

# AURORA

Empowering people and organisations to build resilience



# Hello from our Founder

Uncertain times are continuing to cause disruptions to companies leaving employees feeling isolated and anxious. The full impact of the ongoing stress is unknown but there is no doubt there will be a second pandemic of mental illness and burnout.

I strongly believe that its more important than ever for organisations to focus on building resilience, ensuring employees are equipped with the skills, tools and conditions to cope with stress and take positive steps to move through this challenging time. The employers who will thrive through this global crisis will be those that proactively manage resilience, implementing proper mechanisms and support systems to surface and address issues before they become more complex problems.

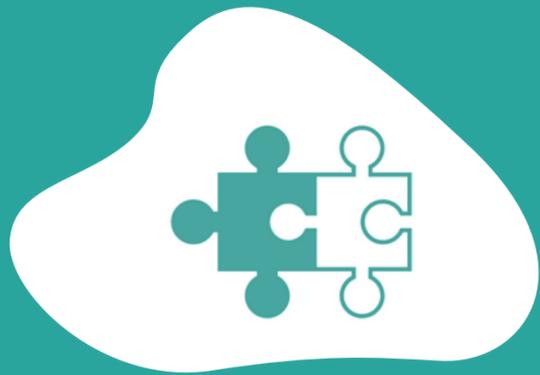
I developed AURA in 2015 after experiencing severe burnout first hand. I was shocked that I hadn't seen the warning signs coming but looking back, the symptoms were there. With my background in psychometric assessment, I saw a need for a rigorous yet practical tool to provide individuals and organisations with data-driven insight into stress as a platform for proactive resilience management.



AURA has been implemented in several multinational companies and evolved over the years. I'm delighted to take you through the solution.

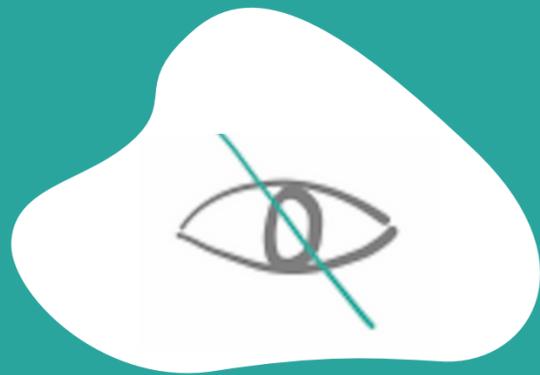
*Rachel*

# Why many resilience efforts fail



## Stress is personal and complex

We all have different stressors, resilience thresholds and symptoms. Many organisations fail to account for this, implementing broad brush policies and ad hoc support that lacks relevance and positive impact.



## The warning signs are often hidden

Many people fail to recognise the signs of stress in themselves or others until they become much more problematic and difficult to deal with. This is due to a lack of awareness or reluctance to admit them.



## Lack of disclosure

Many organisations' support systems rely on employees asking for help internally from a manager or 'mental health first aider'. However, data shows many employees don't use these channels due to fear of being seen as weak, losing out on promotion or job loss.



Resilience is the capacity to recover from and adapt positively to adversity .

It is the antidote to burnout and enables us to thrive in challenging or pressurised times.

# Resilience is vital for wellbeing and performance

Resilience is not about sheer perseverance or being like teflon, letting adversities slide off you as if they haven't happened. Resilience is about responding to challenges in a healthy way to minimise impact on wellbeing and ensure both personal and work goals can be achieved.



# AURA

is the platform to

- Measure resilience
- Surface & discuss issues
- Take proactive action on stress
- Strengthen personal resilience
- Build healthier working environments
- Monitor & sustain improvement



