

Case Study –Unemployed Aerospace Professional

How one Unemployed Adult Learner Turned His Life Around

SITUATION:

Peter (name has been changed) arrived at the Resiliency workshop series feeling totally beat up. At his place of employment he'd 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. Always done at a moments 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 where useless in civilian life. His spirits where down. His attitude was very low.

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 his confidence, gain added insights into his personal skill sets, add to his inter and intra personal skills and then we assisted him through class room and one-on-one coaching to learn how to market his old and new skills.

OUTCOME:

Peter graduated from our 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'd had a promotion and bought a new house. Great results for him and his family.

Case Study High Tech Group

***How a software and education company
used our resiliency programming to assist fill the skills gap.***

SITUATION:

What do you get when you have an urgent need for hundreds of trained technical staff and none are available in the market place? Why you partner 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 and a fifty-week program time was one thing this program did not have enough of. Yet without an almost instant tight-knit group (a lean keen learning-machine) precious time would be wasted in first few

SOLUTION:

We developed a Resiliency training program to assist these on EI and WSIB participants to develop and deepen their resiliency and learning skills.

OUTCOME:

Technical trainers tell us that the participants in the classes that went through the Resiliency program took less time to become a team and were easier to teach and facilitate. 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.

Case Study International High Tech Corporation

How does a Corporation with serious burnout and retention issues used resiliency training to give staff the added tools they re

SITUATION:

Mounting staff burnout and retention issues with current technical staff was giving this international firm a headache and a ache in the bottom line. Each technical personnel who left were a loss of between \$30,000 to \$150,000 in technical training and recruitment costs.

SOLUTION:

We developed a 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 members and spouses. 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 both do well in their career and in their personal life.

OUTCOME:

After ten years the program is still in use for all new recruits with each one getting 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 where headed the wrong direction as margins in IT had shrunk.

SOLUTION;

John attended a training session that assisted him understand and work more effectively with different personality styles and traits. 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 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-five hour work week on average.

Case Study – Sales Professional

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

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 and his time commitment was stretched to the breaking point.

SOLUTION;

John attended a training session that assisted him understand and work more effectively with different personality styles and traits. The results for John were great. He gain insights and skills that assisted him better plan and prepare to sell to the different personality styles.

OUTCOME:

His efforts resulted in a timesavings for himself and his clients for each and every sales call. In total he figures his time savings worked out to between two to three weeks per year, based on a fifty five hour work week on average.

Case Study – High Tech Manufacturer

How one small high tech manufacturer helped staff get back on track.

SITUATION:

This organization had recently downsized from 148 staff to 97. The cutbacks had been not unexpected by most staff. Business had been slow, Management and the owners decided to put a new quality control systems into place. They had not yielded the improvements 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 current clients and your upcoming orders.

Then one of the staff bought a pistol to work. Fortunately cool heads prevailed and no one and nothing was physically hurt. The gun was not discharged.

After the first responders had left their company called their EAP provider. Everyone was interviewed and allowed the opportunity to have a CIS debrief then follow up one-on-one counseling they required. However within four to eight weeks after the event 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. Once 3 months had passed and attendance had not returned to normal the owners called us in.

SOLUTION:

We interviewed the owners, key managers and staff. We reviewed the work of the EAP provider and services supplied to date. We designed and delivered a custom resiliency-training program for their staff. Plus one for their spouses / partners and live at home youth.

OUTCOME:

Within 30 days of completing our programming attendance was back to pre-event normal levels in most departments. Within 45 days all departments reported above average attendance levels.