



**wraw**<sup>®</sup>  
Workplace resilience  
and wellbeing

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## **Wraw Individual Report**

**Individual Name**



Assessment completed on 19 Oct 2018

**Comparison group: Global Workers**

Confidential

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## What is Wraw?

Wraw is a psychometric measure of resilience and its impact on wellbeing for working people. It stands for 'Workplace resilience and wellbeing', describing a subject that is of increasing importance in the workplace. A snapshot of where you are now is provided by Wraw to help raise your self-awareness, with a view to enhancing your behaviours and approaches going forward.

## Why is Wraw important?

Our work environment is constantly evolving, with increased use of technology, more complex regulation and compliance, and fast-moving, highly competitive markets. Work can often spill over into personal time, leaving little respite for busy lifestyles and a real risk that our resilience and wellbeing are compromised. It is crucial that we have strategies to keep this in check, get the necessary down-time and maintain a healthy work/life balance.

There are things you can do personally to help with this, and depending on your circumstances, there may also be things your organisation can do. So, where possible, we recommend a two-pronged approach:



**Educate and empower** individuals to take ownership of their own resilience and wellbeing.



**Educate and enable** managers and leaders to build a safe and supportive working environment.

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**Wraw has been built with this ambition in mind**, to increase awareness of the importance of resilience and wellbeing for individuals, and to put it at the heart of every organisation. The aim is to help shape and guide an organisation's wellbeing strategy and to embed Wraw in everyday approaches.

**For you as an individual, completing Wraw and using the reports it generates can help to:**

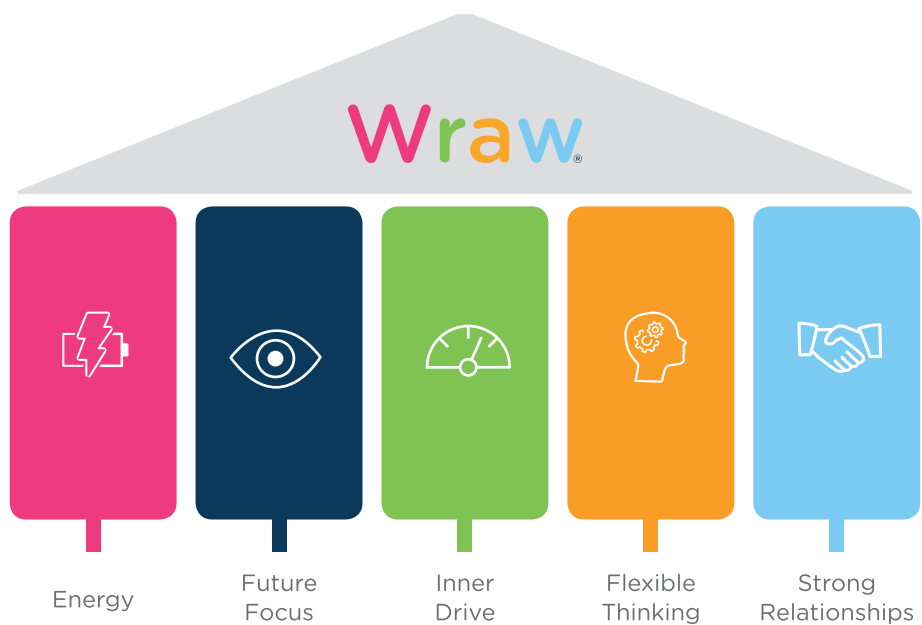
- Create greater awareness of first signs or symptoms when your resilience and wellbeing dip.
- Step in early, be proactive and minimise the risk of physical or mental wellbeing declining.
- Identify personal strategies to habitually enable resilience and wellbeing.
- Harness the opportunity to develop your own performance in a healthy way.

# Introduction to your Wraw report

Thank you for completing Wraw. Your Wraw Individual report reflects the way you personally responded to the questionnaire, although a large part of interpreting this is knowing where your responses sit in relation to your comparison group (identified on the front cover of this report and described on page 6). You are advised to reflect on the accuracy and relevance of your results in your current situation. Gaining awareness and understanding of your Wraw results is a first step to developing strategies to enhance your resilience and wellbeing going forward.

## The pillars defined

The 5 pillars underpin Wraw and are defined in the overview below.



Energy	Sustaining and renewing physical energy to have the capacity to keep going through challenging times.
Future Focus	Having a clear sense of purpose and direction to help to move forward without getting stuck or feeling held back.
Inner Drive	Sustaining self-belief when times get tough, displaying confidence, motivation and perseverance.
Flexible Thinking	Having an open and optimistic mindset, enabling a positive and adaptive response to change and challenges.
Strong Relationships	Building open and trusting relationships, and being willing to call on these for help and support if facing a challenge.

