity of this legislative change.



# What We Did

## SEE IT



The Resilience Dynamic® Questionnaire and Indicator helped individuals to see their personal resilience level, and explore their own personal resilience drivers.

## UNDERSTAND IT



Between 2016-2019, 80 staff and managers participated in a series of workshops using the Resilience tools from our online services, to explore resilience enablers and barriers.

Managers were supported specifically through resilience group coaching, working in peer support on how to foster resilience across their different professional staff groups

The Executive Team and HSCP Governance board built a common resilience framework to foster understanding and alignment using 1:1 and senior team coaching.

## OPTIMISE IT



The programme enabled the collaborative creation of team charters across the system and team by team. This led to greater:

- Boosting of resilience at individual and team levels, leading to a release of capacity to tackle the complex integration operational duties
- Clarity over roles and responsibilities
- More meaningful ways of joint measurement around ‘what good looks like’ under the two systems of social care and health
- Stakeholder action plans

# Results

Alongside the creation of the team charter and greater clarity across the system, the programme positively impacted individual and team resilience:

88%

of managers felt more confident they could better support their teams.

75%

of individuals felt much more capable of supporting their own resilience, with others having existing strategies reinforced.

“Great to feel safe and share within the group. Felt well supported to do so.”

“Helps you to look at stresses and challenges in another way and to find tools that work for you to develop and sustain your resilience.”

“Very thought provoking. None of it is rocket science but the coaching really made you think about priorities, work/life balance and interpersonal behaviour within work in particular.”

# Contact Us

Want to know more?

If you are interested in the Resilience Dynamic Dashboard® and Resilience Dynamic Coaching solutions for yourself, your team or organisation, book in a demo with us today to see how you can boost your resilience!

Get in touch with us via [info@resilienceengine.com](mailto:info@resilienceengine.com) where one of our team will be able to discuss your needs with you.



DEMO