

Resilience Pilot Programme Checkin Checkout (CICO)



Googler Engagement needed a sustainable group solution for better peer support in resilience across their division.

After completing six CICO sessions in June 2021, 85% of participants felt they could excel in the core skills needed to support others in resilience.

Following the success of the CICO pilot, the process will be implemented as part of the wider resilience programme being rolled out across Googler Engagement globally in 2022.

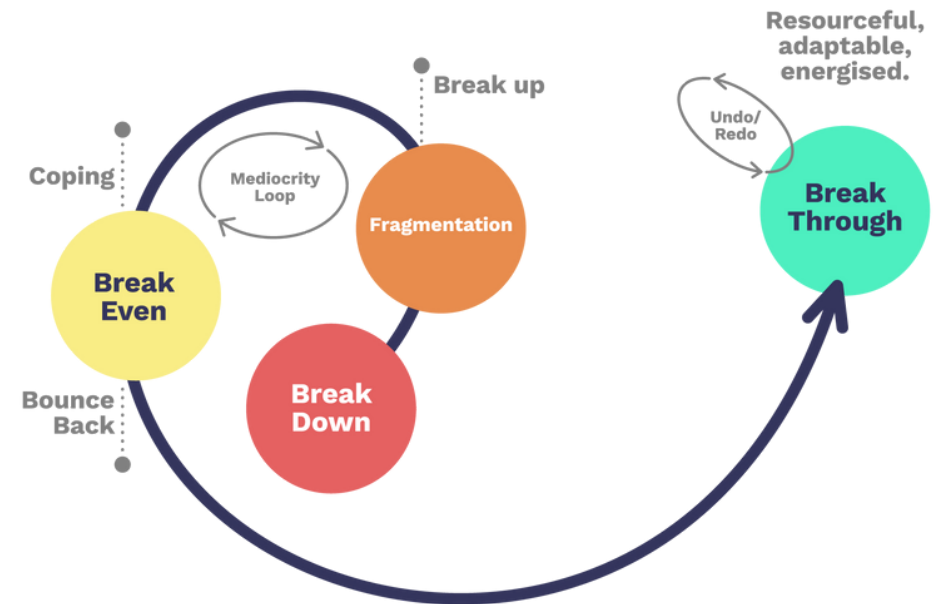
Googler
Engagement

What is Resilience?

Resilience is your capacity for change.

Workforce resilience is key to reducing stress, adapting to change, boosting your business, and re-energising your whole team. The Resilience Dynamic offers a window into this.

The Resilience Dynamic® model is the result of over 15 years of research. It shows the dynamic nature of resilience, going beyond the normal definitions of resilience like 'coping' or 'bouncing back'.



See it-Understand it-Optimise it Framework: Go at your own pace

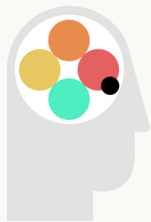
Begin exploring your resilience to See, Understand, then Optimise it.

See resilience levels and drivers. Understand patterns and triggers. Optimise through resilience habits.

SEE IT

UNDERSTAND IT

OPTIMISE IT



The Challenge

Googler Engagement had feedback that their people found it difficult to cut off from work, especially shift workers.

They needed long-term, sustainable group solutions to help their people support one another and minimise overwhelm.

The Commission

To create a group process as a means of checking into and powering down from a shift/task/project.

The CICO process creates psychological safety, boosts individual resilience and provides strategies for peer support in resilience.

The Approach

Throughout June 2021, 8 participants discovered the CICO process through 6x 90-minute group sessions with 2 coaches.

These sessions focused on teaching 4 core practices to enable participants to better manage their own resilience, as well as support others:

- Active Listening
- Enabling Resilience
- Questions with Purpose
- Boosting Resilience Simply

The Success Measures



Our Impact

SEE IT



Coaches introduced participants to the Resilience River® metaphor and the CICO framework for managing and talking about their own resilience, before exploring the 4 core competencies of CICO in the initial sessions:

- Active Listening
- Questions with Purpose
- Enabling Resilience
- Boosting Resilience Simply

"The Resilience River® analogy really helps put things in perspective."

"I realised how paramount it is to checkin & not just roll with it, not even noticing how I am feeling, [...] why am I feeling the way I do."

100%

felt much more skilful at accounting for their resilience start point within a shift/task/project

UNDERSTAND IT



Participants learned how to lead the CICO sessions from the get-go, helping to grow their practical understanding.

A focus on the core enablers of resilience; Being Present and Energy, and their applications to real, personal priorities helped participants to grasp simple changes that can boost resilience in themselves and others.

"The checkin sessions brought on some real improvements to my days. [...] Checking in helped me to address [resentment towards core duties] and my work, or at least how it made me feel, improved tenfold."

"I also noticed that my colleagues really benefited from just being able to openly talk about [...] what is affecting them."

85%

felt they could excel across the 4 core competencies of CICO after the pilot, compared to 31% before

OPTIMISE IT



It was proven through the CICO process that with psychological safety, peer support was unlocked on a more day-to-day basis.

A marked increase was seen in the depth of disclosure between the first and sixth session, as participants openly shared and supported one another. The concept of powering up and powering down was proven!

"I plan to organise a weekly standup [...] to instil & make a habit out of the CICO process."

"Immensely valuable in not just teaching the skills & practicing them, but it also was a very large learning experience [...] in terms of the value of truly communicating with their colleagues."

75%

strongly agreed they would apply their CICO learning to their work beyond the pilot

Next Steps

Googler Engagement will empower 450 employees globally to support one another in resilience in 2022 as the CICO process is rolled out alongside the Resilience Dynamic Dashboard® Enterprise.

Googler Engagement will be monitoring success across 3 core areas:



Can you see the CICO process building psychological safety in your organisation?

Our Solutions



Our game-changing workforce solutions transform performance and wellbeing.

Resilience Dynamic Dashboard®

Dashboard Solo

The solution for all leaders and managers wishing to invest in adaptability, resilience and wellbeing.

Dashboard Team

The solution for all teams wishing to shift their ability to operate in challenging and changing circumstances. An individual and team level dashboard with key data insights.

Dashboard Enterprise

The solution for any organisation committed to leveraging resilience and wellbeing to service the organisation's goals and its people, using real-time data across teams, the whole workforce, and the enterprise.

Resilience Dynamic® Coaching

1:1/Group Coaching

The solution for all leaders and managers wishing to accelerate and deepen their adaptability, resilience and wellbeing.

Resilience Skills For Managers

The solution for managers and leaders committed to boosting both the performance and wellbeing of themselves and their teams through 6 weekly sessions.

Accreditation Programme

The solution for experienced, regularly practicing internal or external coaches, or OD professionals who want to incorporate and hone how to enable resilience in their practice. Run as an open programme in partnership with the AOEC and as an in-house programme for any organisation.

Contact Us

Want to know more?

If you are interested in the Resilience Dynamic Dashboard® 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 where one of our team will be able to discuss your needs with you.

1.

Get in
touch via
email

2.

Talk to us
about your
needs

3.

Use the
dashboard for
real

info@resilienceengine.com
resiliencedynamic.com