It is well established that life’s ongoing challenges have an influence on our physical and psychological wellbeing. Our resilience and wellbeing can have an impact on the degree to which these challenges affect us. Resilience does not mean we are immune to what life throws at us: physical and mental health challenges may lead to outcomes that affect us regardless of our resilience.

However, evidence suggests that developing a high level of resilience leads to positive outcomes, such as experiencing a sense of challenge and achievement, which are important for high levels of psychological wellbeing<sup>1</sup>. It is therefore worthwhile developing our resilience. In particular, this can help protect against situations where pressures become too difficult or numerous to cope with.



<sup>1</sup>BPS Division of Occupational Psychology White Paper on Psychological Wellbeing at Work.

# Report contents

Your results and next steps are structured around the pillars, as outlined below:

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The information contained in this report should be treated as confidential, and as such should be stored securely and in compliance with best practice on data protection. The report provides a snapshot in time. Your Wraw scores are likely to change depending on how much you're able to develop resilience and wellbeing strategies, and on how much your personal circumstances change. After a number of months, it would be sensible to reconsider the ongoing relevance of your set of scores. Completing Wraw again may provide you with a different set of scores that you could use to see how you have developed in the intervening months.

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# How to use this report

In this report, you will be provided with information to allow you to gauge the extent to which you are being affected by challenges, pressures and demands – particularly at work – and how your current levels of resilience and wellbeing equip you to deal with these factors.

The various facets that comprise your resilience will be explored in detail, allowing you to identify areas of strength and development, as well as specific strategies you can employ to boost your resilience.

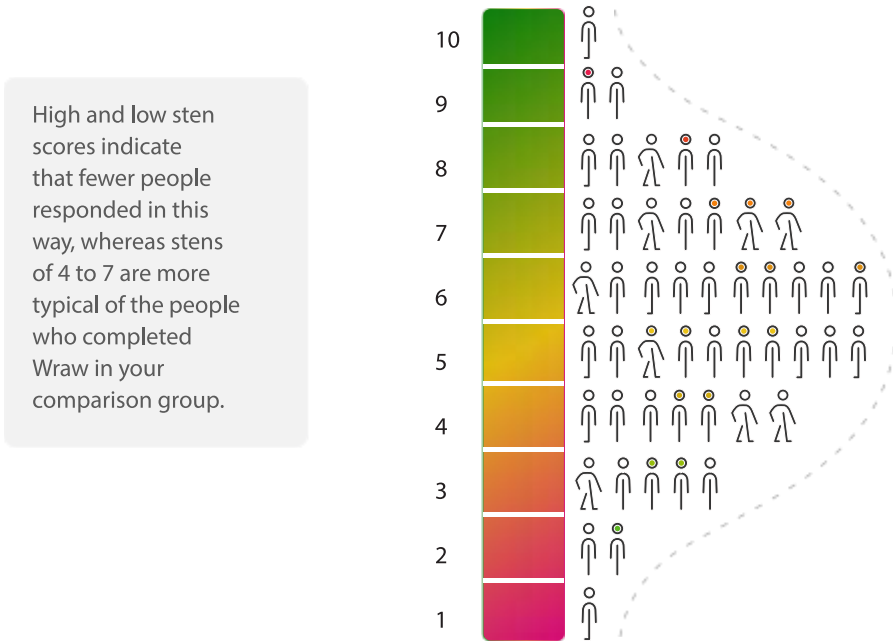
## Scores in this report are presented in two ways:

### Summative scores

These involve presenting combined responses as a percentage, so are simply a summary of the responses that you provided on the given scale. Whilst it is possible to achieve a full range of percentage scores on these scales, higher scores indicate greater resilience, whilst lower scores indicate more opportunities for development.

### Comparison scores

In addition, the report compares your responses to a group of individuals who also completed Wraw. Your comparison group is Global Workers, who came from a wide range of organisations, including both private and public sector workers. The comparison scores are presented as sten scores from 1 to 10. A sten score indicates your approximate position with respect to the other people who completed the questionnaire. The individual sten scores are defined by reference to a standard normal distribution as shown in the chart below.



# Your results - Wraw index

The Wraw index provides an overall measure of the extent to which you are demonstrating the 5 pillars, in relation to your comparison group. It reflects your faculty to be resilient at the present time and in present circumstances. A lower score indicates that you are demonstrating resilience to a lesser degree than most people in the comparison group. A higher score indicates that you are demonstrating resilience to a greater degree than most people in the comparison group.

