

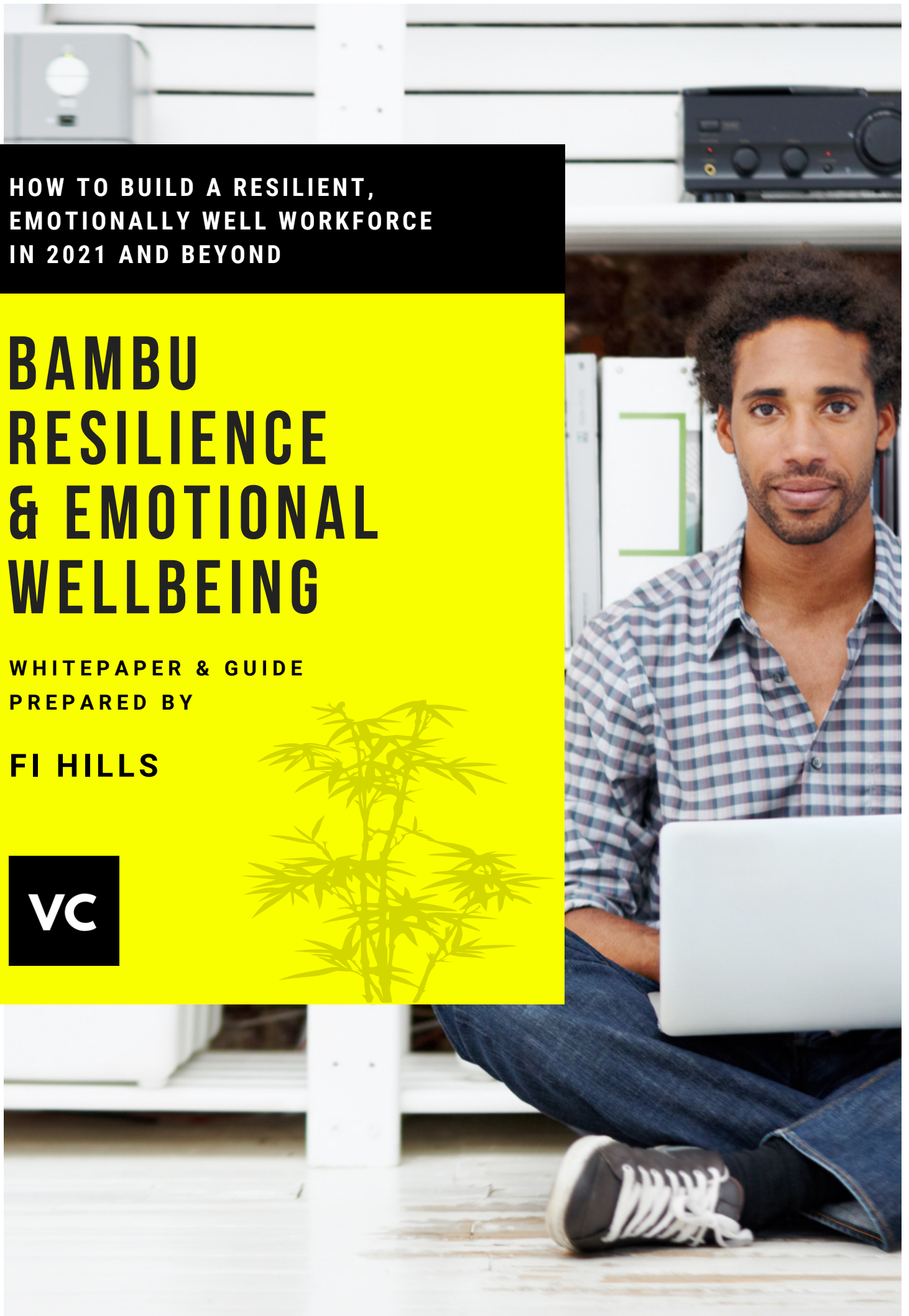
**HOW TO BUILD A RESILIENT,
EMOTIONALLY WELL WORKFORCE
IN 2021 AND BEYOND**

BAMBU RESILIENCE & EMOTIONAL WELLBEING

**WHITEPAPER & GUIDE
PREPARED BY**

FI HILLS

VC



ABOUT

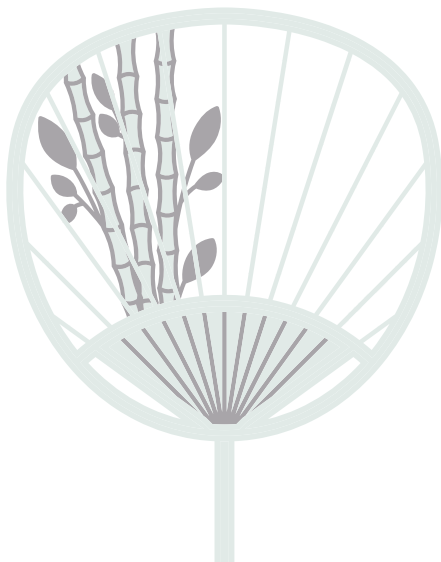
In the digital workplace where Work From Anywhere (WFA) and constant disruption is the reality, it's critical we are passionate about our purpose to develop a mindset that can carry us through. More importantly, we all need to build our mental endurance to navigate the future of work.

Mental toughness is a measure of individual resilience and confidence that may predict success in sport, education, and the workplace.

Wikipedia

This guide outlines our unique Bambu approach to address this urgent need.

I will take you through the new scalable microcoaching methodology, the diagnostic and Cafe Style virtual group coaching, how it blends in practice and how to get the best results using this approach and tools.



PART ONE

**UNDERSTANDING THE
BAMBU RESILIENCE
& EMOTIONAL WELLBEING
METHOD & MICRO-PROGRAMME**

PART TWO

**UNDERSTAND CAFE STYLE GROUP
COACHING - EXPERIENTIAL
VIRTUAL SESSIONS THAT INSPIRE**

PART THREE

**UNDERSTANDING THE REAL-TIME
DIAGNOSTIC TO MEASURE THE
IMPACT & ENSURE COMPLIANCE**

**"IF YOUR HEART IS BROKEN, MAKE
ART WITH THE PIECES"**

SHANE KOYCZAN

WHAT IS BAMBU?

Bambu is a resilience and emotional wellbeing approach and programme built to change how we master our mind to transform our habitual thinking, emotional wellbeing, and behaviour. I want to start with sharing why this approach is so vital to our personal, team and organisational success in the digital workplace.

Becoming the master of our mind...