ASSESSMENT

REPORTING

TOOLS

RESOURCES

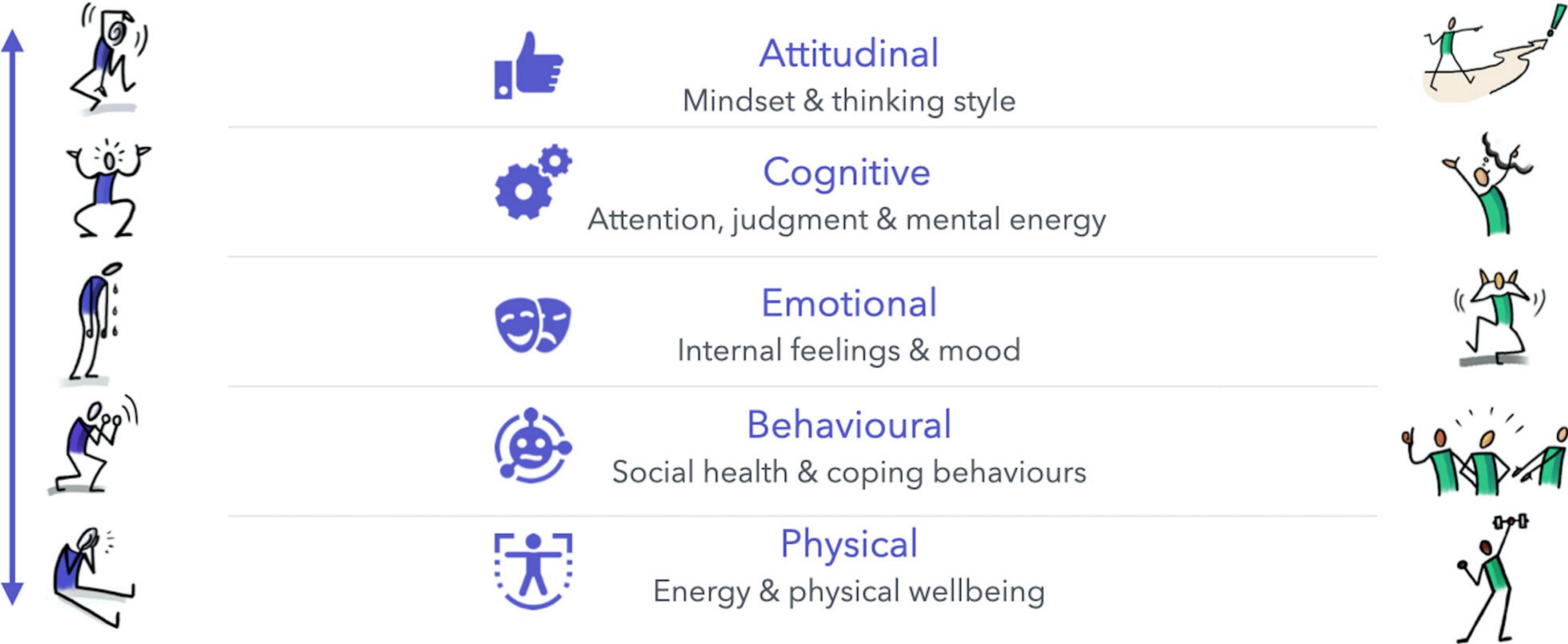
SUPPORT

# AURA Framework

A consistent lens to assess, develop and manage resilience

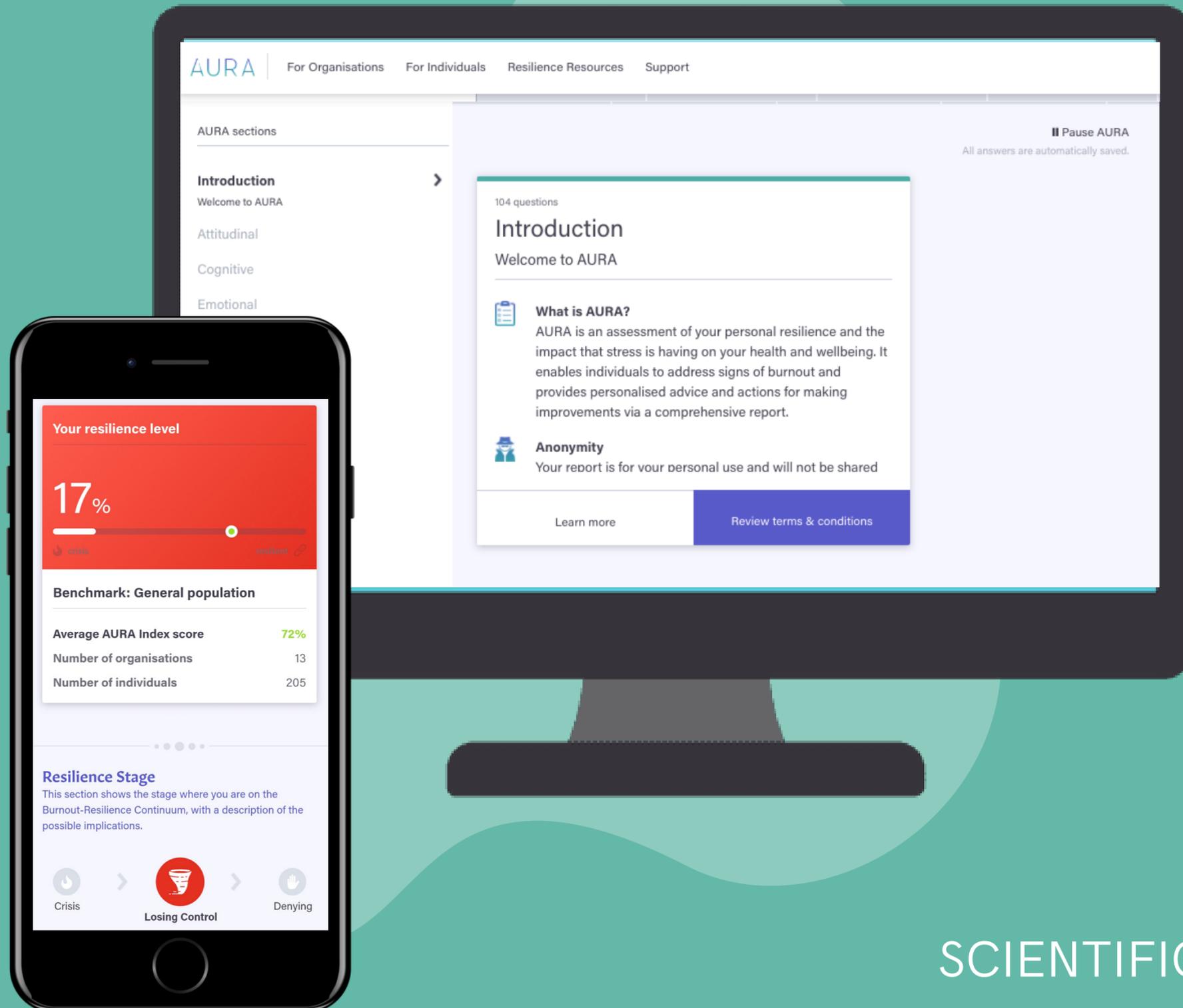


Impact areas



# ASSESSMENT

Enable employees to understand their current resilience level, proximity to burnout and pinpoint resilience risks to address. AURA's assessment is holistic and rigorous, measuring the full spectrum of stress symptoms whilst also being efficient and practical.



