



“FINANCIAL SERVICES GROUP BOOSTS PERFORMANCE & RESILIENCE BY >50%”

A global financial services organisation invests in the health, wellbeing, resilience and physiological performance of their Australian employees.

Research shows, and it is well accepted that healthy, engaged, resilient employees perform better, are more innovative and creative, cost organisations less in terms of days lost to absenteeism and presenteeism, create more wealth for the organisation, and are more likely to stay with the organisation for longer. Investing in Resilience Programs increases employee engagement, enhances productivity and performance, and builds the workplace reputation as an employer of choice, helping organisations recruit and retain top talent.

To boost performance and resilience within a large financial services organisation The Centre for Personal Performance delivered their unique 12-week Firstbeat Program across different levels of seniority within the organisation (ranging from assistants to partners). The program uncovered a widespread lack of resilience and recovery across the group, where 63% of participants felt stressed, and 60% of participants achieved a negative physiological resource balance (where stress was elevated, and recovery was low) indicating poor resilience and an increased risk for overload, burnout, poor performance and stress related absence.

Mental health conditions cost Australian workplaces around \$10.9 billion every year, largely through reduced productivity, absenteeism and compensation claims. Resilience is also low with 1 in 5 Australian employees experiencing a mental health condition at any given time, and it is estimated that 45% of Australians will experience a mental health condition in their lifetime, the most common being anxiety and depression. Investing in Resilience Programs is therefore essential to reduce the risk of stress related mental health conditions. Encouragingly resilience greatly improved on completion of the Firstbeat Program, with 97% of respondents reporting a significant improvement in resilience.

The 12-week program included a physiological assessment of stress reactions, recovery, sleep, energy balance, resilience and physical activity. Following the assessment participants received personalised reports, access to online resources and coaching with a health professional to support the successful implementation of effective evidence based strategies to enhance physiological performance, resilience and wellbeing. The program concluded with an educational Performance & Resilience workshop.

Financial services case study

- Global organisation of 231,000 employees
- 12-Week Firstbeat Program delivered to employees based in Sydney Australia
- The impact of the Firstbeat Program has been significant with the following benefits:
 - Resilience ↗ 57%
 - Performance at work ↗ 54%
 - Improved sleep quality
 - Better equipped to manage stress
 - Improved health & wellbeing





84% OF PARTICIPANTS WOULD RECOMMEND THIS PROGRAM TO OTHERS

Engagement throughout the program was high and feedback from participants was extremely positive, with participants implementing their recommended actions and feeling healthier, and more in control of their stress as a result.

97% of respondents saw an improvement in their **RESILIENCE**, as a result of participating in the program. With participants experiencing an average improvement in resilience of 57%

76% of respondents saw an improvement in their **PERSONAL PERFORMANCE** (energy, concentration, focus, communication, problem solving or decision making) at work, as a result of participating in the program. With participants experiencing an average improvement in personal performance of 54%

MAIN BENEFITS OF THE PROGRAM AS DESCRIBED BY PARTICIPANTS:

“Awareness of my heart rate, stress level and how this is impacted through daily activities. Conscious strategies to positively impact any activities that are not contributing to my wellbeing”

“Improved awareness of stress management and what I can do to improve my response to stress”

“Understanding of my current health and ways to improve it”

“Understanding how important recovery is and how to improve my body’s ability to enact quality recovery”

Understanding resilience and the need to always "have something in the tank"

“I got to know my stress triggers and how to minimize them”



PARTICIPANT COMMENTS:

“The education provided was extremely fascinating and useful. Scientific concepts were articulated really well”

“Fantastic programme that I would like to continue with to continually ensure that I can manage my stress and resilience better”

“The program was brilliant and over time I know that I will experience more benefits. If you asked me to do this survey again in a few months, I'm sure my scores would be a lot higher”

“This program is excellent. I hear so many employees so stressed out, no work-life balance and no ability to manage. This should be introduced as a compulsory program”

“I recommend this program, as it helps understand how daily activities impact and contribute to your wellbeing and what strategies exist to support it”

THE CENTRE FOR PERSONAL PERFORMANCE

The Centre for Personal Performance assists all individuals achieve their personal best mentally, physically and physiologically. Our staff are tertiary qualified Allied Health professionals and Exercise Science graduates passionate about improving the health, resilience and performance of their clients. Through the use of biographical data, personalised coaching and evidence based interventions our programs support individuals and teams to implement the most effective strategies for improved health, recovery, resilience, and performance.

Our services include:

- Physiological performance coaching
- Educational workshops and presentations
- Firstbeat performance & resilience programs
- Mindfulness meditation programs