For thousands of years great philosophers have promoted the benefits of mastering our mind. There is no secret that we can take control of our thoughts through many meditation and mindfulness techniques.

We are told that we can stop and take a deep breath and become more level-headed. Of course it's true, meditation is simply remarkable with the benefits it brings; so much so, mindfulness should be practiced in every school and workplace across the planet.



ARCHITECTS OF OUR MIND

When it comes to building endurance to successfully navigate the exponentially changing workplace, we also need to focus on developing and understanding the skills and techniques that allow us to become the architects of our own mind.

SCALABLE MICROCOACHING



Just like unconscious bias, building mental endurance cannot be ‘taught,’ it must be developed, incrementally and with an experiential and iterative approach. It must be designed to raise awareness and encourage self-enquiry that results in a unique journey for us all.

Really, it’s less about building mental resilience and more about understanding how to harness the power of disruptive change by creating new thoughts, new insights and new discoveries, as and when required.

The cause of increasing levels of stress and anxiety can often be put down our inability to **UNLEARN**. The fact is, when it comes to successfully navigating a new world and acquiring new skills, we first need to unlearn outmoded habitual thinking, skills, and behaviours. Easier said than done, we tend to hang onto our beliefs and pre-conceived ideas for dear life. These biases that we acquire throughout life and tend to ‘own’ are the key reasons that personal transformation cannot be ‘taught’ in the traditional sense.

BLENDED 4.0.