SCIENTIFIC

RIGOROUS

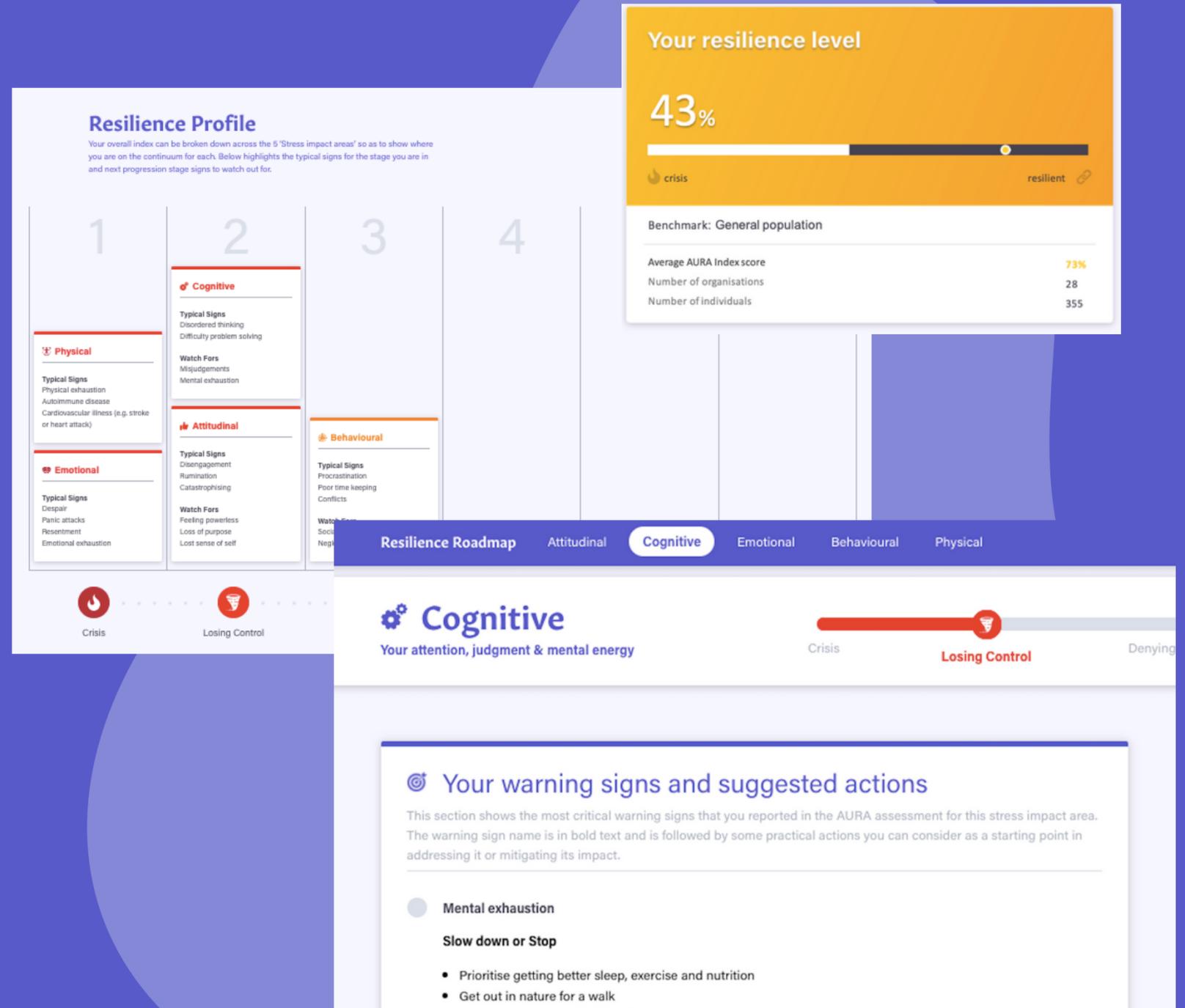
CONFIDENTIAL

# PERSONAL REPORTING

AURA's personal report provides employees with actionable insights and personalised tips to mitigate risk from burnout and strengthen their resilience.

Includes

- Resilience Index
- Comparison vs benchmark
- Resilience Profile
- Resilience Roadmap



BUILD AWARENESS

PINPOINT ACTIONS

# TEAM REPORTING

AURA's anonymised aggregated data reporting builds collective awareness of issues affecting team/ group performance and wellbeing. This provides a fact-based platform for constructive discussion and targeted improvement actions across different geographies or business areas.

Includes

- Team Resilience Index & Profile
- Benchmarking as relevant
- Top 5 Resilience Risks
- Team Resilience Roadmap



