

**LHH**

**The Essential Guide to  
Building a Resilient Workforce**  
For mid-sized companies

**Designed for leaders and HR teams**



# Table of Contents

1. Why resiliency is important
2. Benefits of a resilient workforce
3. 9 tips to boost resiliency
4. People leader self-assessment
5. *Be Ready* for the challenges ahead
6. About LHH



## Why resiliency is important

Current events have upended many mid-sized businesses forcing them to make difficult decisions that may result in layoffs or furloughs. While there are several things for a company to consider when planning for a reduction in their workforce, what is often missing is a plan to support the employees who are staying at the company after the layoffs happen. Not having a plan to support these individuals can have a significant impact on business continuity, employee morale and productivity.

### Not supporting the employees who remain after a reduction in workforce can lead to negative outcomes



Low productivity



Lack of trust and confidence



Stress and anxiety



Negativity towards the business

Couple these poor outcomes with the unpredictable economy, and any plans to return to work can create ambiguity and uncertainty that is hard to manage. Those on the frontlines, specifically HR teams and people managers, must focus on listening to their people and building resiliency to ensure their business is ready for the rebound.

## Benefits of a resilient workforce

In addition to the ability to bounce back, resilient employees also tend to be open to learning new skills or taking on new roles which may be necessary as the organization pivots and rebuilds.

### **Additional benefits of a resilient workforce include:**

- ▶ **Managing daily challenges** – resilience helps people shift negative thinking so it doesn't cause poor decisions. When individuals take a broader perspective, they are more likely to deal with issues in a calm and logical manner.
- ▶ **Exhibiting better communication** – those with resilience tend to be confident and actively speak-up and contribute to new ideas and innovative solutions.
- ▶ **Absorbing constant change** - resilience enables people to deal with high levels of constant change while remaining effective.
- ▶ **Modeling team agility** – a key indicator of resilience is building stronger relationships, thereby increasing collaboration and reducing friction.
- ▶ **Willingness to reskill and upskill** - resilience promotes a growth mindset, where people are open to developing and learning new skills and are willing to take on a new role within the company.
- ▶ **Seeking out help** - resilient employees reach out for feedback and look for help from others within the company. During difficult times this can help them overcome barriers and challenges.

## Nine tips to boost resiliency

- 1 Start at the people leader level** – when leaders are self-aware and can tap into their own resilience, they can re-engage and inspire their teams. Your leaders must practice and build this skill.
- 2 Create a sense of purpose** – when your employees can identify their purpose within the organization, they'll be more invested and aligned to the future vision of the company.
- 3 Cultivate an environment of confidence among your employees** – when people feel like they do something well, they are more engaged in their work and embrace innovative solutions.
- 4 Encourage employees to expand their connections** – giving employees the freedom to seek out and connect with others within the organization will foster a resilient environment. Knowing they have people to turn to when things are difficult creates a community of support.
- 5 Embrace a sense of humor** – difficult times can cause many different stressors, people who laugh through the difficult times fare much better. They can face challenges without being broken down.
- 6 Provide opportunities to develop and grow** – employees need continuous learning and development to help them deal with ongoing change and difficult challenges.
- 7 Commit to positive communication** – optimism breeds resilience. Positive news should replace negative news and creates a swell of excitement among your employees and customers.
- 8 Nurture creativity** – give your employees the space to adapt and find different ways to push through challenging situations.
- 9 Use the power of collaboration** – combining the skillsets of both your people leaders and employees can help businesses problem-solve tough situations while building a stronger collaborative culture.

People-leader Resiliency  
Assessment

# People-leader self-assessment

Select the most accurate answers to the statements below based on changes you've experienced at work

Answer	Points
Not at all	1
To a little extent	2
To some extent	3
To a great extent	4
To a very great extent	5

Question	Points
When I think of the future I feel positive	
I can cope well with & adapt to life's ups and downs	
I recognize when I am struggling with change or new situations	
I think through questions, challenges, or situations to find a solution	
I reach out to others in the organization who have experience and skills in the area(s) I lack	
I regularly spend time keeping my knowledge and skills current	
I enjoy learning and know there is growth in new experiences	
I can tell when interacting with others if I need to change my approach	
I look for the good in the change rather than concentrating on the bad	
I interact regularly with stakeholders in other departments	
I expand my knowledge of future trends and required competencies	
I have built a broad network of people I can call for help with a work situation	
I regularly seek and receive advice that I trust	
I brainstorm with others in the company to come up with new solutions or ideas	
I understand when I should reach out to others for help	
<b>TOTAL POINTS</b>	

## Your overall resilience score

**15-25 points** – your overall resilience is considered low. To improve your personal resilience, prioritize which areas to focus on first. Create an action plan that will help you build your resilience in those areas. Look for others who appear resilient and adapt well to change and ask them to share ideas and best practices. Be sure to measure your progress and don't forget to ask for help!

**26-51 points** – your overall resilience is considered moderate. Work on your own to reflect on and identify what you already do that is effective. Look for ways to ensure that you continue those behaviors. Where you have an opportunity to improve, come up with actionable and realistic plan to increase your resilience. Apply your new ideas and reflect on your progress, or regularly seek out feedback from others.

**53-75 points** – your overall resilience is high. You demonstrate the mindset and skillset required to quickly adapt to change and overcome challenges. Spend time reflecting on what has helped you be successful in building your resilience in the past, and proactively look for ways to share those best practices with team members. During significant or highly disruptive change, continue to monitor your resilience. Even the most skilled person can struggle if change is particularly significant, and it's important to act early and not fall behind.



# A solution to help leaders and their employees Be Ready for the challenges ahead

The importance of having resilient leaders and employees is so you do not return to where you left off before the crisis. A truly resilient workforce allows you to re-imagine and transform how your company operates in the short and long term having built the attitudes, beliefs and agility needed to gain momentum, quickly.

## Be Ready for your future with LHH. A solution for right now for individuals and leaders.

### Be Ready for leaders

This virtual experience is designed to accelerate performance through a development journey including coaching and AI-driven personalized learning. Leaders will advance their ability to collaborate, coach, adapt and lead during times of rapid change.

Participants will meet virtually to create a supportive and thriving culture of leaders who are prepared to take your organization into the future.

### Be Ready for individuals

This solution is designed to prepare individuals for the future. It is an action-oriented program that breaks down the barriers to their own and organizational progress.

Using assessments to measure key competencies and deliver feedback that raises individual self-awareness, participants are guided by an expert coach to create a practical, individual development plan they can begin to act on immediately.

When people recognize that they can grow by engaging with their colleagues and their work in new ways, they become focused, energized and inspired to take on new challenges.



## About LHH

At LHH, we help companies see the possibilities in their people. Through assessments, coaching, upskilling and transitioning, companies can realize the untapped potential within their own workforce, resulting in increased productivity, morale, and brand affinity.

### **Career transition and mobility**

Elevate careers with upskilling, reskilling, redeployment and outplacement

[Learn more](#)

### **Coaching**

Democratize and scale coaching across all levels of the organization

[Learn more](#)

### **Leadership development**

Develop managers and leaders to successfully execute your business strategy

[Learn more](#)

### **Change management**

Shift mindsets and develop capabilities to accelerate the results of change and transformation

[Learn more](#)

### **Assessments & analytics**

Hire with confidence, know your people and make more informed talent decisions

[Learn more](#)

LHH can help build your workforce for today and tomorrow

[Learn more](#)