INNOVATING FOR A NEW WORLD OF WORK

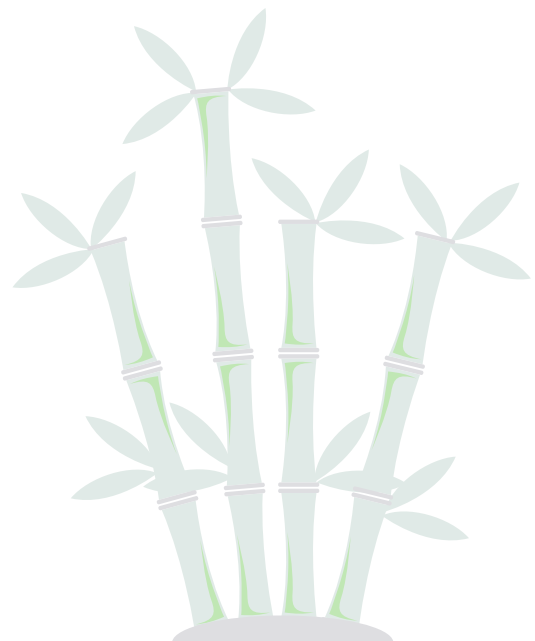


**“YOU MAY HAVE TO FIGHT
A BATTLE MORE THAN
ONCE TO WIN IT.”**

Margaret Thatcher

There is now a real drive among leaders, HR and L&D professionals to support people through this disruptive change, which is why wellbeing is high on the agenda and in some cases written into compliance. More and more, there is a realisation that survival is not enough; we have to be able to take advantage of the opportunities that are in plain sight. We are able to do this when we have the understanding, skills, and tools at our disposal.

The great news is that once we understand this, we can innovate new methods and approaches to build programmes that are fit-for-purpose.



What are the building blocks to building a resilient and emotionally well workforce? Our research points to building these eight key attributes:

- **Healthy mind & body**
 - From eating, sleeping and moving to mindfulness, let's get the basics right.
- **Overcoming fear & anxiety**
 - Learn techniques to overcome fear and anxiety, it is critical for resilience.
- **Emotional Intelligence**
 - Understand, use, and manage our own emotions in positive ways.
- **Communication**
 - Let's learn become a mindful communicator, conveying meaning, not just words; listening with our heart, not just our head.
- **Relationships**
 - When we meet a truly empathic person, we want to spend time with them. Let's build rewarding relationships in our life.
- **Creative Thinking**
 - Creative thinking is a survival skill in the digital workplace, It's time to consider everything in a whole new way.
- **Emotional Wellbeing**
 - When we are in good mental health we can recover effectively and change easily.

These abilities and attributes build a foundation of self-awareness, emotional regulation, and cognitive flexibility and from there, we can build our mental endurance and acquire the thinking we need to thrive in the digital workplace. As HR and L&D practitioners, our role is to create the right environment where everyone can continually build resilience and focus on creating their physical and emotional wellbeing.



EPIC ARCHITECTURE

We know that resilience and wellbeing development must be...

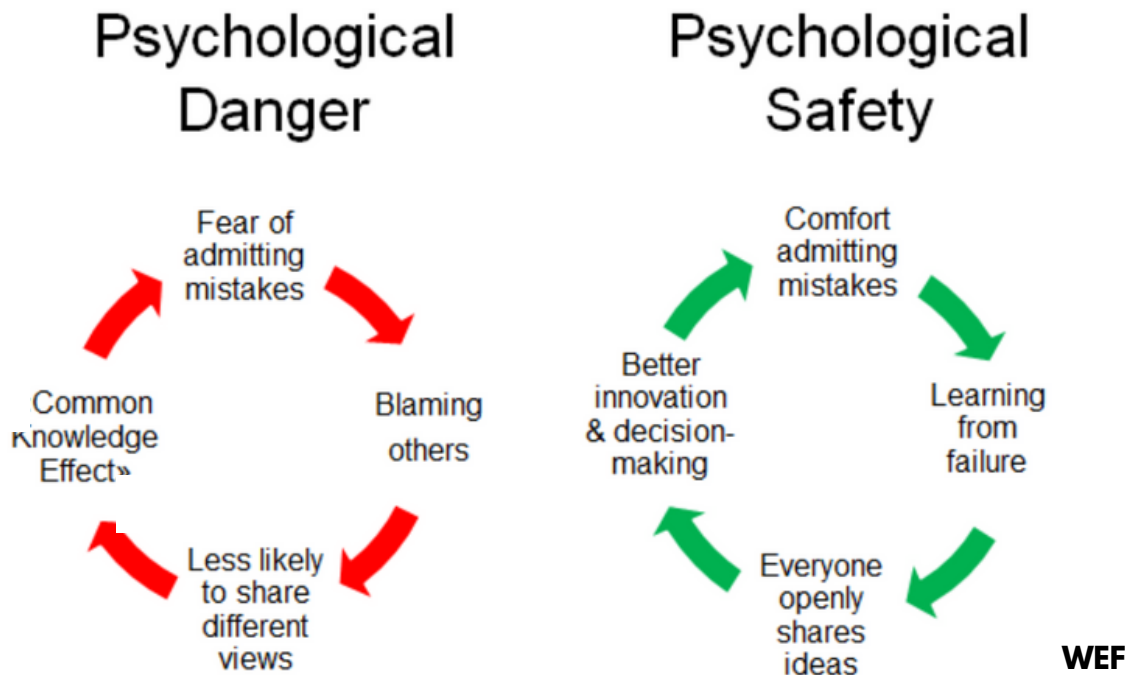
- Bite-size / Micro Experiential
- Psychologically Safe
- Blended 4.0.

