



YOU KNOW YOUR ORGANIZATION NEEDS RESILIENCE.  
BUT WHERE DO YOU START?

# A Buyers' Guide to Resilience Training

**TRACOM® GROUP**

THE SOCIAL INTELLIGENCE COMPANY®



## Resilience stories are everywhere these days.

From athletes overcoming injury to military and first-responders performing in extreme situations, examples of the ability to not just bounce back, but bounce forward are highlighted in the media, online and in speeches. But resilience is also a key capability of high-performing companies and their employees. Senior learning executives have been directed to develop the resilience skills of their workforce and are evaluating how best to do so. This Buyers' Guide explains the characteristics and criteria needed to set the best path for your organization. If you're not quite ready to pull the trigger on training and still need to learn more about the concepts and benefits of Resilience, [read this guide](#) by organizational psychologist, Dr. Casey Mulqueen. In either case, don't spend a dime before reading this article and completing the included Resilience Training Checklist.



## 4 CHARACTERISTICS OF EXCELLENT RESILIENCE TRAINING

- 1 An Evidence-based Model & Assessment
- 2 Focused on the Skills Important to Your Organization
- 3 Improves Employee Behavior
- 4 Quality Instructional Design & Materials





## CRITERIA #1

# An Evidence-based Model & Assessment

Any company or consultant can say they are a resilience expert or offer a resilience training program. But be prepared to look beyond their website, brochures or marketing approach to evaluate what is really offered in the training. Is the program based on an empirical, research-based model? Has the organization relied only on the work of others or have they conducted their own research to validate the impact of the training? If they don't (or won't) explain how the model was developed, tested and validated, find a provider who will. The existence of a technical report is a good starting point and is consistent with professional standards in the training industry. The technical report will clearly describe the research and development process. [Learn about TRACOM's Resilience Model.](#)

Similarly, the availability of a personal resilience assessment is another firm requirement. Resilience is a combination of several attributes such as optimism, self-assurance, problem-solving, etc. An assessment evaluates each training participant's existing resilience skills and provides context for the learning process. Learners can work on those characteristics that will have the greatest impact for them. A multi-rater assessment is necessary to fully understand how each person's behaviors affect others and their performance. A personal Resilience Profile compiles input from people who know the learner and can best provide input on their resilience.



*Research-based Model*  
*Multi-rater Resilience Assessment*  
*Personal Resilience Report*  
*Technical Report*







## CRITERIA #2

# Focused on the Skills Important to Your Organization

Yes, resilience skills are important for all employees. But make sure the training you select will help with the business challenges most relevant to you. Do you need employees to make better decisions or deal effectively with ambiguity? Is resilience the missing piece in an employee wellbeing or engagement program? Are you most interested in building effective team leaders? Your provider should be able to discuss specifically how their program will support your business goals and have evidence to that end. Can they customize or focus the training to reflect your specific needs or they type of employee group you'll be training? For example, can classes of sales professionals be given different examples than team leaders or technical staff?

Ask for examples of how the training has worked for other individuals and organizations. Data should be available about customers using the program and the connection between their resilience model and common workplace performance factors. You can even ask them to measure the impact of the training in your organization.



*Aligns with Your Business Goals*

*Job Impact Documentation*

*Multi-language Support*



### CRITERIA #3

## Improves Employee Behavior

The single-most important outcome of a training effort is whether it improves performance. So you must determine if the resilience training will improve the way your people behave. Will they do things differently after the training? Will they interact differently with colleagues and customers? This includes both how they think about their jobs and how they act and interact in their jobs.

Achieving behavioral change requires a program built on practical strategies that people can apply in the workplace. The multi-rater feedback is crucial here, because it's based on how others see the person's behavior, not just what is in their heads and hearts. A resilience program should help the learner develop a realistic plan with one or two identified action steps.



*Behavior-based*  
*Predicts Job Performance*  
*Actionable Recommendations*



#### CRITERIA #4

## Quality Instructional Design & Materials

This may seem obvious, but many “nice-looking” training programs come up short in their instructional design. Yes the materials should look professional and be well-written, but they also should follow best practices in adult education. Are the course objectives clearly defined? Is the agenda logical and appropriate given the objectives and the time available? Do the exercises build on the materials? Who will be delivering the training? What are their credentials? Resilience skills are nuanced. This material is best-delivered in-person and the experience of the trainer is crucial. Do you need support in international languages? Is any customization necessary given your employee characteristics?

The best training should meet the FIRM criteria which stands for Fun, Interactive, Research-based and Memorable. Evaluate any program to see if it’s truly FIRM.

Most importantly, does the design encourage participants to engage in the training? Will they recognize its usefulness and take the steps to achieve meaningful improvement. This can be undermined when a program is poorly designed or seems like it’s not relevant to them. Lack of participant buy-in can doom even the best training efforts. If your provider has met the criteria above, it’s highly probable your training participants will recognize the value and commit to making the training successful for all.

A pilot program is often a wise move. Test the training with a representative group. Even great pilots will often provide some ideas for making future programs even better.



*Effective Instructional Design  
Fun, Interactive, Research-based  
and Memorable (FIRM)  
Professional Materials  
Certified Instructors  
Instructor-led Training*





## Conclusion & Checklist

Resilience training – or at least the right Resilience training – can improve your organization’s performance. Resilience skills help your people react to a fast-changing environment. They lead to happier, more engaged employees and significantly greater business success. Use this Resilience Training Checklist to help identify the best training for you. Not every factor will be important to your organization, but make sure the Resilience training you choose matches on the factors relevant to you.

RESILIENCE CRITERIA	TRACOM'S DEVELOPING A RESILIENT MINDSET	VENDOR #2	VENDOR #3
Research-based Model	✓		
Multi-rater Resilience Assessment	✓		
Personal Resilience Report	✓		
Behavior-based	✓		
Predicts Job Performance	✓		
Aligns w/ Your Business Goals	✓		
Effective Instructional Design	✓		
FIRM*	✓		
Actionable Recommendations	✓		
Professional Materials	✓		
Certified Instructors	✓		
Instructor-led Training	✓		
Job Impact Documentation	✓		
Technical Report	✓		
Multi-language Support	✓		

\* FIRM stands for Fun, Interactive, Research-based and Memorable



# TRACOM® GROUP

THE SOCIAL INTELLIGENCE COMPANY®

**THE TRACOM GROUP – THE SOCIAL INTELLIGENCE COMPANY – IS A WORKPLACE PERFORMANCE COMPANY AND A LEADING PROVIDER OF SOCIAL INTELLIGENCE SOLUTIONS.**

Through our learning solutions, TRACOM has helped millions of people around the world to uncover hidden barriers and identify strategies that enable more positive outcomes and professional success. Our Social Intelligence solutions include learning and development programs in the areas of Mindset, Resiliency, Agility, Emotional Intelligence and Behavioral Style – all focused on helping our customers create a more engaged, productive and effective environment. Through interpersonal skills training, team development programs, sales effectiveness training, survey and assessment design, and consulting in the areas of

performance management, leadership development, or employee engagement, we deliver positive, impactful solutions for our customers. Backed by years of research and proven methodology, TRACOM Group provides the “Ah Ha’s” that lead to high-performance.

**[WHY we do]** We believe that improving peoples’ understanding of themselves and others makes the world a better place.

**[WHAT we do]** We synthesize our discoveries into actionable learning and resources that improve an individual’s performance in all parts of their lives. We call this Social Intelligence

**[HOW we do it]** Through research and experience we uncover the hidden barriers to individuals achieving their maximum potential and identify how to help overcome them.

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