SAFE DISCLOSURE

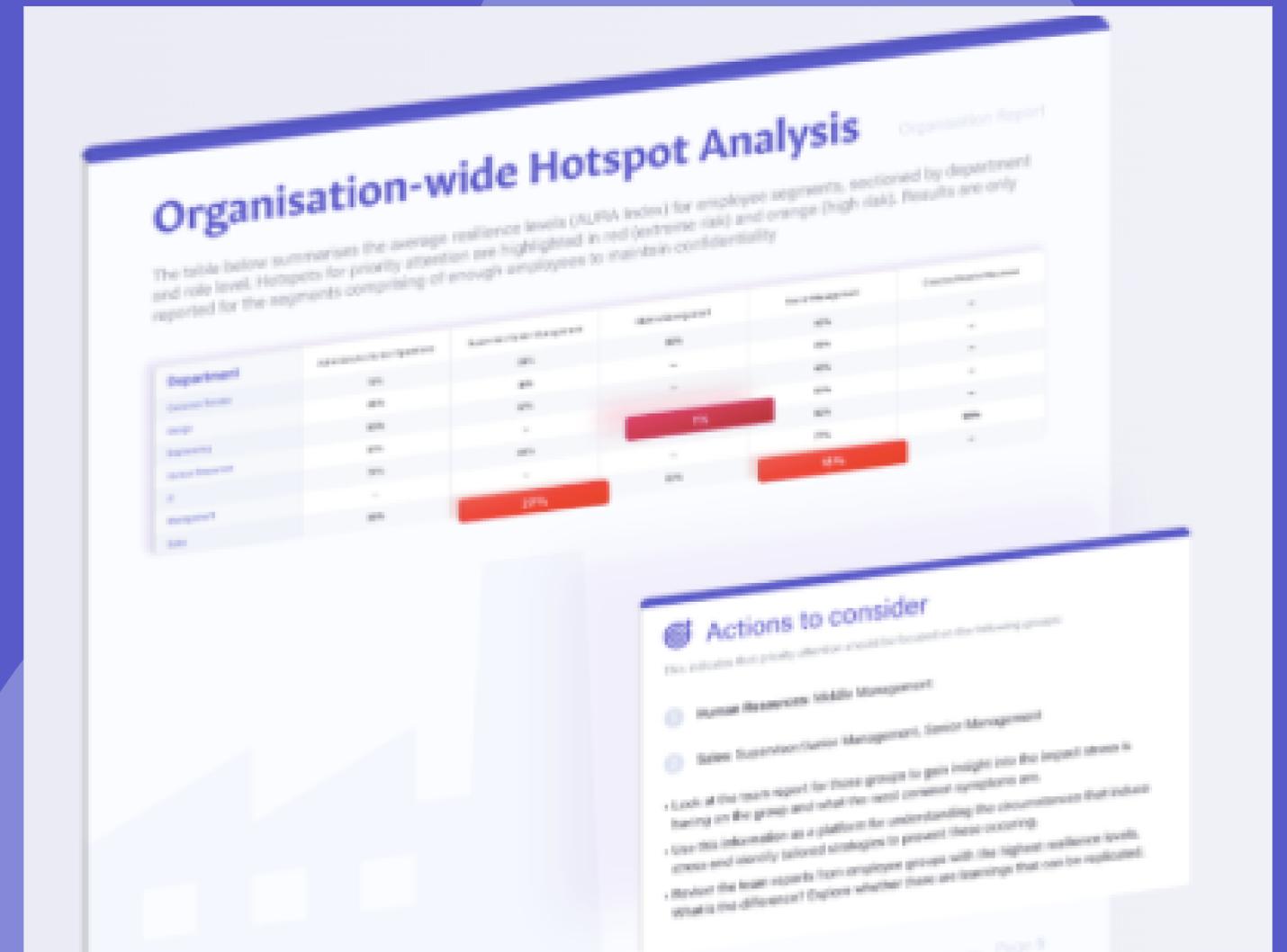
COMMON LANGUAGE

# MANAGEMENT ANALYTICS

Senior management gain a helicopter view of the workforce to get an overall measurement of resilience levels vs industry peers, a risk rating and hotspot areas. This enables them to quickly hone in on priorities for attention and make informed strategic decisions. It also provides a metric for monitoring improvement and enhancing programmes.

Includes

- Workforce Resilience Index & Profile
- Benchmarking (industry/country/ seniority)
- Hotspot Analysis (by role level & business area)
- Strategic Roadmap