Bambu Resilience and Emotional Wellbeing is built on the EPIC method...

- Experiential Learning
- Playful
- Iterative
- Collaborative

Designed on the latest insights in Neuroscience and Experiential Learning...

- **Experiential**
 - Proven to result in 85-90% retention.
- **Play**
 - Makes intimidating, perplexing concepts and materials engaging and easier to comprehend.
- **Iterative**
 - Repetition and building on the outcomes from previous iterations has up to twice the impact of traditional linear learning.
- **Collaborative**
 - Improves cognitive functions, learning outcomes and increases a sense of solidarity.



In a digital workplace, our role is to shift from focusing on what we are 'teaching...'

Focus on creating a psychologically SAFE learning environment, where people can learn through discovery...

It's no longer about 'filling our people's heads' with prescriptive concepts and ideas.

It is about DRAWING OUT - Experimenting

Blending 4.0.

To become the architects of our mind requires us to take a holistic approach to development which focuses on:

- Transforming our habitual thinking
- Developing our skills
- Raise our self-awareness
- Build our emotional regulation
- Develop new knowledge, ethics, and philosophies

Let's take a look at how microcoaching embeds and sustains transformation...



EIGHT ZONES OF BAMBU

1. RED ZONE

ANXIETY/FEAR

2. ORANGE ZONE

**CREATIVE
PROBLEM
SOLVING**

3. YELLOW ZONE

**EMOTIONAL
WELLBEING**

4. GREEN ZONE

RELATIONSHIPS

5. BLUE ZONE

**EFFECTIVE
COMMUNICATION**

6. MAGENTA ZONE

**HEALTHY
MIND & BODY**

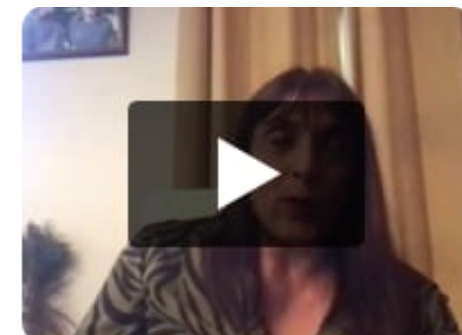
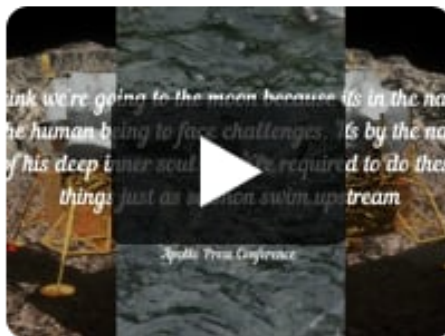
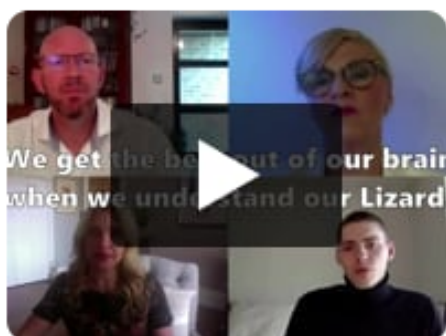
7. INDIGO ZONE

**Bite-size
Learning videos**

8. BAMBOO

**PERSONAL
DEVELOPMENT
ACTIVITIES**

SIX MICROCOACHING PROCESSES



Designed to accelerate personal transformation, focused on changing one:

- Thought
- Belief
- Unconscious Bias

...at a time. It's an iterative process built on six microcoaching processes:

1. Micro-VIBES
2. Micro-Storytelling
3. Micro-Modelling
4. Virtual Coffeehouse Videos
5. Personal Development Activity Videos
6. Mind Hacks

