



Customer Testimonial

The Client: Willmott Dixon

The Need: Willmott Dixon is a sector leading, independent and family owned construction business operating in a high pressured, high risk industry. As an organisation focused on its people Willmott Dixon recognises the need to look after their wellbeing across their business; be it in offices or on site. They wanted to ensure that their people felt valued, engaged and motivated. As such, Willmott Dixon puts high value on Training and Development. After conducting a review of their Learning and Development provision the L&D and Management teams realised that its existing offering of a half day stress management course was not substantial enough to provide its people with tools, techniques and strategies to look after themselves and each other. Willmott Dixon wanted to ensure that their people were given the knowledge and skills to be mentally and emotionally healthy with the ability to manage, pressure, change and challenges.

What we did:

Designed and delivered 2 1 day courses on Resilience; one for individuals and one for managers which were then rolled out to staff in its 6 regions across the UK.

During an initial consultation with Sarah Packman, the Head of Learning and Development, and the rest of the L&D team we agreed on the business needs and course requirements. We chose to create 2 one day courses on Resilience; one for Individuals and one for Managers. This would broaden out the original scope of the Stress Management session and draw upon other content that sat in different courses, such as topics like delegation and time management. It would also add new content on Resilience and strategies to use to build one's own and help others.

“Building Resilience –Self”: The course for Individuals ensured attendees could recognise the difference between pressure, stress and resilience. It covered the impact of the stress response on performance and asked attendees to identify their own experience of the Stress Curve. After providing attendees with the knowledge of how to recognise the triggers and symptoms of stress (as it is one the most common causes of mental ill health at work) we then focused on tools, strategies and techniques for building and maintaining resilience. Attendees were able to experience the strategies and realise their impact during the course for example practising Mindfulness, a walk and talk exercise and applying a time management tool to their current workload. The highly effective, practical and pragmatic strategies gave attendees the knowledge and skills required to be able to manage their own wellbeing, increase the amount of pressure they are able to handle and the ability to manage change, challenge and set-backs as they happen.

This course is a pre-requisite for any managers attending the follow on course below.

“Building Resilience – Manager”: The course for Managers built on and added to the knowledge and skills established in the Building Resilience - Self course. This course explored the 4 Pillars of a resilient Workplace in relation to the attendees' own roles and teams. We also used the HSE Management standards to establish the areas, most important for attendees to manage in order to support and build the resilience of themselves and their teams. Through practical activities attendees learned how their own practises and behaviours impact on the resilience, wellbeing and performance of their team members. They were given tools, techniques and strategies to enable them to ensure their management style created the right environment and culture for resilient and psychologically and emotionally healthy teams. We looked at elements such as how managers communicate, how their response to pressure impacts their teams and how to build trust.

The outcome:

The training sessions have been very well received and are continuing to be rolled out across the business. Feedback comments are averaging 4.9 out of 5 for content and delivery. Here are some examples of feedback on the course and its trainer (Fiona Doran-Smith)

“The facilitator made the course fun and easy to follow with a wide variety of activities. The groups were mixed up a number of times so we spoke to different people which worked very well.”

“Fiona is amazing and has extensive knowledge. I have studied emotional intelligence and mindfulness and it felt like I was resitting the course, she was 100% correct and very educated in this field. Well done Fiona keep up the good work.:-)”

“Fiona was great! Very engaging and her passion for the subject definitely showed. I left feeling very inspired and relaxed!”

“I really enjoyed the mixture of hands on tasks. The course was very informative and engaging. A must for all to attend.”

“Thoroughly enjoyed the course, especially the mindfulness at the end. A course a lot of people should take part in.”

Sarah Packman says

“As always, we had excellent feedback from our people for this course. One of Fiona’s core strengths is her substantial subject matter expertise which she is able to translate into practical interventions for her delegates. Her professionalism means that I have only ever had her ‘A’ game; I can relax and be confident that she’ll deliver a positive experience for our people, wherever and whenever. I highly recommend Fiona; she’s a class act.”