*Readily engages, adapts and seeks to recover from setbacks, pressure or change*



*Struggles to adapt or seek to recover from setbacks, pressure or change*

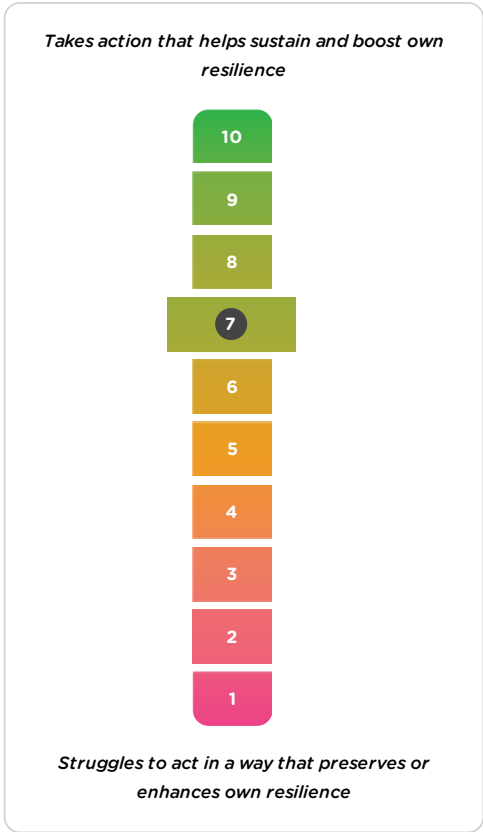
## Your results:

At present, your Wraw index is typical of the comparison group, indicating that you are likely to show resilience, as measured by the pillars, to a similar degree to others. There is some room to improve the way you think and/or act to bolster your resilience and wellbeing. Addressing this is likely to make you feel more positive about your situation and your ability to deal with it. This is covered in more detail overleaf.

Resilient actions and thoughts

Your Wraw index is made up from both resilient actions and resilient thoughts relating to each of the pillars. This section looks at the resilient actions and resilient thoughts overall, to give you an indication of whether you might enhance your resilience by focusing on the way you are thinking about your situation, what you are doing, or both. Your results are shown in relation to your comparison group.

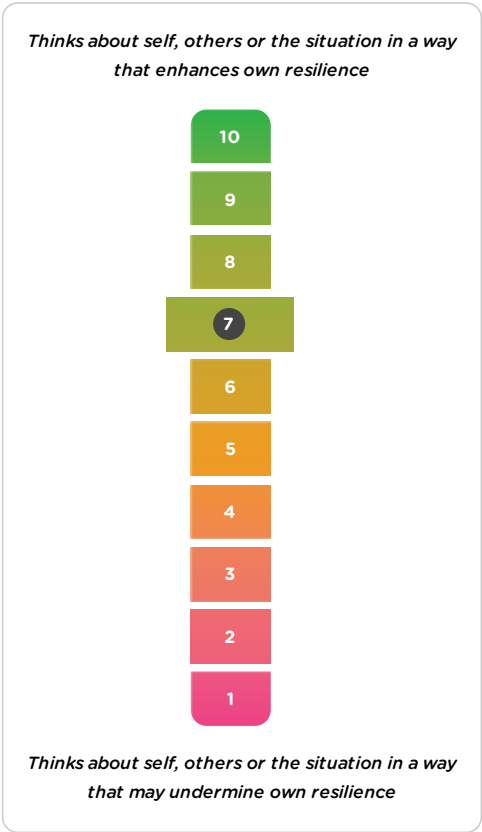
Resilient actions



Your results:

The action you take that is likely to sustain or enhance your resilience is typical of the comparison group. It may well be that whilst some of your actions are enhancing your resilience, there is scope to improve a number of others. Review the details of the pillar scores to identify specific actions you might be able to take.

Resilient thoughts



Your results:

The beliefs you hold about yourself or your situation tend to be as helpful for your resilience as the beliefs typically held by the comparison group about themselves or their situation. There is still opportunity to address any unhelpful thinking and thereby enhance your resilience. You can do this with reference to areas for improvement highlighted in the pillars.



# Your results - Impact index

As detailed earlier, life provides challenges that result in a level of what might be termed physical and mental wellbeing. Our impact index indicates the extent to which you are feeling the effects of these pressures, challenges and adversities, keeping in mind that there is a particular focus on work in the questionnaire. A lower score indicates that you are feeling the effects to a greater degree than most people in the comparison group. A higher score indicates that you are feeling the effects to a lesser degree than most people in the comparison group.