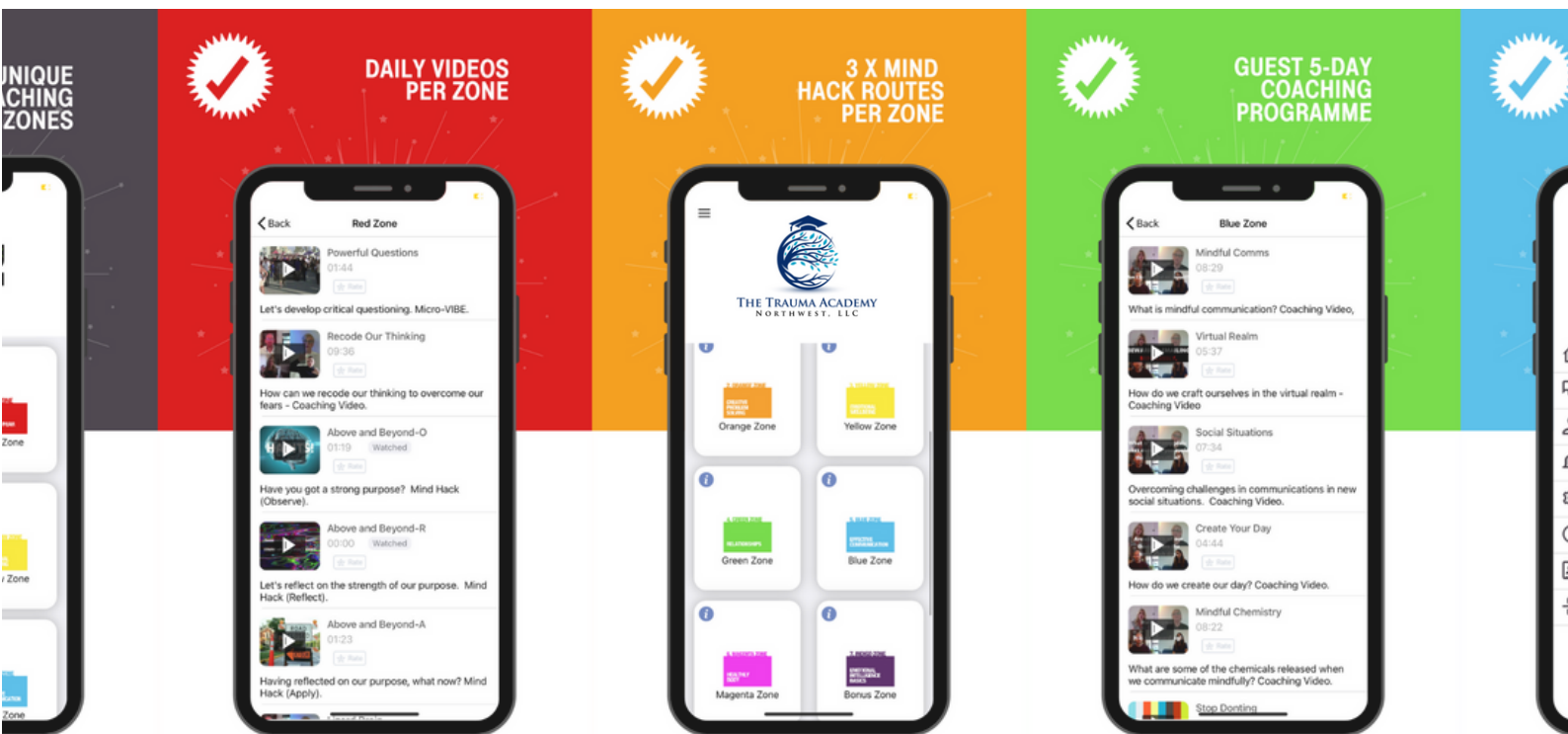
Let's zoom into each microcoaching process:

Micro-VIBES

- Micro-VIBES are designed to help us develop our emotional wellbeing
 - Duration:
 - 3-6 minutes
 - Experiential task driven
 - Typically, one task per week
 - Developing our emotional awareness and regulation

Micro-Storytelling and Micro-Modelling

- These videos are designed to share tacit knowledge and experiences
 - Duration: 6-9 minutes
 - Experiential structure
 - Share the experience
 - Reflecting on learning from the experience
 - Tacit knowledge sharing - share implicit knowledge and experience through storytelling, experiential learning, coffeehouse conversations, etc.



Let's zoom into each microcoaching process:

Virtual Coffeehouse Session Videos

- Designed to provide information and context on the subject
 - Duration:
 - 3-12 minutes
 - Provide up-to-date, validated information
 - Design to support the transformation
 - Developing understanding and motive

Personal Development Activity Videos

- These videos are designed for iterative skills development
 - Duration: 3-6 minutes
 - Experiential structure
 - Provide directions of play
 - Reflection provides self-enquiry and adaptation

Mind Hack Videos

- Mind Hacks are designed to transform our habitual thinking and behaviour
 - One thought, belief, unconscious bias at a time
 - Duration: 60-90 seconds
 - Primes the unconscious mind
 - Experiential task driven
 - Day one - Observe
 - Day two - Reflect
 - Day three - Adapt



Cafe Style Virtual Group Coaching

Throughout the 20th Century, the trainer has been an instructor. They have been an educator who conveys knowledge and supports the development of skills for people in a group or organisation. Generally, instructors specialised in a specific subject or learning stream and were considered the expert in the room. This meant the learning was more trainer-centred and the learning tended to be universalised, for the want of a better description. With the support of technology and new learning methods, learning in the digital workplace is now becoming individualised.

