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Consultant, trainer, coach

Nancy has developed workplace health and organizational change strategies for decades, with an emphasis on mental health, well-being, resilience, and individual and organizational thriving. Her clients have included employers, health care organizations, benefits consultants, professional organizations, digital learning providers, and governmental agencies. Nancy has a PhD in therapeutic science and degrees in occupational therapy from the University of Kansas.

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Building Individual and Organizational Resilience

Stress, setbacks, and trauma are realities in today's workplaces. Employees who are able to handle these challenges are less likely to be absent, or quit, and are more likely to rebound to higher levels of performance. On the other hand, less resilient workers are more susceptible to burnout, depression and substance abuse disorders.

Resilience skills can be developed through mindful learning, practice, and exposure to resilient modeling. Individuals, teams, and leaders all share a responsibility for building resilience and intentional values-based cultures in order for organizations to flourish.

Services:

Key leader discussions – *Conducted anonymously by an external professional, facilitated discussion can help uncover perceived strengths, challenges, and needs that might affect organizational resilience but may not surface in operational discussions or surveys.*

- Anonymous interviews or roundtable discussions with targeted executives, managers, and employee leaders about strengths and areas of challenge.
- Aggregate summary report and presentation to strategy planners

Brief mental health awareness training – *Raises understanding, confidence, and appropriate use of educational and counseling resources.*

- Overview on how to identify struggles in work performance that may be related to mental health, have “difficult conversations” with employees or co-workers, and refer to available resources.
- Additional module helps managers give performance feedback, listen compassionately, identify strengths and challenges, support diversity, equity, and inclusion, effectively accommodate common challenges and model and support skills and practices for mindfully resilient workplace cultures.

Moderate stress can contribute to brain growth, adaptive capacity, creativity, and innovation. Resilience, the ability to recover after stress, is vital to individuals and to organizations. Mindful awareness contributes to resilience.

Building a mindfully resilient work culture – In-person and virtual training and coaching to develop skillsets and a shared responsibility for individual and organizational resilience.

- Training for individuals to build personal practices and habits for thoughts, emotions, and actions that contribute to individual resilience and thriving
- Training and periodic facilitated discussion for managers and teams for aligning values, building trust, and developing resilient organizational practices
- Periodic coaching to support mindful resilience

Strategy consultation and partner integration – *Bring your internal managers and external partners together for enhanced collaboration, strategy-building, and communication. Help those who are thriving to stay that way, and better support those who are mentally and emotionally unwell.*

- Facilitated strategy planning with internal and external partners to support the broad spectrum of mental health and well-being (e.g., wellness, EAP, health, HR/benefits, diversity/equity/inclusion, organizational change, and disability/absence management)
- Identify screening, assessment and evidence-based mental health and well-being interventions to identify key target audiences within the organization
- Plan support strategies (e.g., communication to enhance employee uptake of programs and services, implementing employee resource groups, developing resilience champions)
- Discuss screening tools and metrics for outcome assessment
- Select additional vendor partners as needed for innovative mental wellbeing coaching, care navigation, and electronic self-paced training in mindfulness, emotional intelligence, performance enhancement, and resilient leader development

Prices are set on an hourly or a fixed-fee, project-specific basis.

