

How Does Your Company Rate in Managing for Resilience?

WFD's Organizational Resilience Scorecard

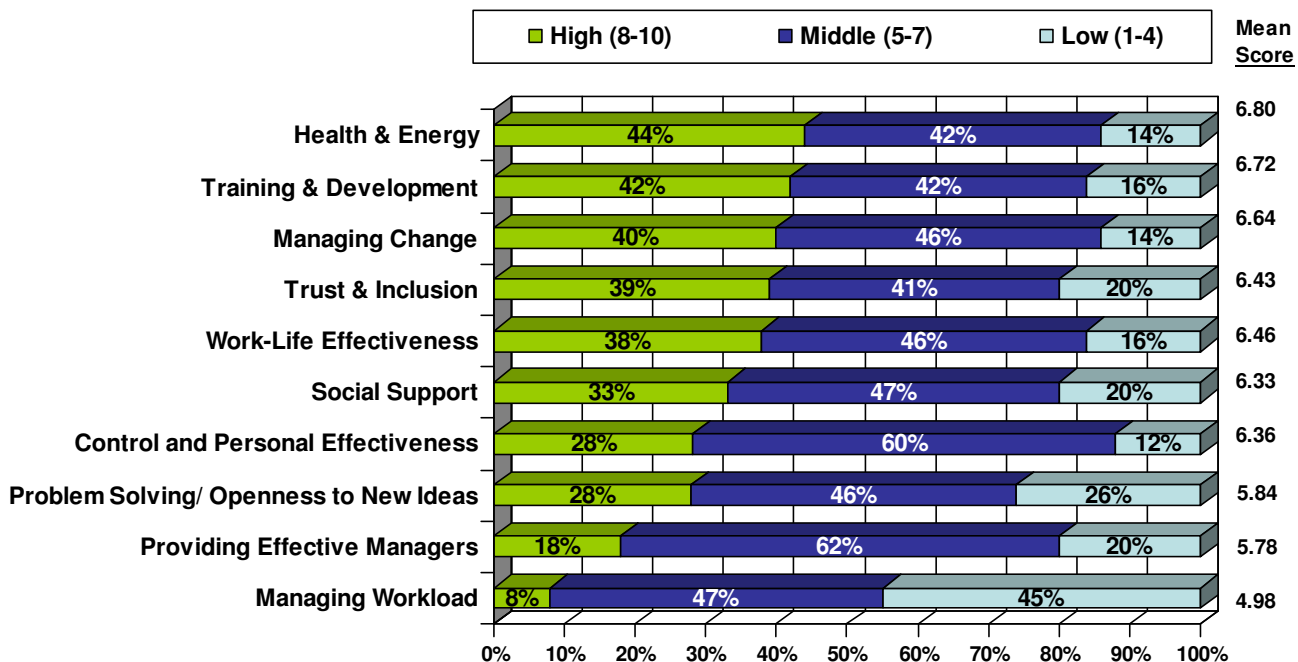
When it comes to creating resilience in the workplace, there is significant room for improvement. That is the finding of a study by WFD Consulting in which organizations rated themselves on the Ten Essentials of Managing for Resilience. The study found that the greatest opportunity for leveraging resilience is in managing workload, an area in which less than 1 in 10 organizations say they are doing well. The following is a summary of the study results and what your company can do to build resilience in your organization.

Summary of Overall Findings

WFD Consulting's **Organizational Resilience Scorecard** enables managers to measure how their organizations stack up when it comes to fostering resilience in their workforce. Based on research and the latest studies in the field, WFD Consulting identified the 10 factors critical to building resilience in organizations and then invited work-life professionals, HR professionals, media/press, and other leaders to rate their own organizations on these 10 essential factors. The findings summarized here are based on respondents' ratings from fifty mid-size and large, for-profit corporations and organizations (500 or more employees).

In general, respondents give their organizations only modest ratings on the 10 Organizational Resilience factors. On several factors – *Promoting Health and Energy, Access to Training and Development, Creating a Culture of Trust and Inclusion, Managing Change, and Promoting Work-Life Effectiveness* – about four in ten participants rate their organizations well, but an equal or greater number say their organizations are in the middle.

The “hot button” resilience issue is *Managing Workload* – few organizations (less than 10%) say they are doing well at managing workload and nearly half of those surveyed rate their organizations low. A close second is the issue of *Providing Effective Managers*, in which 80% of respondents rated their companies low or moderate.



Participants rated their mid-size and large, for-profit organizations on a scale from 1 (low) to 10 (high) on each factor. The responses from all participants in this category have been collapsed into 'high' (ratings from 8 to 10), 'middle' (ratings from 5 to 7), and 'low' (ratings from 1 to 4) and are displayed above. Average ratings are displayed to the right of the figure.