*Is not feeling the effects of challenges, pressures and adversities*



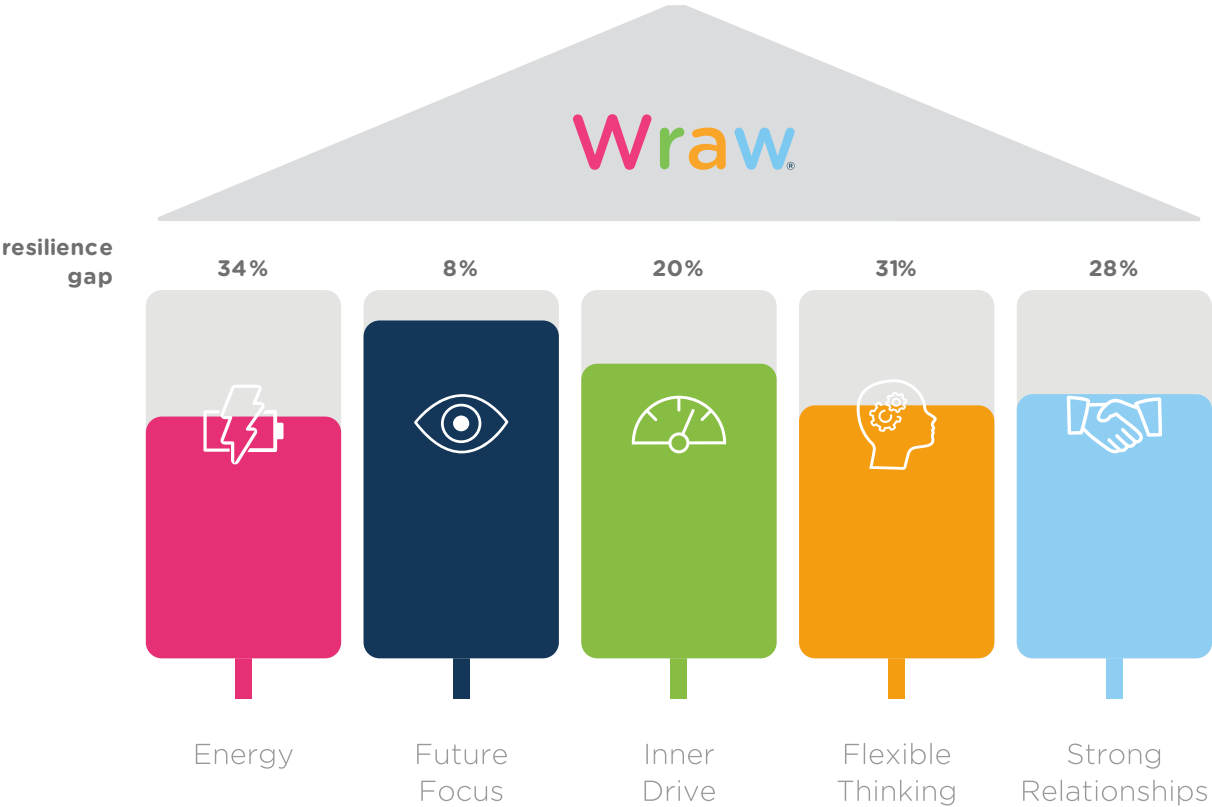
*Is feeling the effects of challenges, pressures and adversities*

Your Impact index is currently higher than the majority of your comparison group. This indicates that you are likely to be feeling the effects of pressures, challenges and adversities to a lesser degree than most others in that group. This is probably leaving you feeling positive about most aspects of your life, which can have a beneficial effect on your wellbeing. To help maintain this position, you can explore your scores on the pillars.

# Your results - The pillars summative scores

## The Pillars

In the chart below you will see how you have responded to each of the pillar scales of Wraw (summative scores). These pillar scores are simply a combined sum of your responses and they do not take account of any comparison to the scores of others. For any one pillar, the resilience gap indicates the extent to which there is scope to develop your resilience. The maximum resilience shown on any one scale is 100%, so your percentage gap gives an indication of how much room for development you have.



The Energy pillar has the biggest resilience gap and the Future Focus pillar has the smallest resilience gap. This indicates that there is greatest scope for developing your resilience strategies by looking at the Energy pillar, although other sizeable gaps may also warrant attention.

Considering this alongside ‘Your results - The pillars overview’ scores should offer you further insight into where your priorities may lie.

# Your results - The pillars overview

In the last section we gave you the pillar scores in absolute terms. Here each pillar is summarised in relation to the comparison group, so that you can see how typical your responses are, as well as the relationships between pillars. A high score indicates that you are demonstrating that pillar to a greater degree than most other respondents. A low score indicates that you are demonstrating that pillar to a lesser degree than most others in the comparison group.