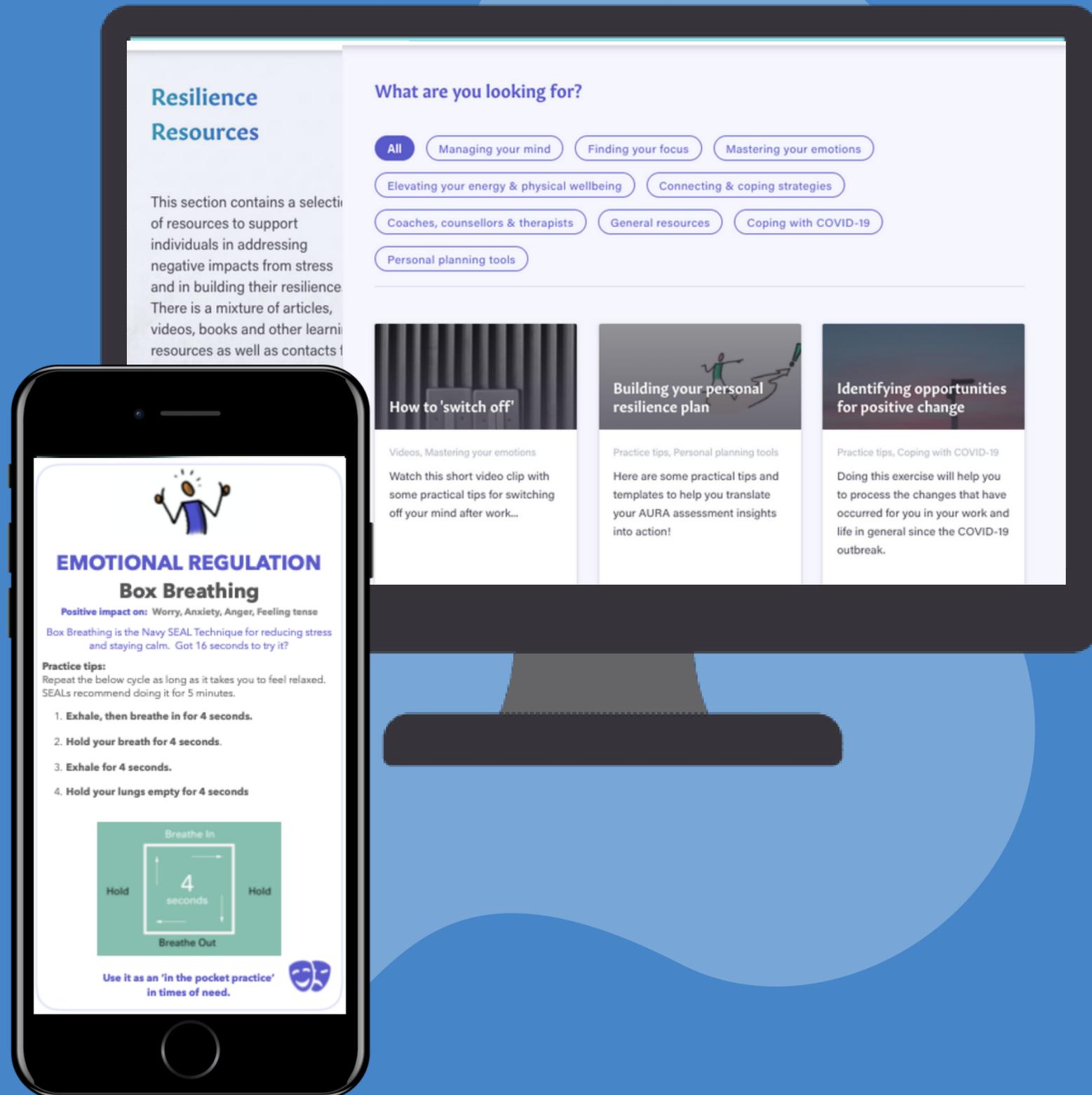


MITIGATE RISK

TRACK PROGRESS

# PERSONAL RESILIENCE TOOLS

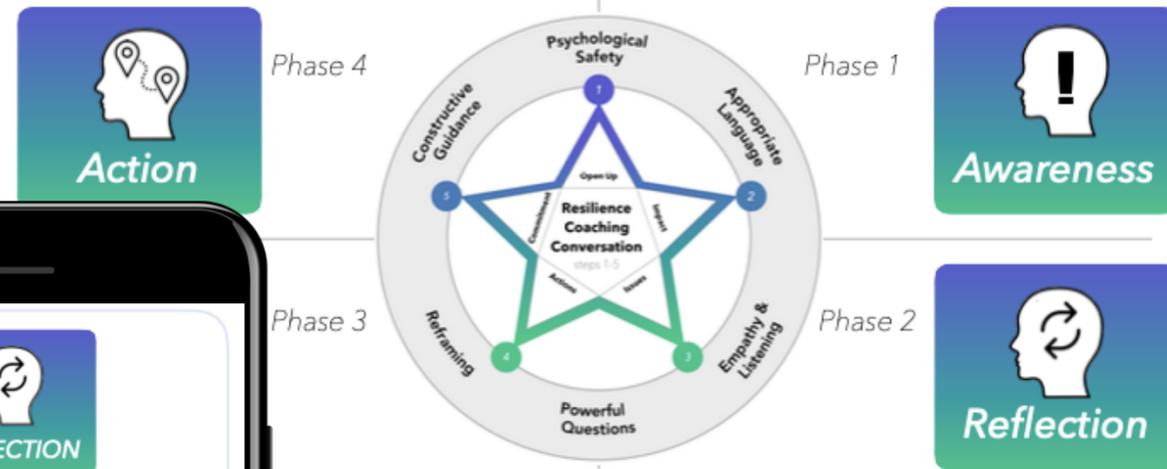
AURA's platform includes a comprehensive toolkit of practical skills and activities which have been shown to develop resilience. These draw on the latest research in positive psychology, cognitive behavioural therapy, neuroscience and mindfulness. This empowers employees to adopt strategies that meet their needs and supports their ongoing growth.