The pendulum has swung from the trainer being instructive and sharing preconceived ideas, concepts, and conclusions, to being facilitative. Today's learning facilitator and coach can be compared to a Sherpa. Their role is to guide the climber safely through the treacherous trails of Mount Everest, not climb the mountain for them. This means guiding groups of learners through an experiential, creative process in a pre-defined area, to arrive at new conclusions, not predefined ones. In other words, the facilitator/coach is not imparting knowledge, but supporting the process of applying knowledge to solve problems and innovate. To shift from doing the thinking for people to facilitate them to think for themselves.

As many training and group coaching sessions have moved online, via Zoom and Teams, etc., it is now urgent that we employ experiential learning into this virtual environment.

This is where Cafe Style comes in: A proven method of experiential and playful group coaching guaranteed to create a psychologically safe, inspiring learning experience and measurable learning outcomes.

"IMAGINATION IS MORE IMPORTANT THAN KNOWLEDGE. FOR KNOWLEDGE IS LIMITED, WHEREAS IMAGINATION EMBRACES THE ENTIRE WORLD, STIMULATING PROGRESS, GIVING BIRTH TO EVOLUTION"

Eintein 1929

Cafe Style Virtual Group Coaching

We have developed more than 400 group coaching activities, that are powerful and adaptive, designed to develop resilience and emotional wellbeing. These sessions blend perfectly with microcoaching to ignite, embed and sustain resilience and wellbeing in teams, departments or whole organisations. Supported by a great team of experienced Cafe Style facilitators, these sessions will become additive. If you want to run them in-house yourself, no problem, we can train your coaches and facilitators to run them and give you the activities that will allow you to make it part of your blended offering.



"Thanks again for the training workshops. The team absolutely loved you, they all said you were the best facilitator and workshop that they had ever attended, so a BIG well done! The same feedback from myself, I knew when I met you many months back that you would be perfect a perfect fit for the team."

David Quirke, Lidl, Ireland

Example feedback...

I had the extreme pleasure of working with Fiona and her team at café style to develop a Mindful Communication training that would be delivered to the Creative Services Group (CSG) at Ernst & Young, LLP. CSG consists of approx. 260 people across a variety of roles including leaders, managers, designers, proof readers, traffic coordinators and in-house printers. The goal was to create a course where our team could increase their self-awareness around how they communicate with themselves and their internal clients. After all, we are a consulting firm, and more than half of our job responsibility is to consult and communicate with clarity and kindness. With Fi and her knowledgeable team's assistance, we developed what I feel has been a tremendously successful program. Over the course of 10 months, we created and delivered 5 modules (virtually through Zoom technology) that consisted of short lecture style content coupled with experiential learning activities. The results of this training have been very positive. In fact, we conducted a survey at the end of the program and discovered that 71% felt that after participating in the program, they were either somewhat or much more mindful of how they communicate. In addition, 67% felt that it helped them communicate more thoughtfully as well as have more effective conversations with their internal clients. Others found that it made a strong impact on their personal lives, including one person who lost two pant sizes because she shifted the way she spoke to herself internally. Another member of our team shared that it gave him the confidence to apply for a manager position (which he did get) because he felt more confident in his ability to communicate what he wanted and go for it. There were numerous other aha moments and great lessons along the way, and I truly want to thank Fiona and the café style team for all of their guidance, knowledge, enthusiasm and ongoing support throughout the entire program. JULIE BLOOM EY



There are 100's of great commendations for experiential workshops, Pop-Up F2F and Virtual Learning Cafes and group coaching sessions, too many to share. Hannah Bell (when she was at Durham Police) said it all when she said...

"Cafe Style sessions should be on prescription."