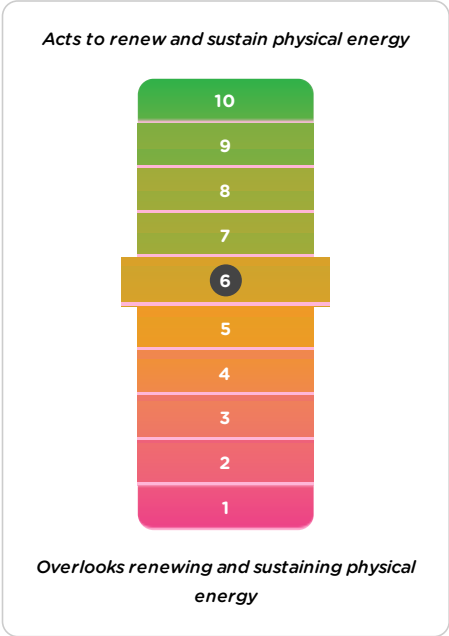


By looking at your scores on the pillars you will be able to identify those areas where there is greatest room for improvement relative to your comparison group.

# Your results - The pillars in depth

## Energy

Energy is the foundation of physical, mental and emotional resilience. This pillar indicates the extent to which you sustain and renew physical energy to feel energised throughout the whole day. Having regular intervals of self-care, restoration and recovery helps to re-energise from high-paced or intense periods.



### Your results:

Although your responses are fairly typical of your comparison group, you may compromise your physical energy by paying a little less attention to aspects of self-care than some respondents.

## Energy subscales

To shed light on the different aspects that contribute to energy, we have broken it down into 4 subscales, and identified whether you are high, medium or low on each (indicated by the arrows). There are also strategies outlined for improving in each energy subscale area.



### PHYSICAL ACTIVITY

#### Sustaining physical exercise and movement.

When you are under pressure or facing challenge, at times you may overlook the need to maintain physical activity and could better protect your time for this.

### Strategies to enhance

- Taking regular exercise to help enhance your overall health can help increase your resilience during times of pressure and challenge.
- Plan at least 30 minutes of moderate exercise 5 times a week e.g. fast walking.
- Alternatively, if time is short, you may prefer to do 75 minutes of vigorous exercise weekly.



## SLEEP

**Preserving your sleep and ensuring you maintain good sleep patterns.**

There may be instances where your sleep gets compromised, or you could have better sleep habits to stay refreshed.

### Strategies to enhance

- Ensure you create enough time for sleep, which is crucial for physical and mental wellbeing. Most of us need 7-9 hours of sleep a night. Start going to bed 15 minutes earlier each night and gain nearly two extra hours a week.
- When low on sleep, try taking short naps where possible to renew energy.
- Practice mindfulness techniques to help calm your mind.



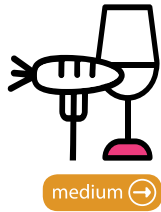
## BOUNDARIES

**Sustaining physical energy by taking breaks and maintaining boundaries (not allowing work to take over).**

When you are under pressure, at times you may compromise maintaining boundaries and allow work to encroach on other aspects of your life.

### Strategies to enhance

- Pressure and worry can drain your physical energy - counteract both by ensuring regular periods of rest and relaxation are built into your diary.
- Make a commitment to switch off your mobile phone and emails at certain times to help you disconnect.



## HEALTHY CONSUMPTION

**Eating and drinking healthily despite pressures, without relying on substances to calm or stimulate.**

Although for the most part you might eat healthily and stay hydrated, in challenging times this may be less of a priority for you and/or you may be more prone to using substances such as caffeine, alcohol or cigarettes to boost your energy or improve your mood.

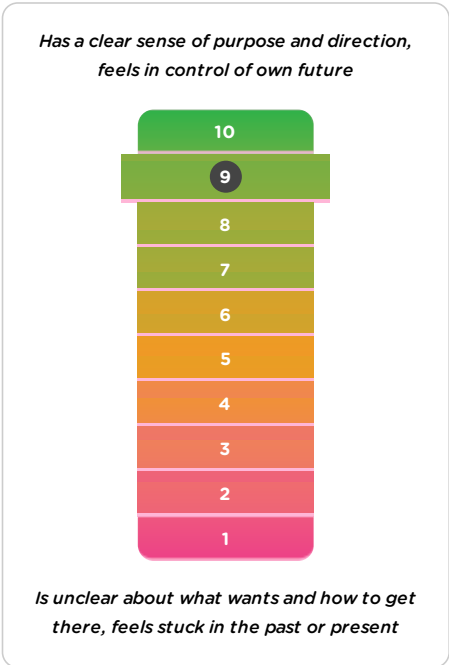
### Strategies to enhance

- Reduce intake of processed food and sugary drinks and aim to drink 1.5 litres of water a day.
- On busy days, make sure you have a good selection of healthy nutritious snacks to minimise sudden dips in your energy.
- Particularly during challenging times, review your intake of caffeine, alcohol or cigarettes (where applicable), with a view to reducing them.