# MANAGER TOOLS

## Coaching for Resilience - 4 Phases of Insight

As you coach people through the AURA conversation model it's important to keep in mind that the Coachee will be going through 4 phases of insight to make sense of their own resilience and begin to formulate strategies for improving resilience.



REFLECTION

**Step 3 - Issues:** Explore the issues surfacing and identify priorities for attention.

What will have most positive impact on your wellbeing?

Line managers have a huge impact on an employee's resilience, positive and negative. AURA's innovative tools equip managers to have powerful 1:1 and group conversations with their employees, providing sample language, questions and a framework to explore issues sensitively yet constructively. This can be supported by virtual or in person workshops to build manager competence and confidence in applying the tools.

# RESOURCES & SUPPORT

Habits are hard to change. AURA includes a set of practical and compelling resources to ensure insights are channelled into action. These include personal/team action planners, team meeting activities, a blueprint for building a resilience strategy for senior management and more. We also recognise some employees may need professional help and may not feel comfortable seeking internal support - AURA offers confidential information about 24/7 helplines, coaches and carefully selected wellbeing related service providers.



## Helplines

Tags: [Useful contacts](#) - [Mastering your emotions](#)

There is always somebody to talk to which can help alleviate the act of sharing your feelings with someone can provide relief.

Here is a list of helplines to contact if you are in need of support.