The bottom line is that in the digital workplace things are more complex and chaotic; this has a huge effect on the learning landscape. We must now consider the environment; advanced technologies and the effect disruptive change has on the workforce. In the digital workplace more formal learning theories will be 'mashed up' and fused together to support more informal, blended learning. Plus, new learning theories are evolving with the digital age, an example of which is:

Connectivism - emphasises how web technologies, like forums, search engines, wikis, social networks provide new pathways of learning. The possibilities for shared learning across networks are infinite. It really is built on the belief that 'the whole is greater than the sum of its parts.'

Connectivism - sees knowledge as a network and learning as a process of pattern recognition. It is an integration of principles related to chaos and self-organisation theories (Chaos Theory).

Some of the principles of Connectivism include:

- Learning and knowledge lies in the diversity of opinions
- Learning can reside in non-human appliances
- Learning is more critical than knowing
- Maintaining and nurturing connections is needed to facilitate continual learning
- Perceiving connections between fields, ideas and concepts is a core skill
- Decision-making is itself a learning process
- Current, up-to-date know-how is the intent of any learning activities

**100's of Cafe Style Group Coaching Activities
To build a resilient and thriving workforce...**



GUIDEBOOK

HANDBOOK

HANDBOOK

HANDBOOK

START HERE.

VOLUME 1.

VOLUME 2.

VOLUME 3.

LET'S GO SCALING IN 2021...

What if you could see a heat-map of your organisational resilience & wellbeing in a few minutes & just a click of a button

BY TEAM, DEPARTMENT OR ORGANISATION



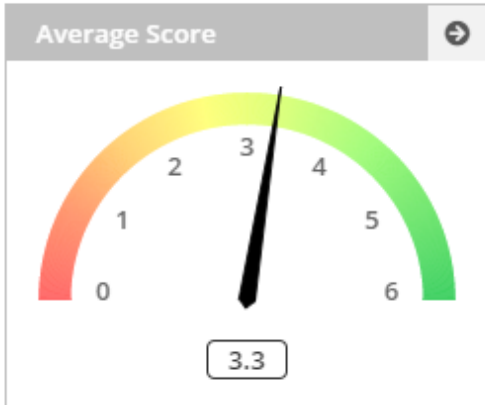
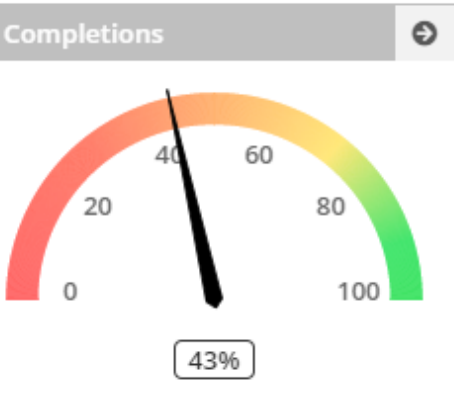
The New World - Bambu Resilience and Wellbeing



Chart view selector

Team/Division Chart	Avg.	Min.	Rank Order
The New World	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="→"/>

To display average and minimum team results click the appropriate check boxes. For a clearer view of one set of results, hover over the name.



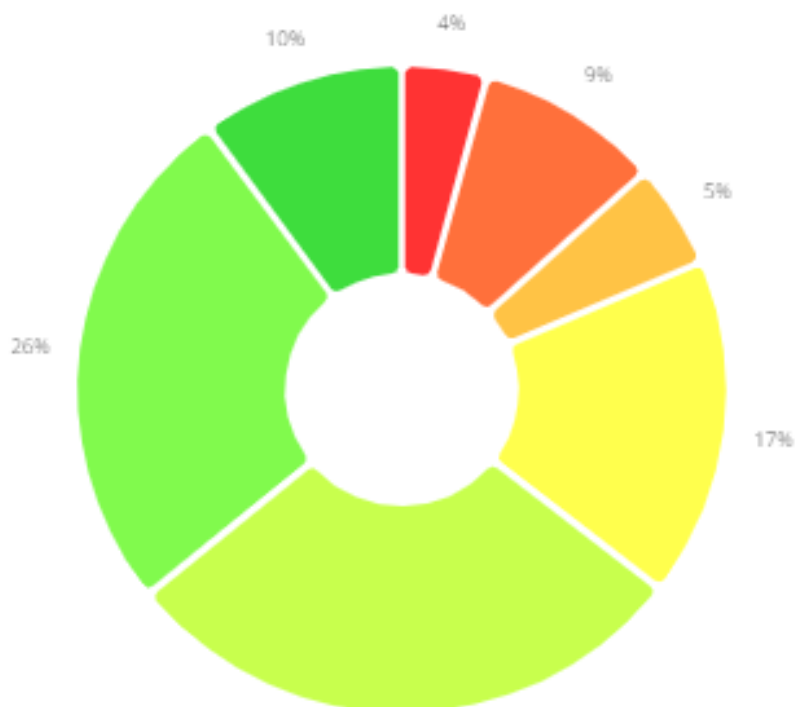
We get what we measure...