# Your results - The pillars in depth

## Future Focus

This is about having a sense of purpose and direction. It makes it much easier to feel resilient when we know where we want to go and have ideas of how we're going to get there. Having a clear future focus helps us move forward whether in a work or home environment.



### Your results:

Overall, you report being clearer than most respondents in your comparison group about what you want and how to get there. Looking at the component parts of this, you have a good sense of purpose and direction, which is likely to translate into pursuing tangible goals and objectives. You are clear about what needs to be achieved and seek to make progress against this.

You are more likely than others in your comparison group to feel you are in control when you face a setback or challenge. This will help you to tackle any immediate issues at work or at home, without feeling stuck.

## Future Focus subscales

If this is a pillar you would like to enhance, you could consider the following strategies:

high ↑

**PURPOSE**  
Having a clear sense of purpose and direction.

### Strategies to enhance

- Take time to consider what your core values are. What do you prize most that you won't compromise on? Write these values down.
- Aim to align your personal and professional goals with these values. Create milestones for your goals that act as stepping stones and markers, so you can measure your progress and maintain motivation.
- If your goals seem too distant or unattainable, complement them with more immediate, tangible ones - mini goals - what will you aim to achieve by the end of the day, or this week?

high ↑

## PERSONAL CONTROL

Seeking and believing you have personal control over your situation.

### Strategies to enhance

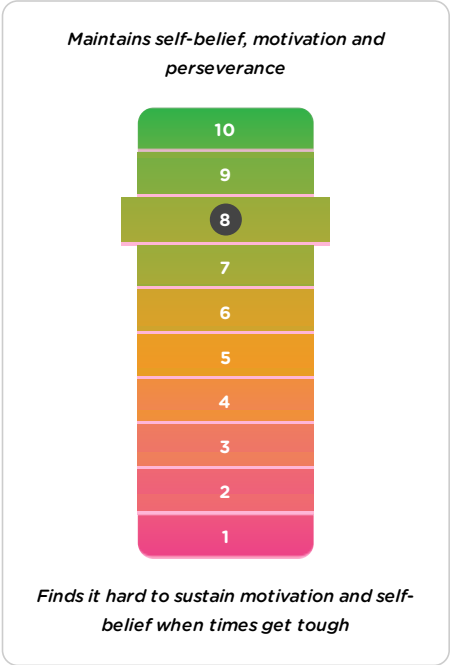
- Use visualisation techniques to help bring the future into your sights and within your control. Imagine what it will be like when you achieve your aims. What will you see/feel/hear when you get there? What will be different?
- If you are feeling stuck or finding it hard to influence a situation, consider how you might be able to manage others' expectations or reshape a task so that you feel more empowered.
- When facing a challenge, distinguish between the things you can control and those that you can't. Take actions on the former and try to let go of the things you cannot influence. Also remember that the majority of the things we worry about never actually happen.



# Your results - The pillars in depth

## Inner Drive

Inner drive is about sustaining motivation and self-belief despite what may be going on. Those with inner drive navigate through and around challenge with confidence. They show self-compassion in thinking about their own approaches.



### Your results:

Your responses indicate that when times get tough, you tend to display stronger inner drive than most people in your comparison group. Breaking this down, you are as likely as most of your comparison group to stay motivated and find ways to work around difficulties you encounter. In instances where this is more of a struggle for you, it may be that you could more fully understand and engage with your drivers to better 'ride out' any challenging times.

You may be less inclined than most others in your comparison group to question your own ability and judgement. This may be characterised by showing confidence and self-compassion in your beliefs about yourself, which is likely to help you bolster your inner drive.

## Inner Drive subscales

If this is a pillar you would like to enhance, you could consider the following strategies:

medium ➡

### MOTIVATION

Maintaining effort to reach the best outcome, irrespective of difficulties encountered.

