



## CASE STUDY / EXAMPLE

### Reducing Burnout Risk & Increasing Resilience Across Multi-Site Teams

This case study illustrates how Wellness & Health Pro partnered with a multi-site organization to reduce burnout risk, improve leadership consistency, and strengthen workforce resilience using the WHP Resilience Indicators (CRI • DRS • CAI).

#### Context & Challenge

A national employer operating across several regions reported increasing burnout symptoms, workload strain, and inconsistent leadership practices. Despite having a wellness program, participation was low and psychological safety scores varied widely between locations. Turnover was rising in frontline and supervisory roles, and teams reported difficulty adapting to ongoing operational changes.

#### Assessment Findings

The WHP Resilience Indicators highlighted key pressure points:

- Core Resilience Index (CRI): Low clarity, unpredictable workloads, and uneven psychological safety
- Decision Resilience Score (DRS): Leaders struggled with decision load and escalation confidence
- Change Adaptability Index (CAI): Teams felt fatigued and uncertain about technology-driven changes

#### Targeted Interventions

WHP implemented a structured 12-week resilience and leadership routine program, including:

- Weekly 'Clarity Huddles' to stabilize expectations and reduce ambiguity
- Leadership micro-training on psychological safety and risk-escalation scripts
- Cognitive load management techniques for supervisors and frontline leads
- Change-readiness communication blocks to prepare teams for new workflows
- Site-level dashboards showing resilience gains and emerging pressure points

#### Outcomes & Impact

Within 12 weeks, measurable improvements were observed:

- CRI increased by 18%, indicating better clarity and reduced workload volatility
- DRS improved by 22%, reflecting stronger decision quality and leadership confidence
- CAI rose by 15%, demonstrating improved readiness for operational changes
- Reported burnout symptoms decreased across all regions
- Psychological safety stabilized, especially in previously high-risk sites
- Leadership consistency improved, reducing rework and interpersonal friction



### **Key Takeaway**

Burnout risk decreases when leaders adopt predictable routines, clarity tools, and psychologically safe behaviours. The WHP Resilience Indicators provided a measurable roadmap—allowing the organization to build resilience, reduce strain, and restore confidence across multi-site teams.