### Coaches, counsellors & therapists

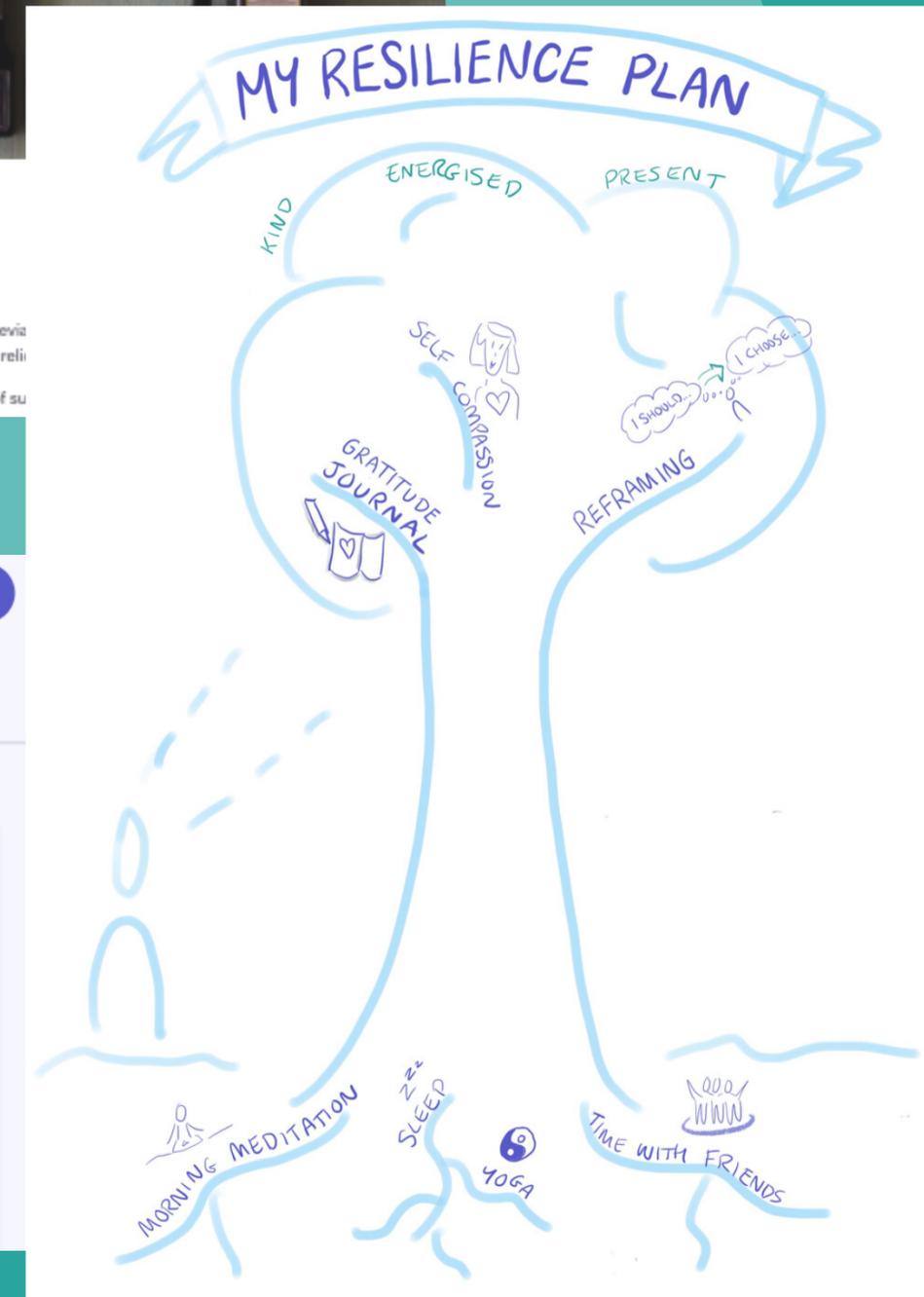
### Personal planning tools



**Gira Patel, Mental Health Practitioner, Hong Kong**

Counsellors, Coaches, counsellors & therapists

Gira is a qualified, registered consultant psychiatrist from the



# ENGAGEMENT & SECURITY

Any AURA implementation is supported by carefully crafted communications, establishing support channels and a facilitated debriefing session with senior management to review the aggregated data. Once our clients are comfortable, they can manage this autonomously. We take Cyber Security very seriously - the platform is fully GDPR compliant and has passed the stringent requirements of a leading global investment bank.



# WHY AURA?



## **Tested and trusted**

AURA has been implemented by several large companies and been refined since its development in 2015.

## **Prevention is better than cure**

The confidential nature of AURA's questionnaire together with the group reporting systems provides a safe channel for surfacing and addressing issues before they become problematic.

## **Multi-dimensional & systematic**

The holistic nature of AURA's framework accounts for the full spectrum of issues that may occur under stress and for the need to take action at the individual, team and organisational culture level for meaningful improvement.

# WHAT DO OUR CLIENTS SAY?

"As a business we knew we wanted to focus on helping our managers move forward with their leadership of teams in our ever changing market landscape. We wanted our teams to understand the difference between stress, resilience and wellbeing providing facts based evidence to support. Our use of AURA has given us exactly that, tools to aid great conversations as well as information to help develop our leadership. We continue to come back to the work months after the programme was delivered."

- Laura Parsons  
HR Business Partner, APAC

**BBC**  
**STUDIOS**



# INCLUDED:

- Individual logins for employees
- Tailored communications
- Implementation support
- AURA assessment questionnaires
- Confidential personal reports
- Team/group reporting for designated managers
- Organisational reporting for key stakeholders
- Access to resilience resources hub with over 100 practical tools, articles, videos, podcasts, templates and more
- Opt in weekly 'nudge' emails with bitesize practice tips and tools
- Provision to repeat assessments for monitoring and comparisons – reporting adds onto dashboard
- Technical support



The storm will pass – who knows when that will be. Take action now, enable your organisation to build back better.



# Contact Us

To book a demo and discuss pricing, contact [rachel@austenadvisory.com](mailto:rachel@austenadvisory.com)

[www.austenadvisory.com](http://www.austenadvisory.com)

See [www.aura.works](http://www.aura.works) for full sample reporting