#### Strategies to enhance

- Make time to reflect on what drives you to help increase self-awareness around your motivation.
- Schedule some time each week to do at least one activity on your list of what drives you and reflect back on how this makes you feel.
- Focus intensely on a creative task. This helps to reduce levels of cortisol, which the body secretes during times of stress, and can encourage a state of "flow," where we feel and perform at our best.
- If you have a setback, look at how you can overcome it initially, but also at how you can prevent it happening next time to get back on a more positive track.

high ↑

## SELF-BELIEF

Having and sustaining confidence in your own ability or judgement.

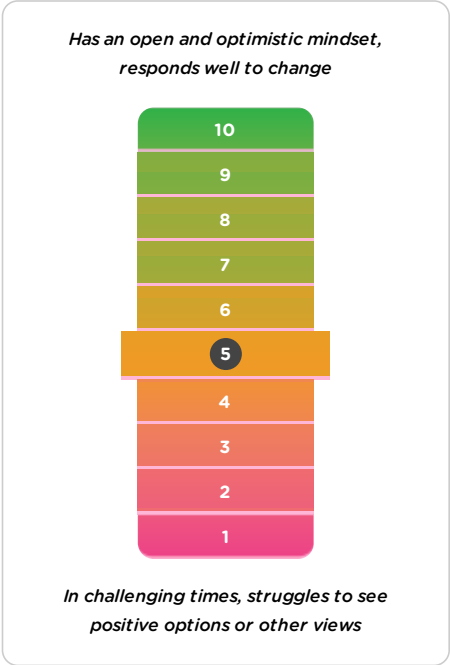
### Strategies to enhance

- Be aware of your 'inner chatter'. How do you typically talk to yourself? Reflect on how this either helps you or holds you back.
- We tend to be more negative towards ourselves than other people. Try to imagine what a friend would say to you and talk to yourself in the same way.
- Consider three things that you have achieved that you are proud of and reflect on why.

# Your results - The pillars in depth

## Flexible Thinking

Flexible thinking is the ability to see things from different perspectives and find alternatives and options to the challenges and changes we face. Having a flexible and open mindset helps to prevent us making snap judgements and assumptions about people and situations.



### Your results:

During challenging times, on the whole, you are as likely as others to think flexibly about the situation you find yourself in, perhaps sometimes finding this easier than others. Looking at how this breaks down, your inclination to see and be open to different perspectives is typical for your comparison group. In some situations it may be easy for you to remain open minded. However, in other circumstances, it may be worth pausing to check you're not making assumptions or taking too narrow a view, in the interests of welcoming change and new ideas.

The extent to which you think about situations in ways that are proportionate and helpful is typical of your comparison group. Common pitfalls are being quick to judge or focusing on less favourable aspects. If you find you are framing a situation less positively, recognising why may help to restore a more balanced and optimistic mindset.

## Flexible Thinking subscales

If this is a pillar you would like to enhance, you could consider the following strategies:

medium ➡

### OPEN MINDED

Readily seeing and taking account of different views and ways of doing things.

### Strategies to enhance

- Think about others' perspectives and alternative views. For example, if someone has angered, upset or disappointed you, try looking at the situation from their perspective. Putting yourself in their shoes can help you to understand what is driving their behaviour, even if you don't agree with it.
- If you feel you are too attached to a particular perspective, try doing an activity on your own, which has no particular purpose and see if it frees your mind (e.g. a walk, but not because it's your weekly exercise, or attending an exhibition, but not specifically because you think you will learn something).
- Take an element of your daily routine, e.g. the journey to work or where you normally choose to sit in meetings - flex your creative side by doing it differently!

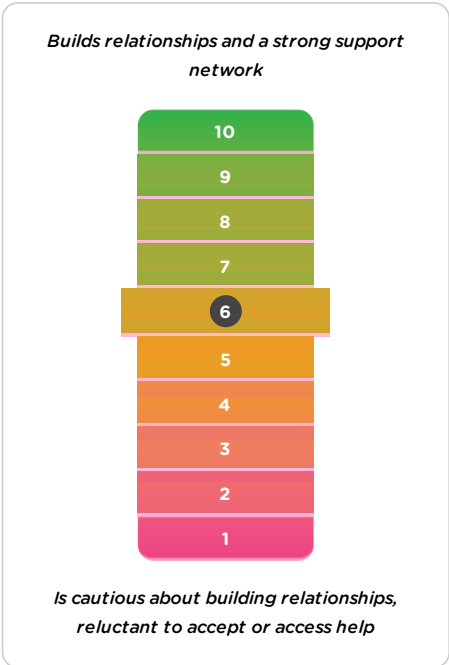
**POSITIVE FRAMING****Thinking in helpful and proportionate ways about situations.****Strategies to enhance**

- See setbacks and challenges as learning opportunities – vehicles for growth that will help you to develop and serve you in future.
- Reflect on a current situation that is causing you concern - how could you view this from another angle? What other possible interpretations or outcomes are there?
- Ask yourself whether you are making any thinking errors e.g. magnification, ‘all or nothing’ thinking, jumping to conclusions. Consider whether the evidence supports your thoughts 100%, or if there is evidence to the contrary. Use this to consider alternative views and take different action where necessary.