Complying to changing wellbeing regulation has never been so easy - let's take the guess work out of it

SAVE MONEY, RESOURCE AND TIME BY EMPLOYING PRECISION DEVELOPMENT

This chart shows the ranking distributions between the possible answers

		Never	Very infrequently	Occasionally	Sometimes	Usually	Most of the time	Always	Average Score
> Healthy Body	16 responses	0 0%	0 0%	0 0%	1 6%	2 13%	9 56%	4 25%	5.0
> Anxiety	16 responses	0 0%	0 0%	0 0%	2 13%	9 56%	3 19%	2 13%	4.3
> Emotional Intelligence	16 responses	0 0%	0 0%	1 6%	1 6%	6 38%	4 25%	4 25%	4.6
> Communication	16 responses	2 13%	1 6%	0 0%	3 19%	4 25%	5 31%	1 6%	3.6
> Relationships	16 responses	2 13%	1 6%	2 13%	3 19%	7 44%	1 6%	0 0%	2.9
> Creative Thinking	16 responses	0 0%	3 19%	3 19%	3 19%	3 19%	4 25%	0 0%	3.1
> Emotional Wellbeing	16 responses	0 0%	5 31%	0 0%	6 38%	2 13%	3 19%	0 0%	2.9
Overall	4 questionnaires, 112 responses	4 4%	10 9%	6 5%	19 17%	33 29%	29 26%	11 10%	3.8



NEEDS UNMET (35%)	
Never	4%
Very infrequently	9%
Occasionally	5%
Sometimes	17%
NEEDS MET (65%)	
Usually	29%
Most of the time	26%
Always	10%

Imagine driving your car with no water, temperature, or fuel gauge. You will be driving, wondering when you are going to have a problem with overheating or running out of fuel. The Bambu Resilience and Wellbeing diagnostic provides you with gauges on your organisation's performance and lets you know what's going on underneath the bonnet of your organisation. It will flag potential problems. It will prevent crises from ever happening, enabling wellbeing and performance levels become sustainable.

The screenshot displays a dashboard with a heatmap of wellbeing scores across various teams. The heatmap has columns for 'Anxiety', 'Compassion', 'Attention', 'Empathy', 'Resilience', and 'Relationships'. The rows list team leaders and their scores. A large text overlay reads: '5-10 MINUTES TO COMPLETE THE RESULTS? IMMEDIATELY ACCESSIBLE TEAM BY TEAM, DEPARTMENT BY DEPARTMENT & COMPLETE UNDERSTANDING OF THE STATE OF WELLBEING ACROSS THE ORGANISATION'. At the bottom of the heatmap, it says 'programme goal - everyone scoring in the green'.

Team	Leader	Anxiety	Compassion	Attention	Empathy	Resilience	Relationships
Team 1	Jill Tynes	3.5	4.5	2.8	3.1	3.2	3.3
Team 2	Jean Mervet	3.2	4.5	2.4	2.8	3.5	3.3
Team 3	Gil Simons	3.5	4.2	3.3	3.3	3.3	3.3
Team 4	Gil Simons	3.0	4.0	3.0	3.5	3.1	3.1
Team 5	Kate Hill	3.8	4.3	3.1	2.9	2.9	3.1

The Virtual Coffeehouse has partnered with Shay McConnon, leading behavioural psychologist, to develop the Bambu Resilience and Wellbeing heat-map. Using his robust diagnostic system, that has been helping organisation's transform their culture for years, we have built a solution that is perfect for your disruptive digital workplace. Blended with the Bambu Resilience and Emotional Wellbeing microcoaching programme and app, this solution can underpin and fuse with all current resilience and wellbeing strategies, programmes and tools, supporting them with real-time measurement and building a foundation of incremental habitual change - in a few minutes a day. Imagine that!



VIRTUAL COFFEEHOUSE™

GOT ANY QUESTIONS?

AS A STRATEGIC PARTNER OF THE VIRTUAL COFFEEHOUSE, I WOULD LOVE TO CHAT AND ARRANGE A WALK-THROUGH FOR YOU, OR PARTNER WITH YOU TO SUPPORT YOUR CLIENTS...

 INFO@TRAUMAACADEMYNW.COM