# Your results - The pillars in depth

## Strong Relationships

Strong relationships are a key enabler in achieving resilience. People who build open, honest and trustworthy relationships with others, and are able to share their challenges and ask for help, have a strong network and support system that enables them to be highly resilient and achieve their goals.



### Your results:

Overall, in relation to your comparison group, you report a typical tendency to build relationships in way that is likely to create a supportive network. Looking at the component parts of this, you are as likely as most respondents to actively seek to build trust with others. At times you may be open with others yourself and also seek to really understand what is going on for them, including on an emotional level. However, there may be scope to do this more consistently, given that actively building trust is an effective way of developing stronger relationships.

Your responses also indicate that in challenging times, you are as likely as most of your comparison group to access support or share what you are going through. In instances where you do this, it can help to address current challenges, as well as to develop lasting relationships. You may benefit from identifying further people whose input you really value going forward.

## Strong Relationships subscales

If this is a pillar you would like to enhance, you could consider the following strategies:

medium →

### BUILDING TRUST

Seeking to develop trust, confidence and emotional awareness with others.

#### Strategies to enhance

- Make time for people. It's easy to think you're too busy to meet someone for a coffee or phone a friend, but meaningful relationships are crucial to our resilience and wellbeing.
- Work hard on your communication skills, especially active listening and showing empathy. Maintain eye contact and show you are giving 100% of your attention.
- Keep in mind that simply trusting others is one of the best ways of building trust.

**Strategies to enhance**

- Recognise that you are in a constant feedback loop of communication, both verbal and non-verbal. Essentially you get back what you give out. Therefore, if you want others to be more supportive of you, for example, then be more supportive of them.
- Seek time with someone from your support network that makes you laugh and feel good about yourself. Laughter is a good antidote to low mood and can help us to see things from a different perspective.
- Recognise that being resilient doesn't mean that you need to do everything yourself. Asking for help is not a sign of weakness, so remember to seek support from others when you need it.

# Next steps, development plan and personal actions

It is important to reflect on how you might take forward any insights you have gained from your Wraw report. Completing the personal action sheet below and integrating this into your personal development plan can help you to get closer to achieving your goals. This action sheet can be completed on your own or with support, such as from your Wraw practitioner or coach:

<p><b>Development goal</b></p> <p>What is your goal? What can you realistically achieve and by when?</p>	
<p><b>Reality</b></p> <p>What are the key elements or takeaways that have been highlighted from Wraw for you?</p>	
<p><b>Options</b></p> <p>What are your options going forward? What are the likely obstacles along the way? How will you overcome them?</p>	
<p><b>Actions</b></p> <p>What action will you take and by when? Will you need support to achieve your goal? Who will you ask to support you?</p>	

The resources overleaf may help you to complete your personal action sheet, as well as provide more general support to enhance your resilience and wellbeing.

# Resources



## General Resources

Please visit [www.wrawindex.com](http://www.wrawindex.com) for further information about the Wraw tool, learn more about its development and the team of experts who have been involved in the design and build.

The Wraw tool is powered by The Wellbeing Project, [www.thewellbeingproject.co.uk](http://www.thewellbeingproject.co.uk), a global wellbeing consultancy supporting public, private and charity organisations using an engaging selection of resources and support.

You may also find the following public resources helpful to build and maintain your resilience and wellbeing:

**NHS Live Well** - information on healthy living, including a library of apps to help manage your health [www.nhs.uk/livewell/Pages/Livewellhub.aspx](http://www.nhs.uk/livewell/Pages/Livewellhub.aspx)

**British Nutrition Foundation** - provides impartial advice on food and nutrition [www.nutrition.org.uk](http://www.nutrition.org.uk), call 020 7557 7930

**Your local GP** - access to healthcare, services, therapy, medication

**Mind** - advice and support for anyone experiencing a mental health problem. [www.mind.org.uk](http://www.mind.org.uk), call 0300 123 3393 or text 86463

**Samaritans** - a round-the-clock service that offers a safe place to talk and provides emotional support, [www.samaritans.org](http://www.samaritans.org), call 116 123



Notes



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