

PREPARED FOR

Manas – Center for Mental Wellness & Counselling

Building an Organisationally Resilient Workforce

Systemic Approaches to Psychological Resilience at Scale

Presented by Dr. Priya Dubey Sharma

Manas – Center for Mental Wellness & Counselling

UDYAM-MP-10-0120839



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Programme Overview

Organisational resilience at scale demands a holistic approach, integrating individual capabilities with robust organisational design. This programme equips leaders to build and sustain resilient enterprises capable of navigating complex challenges and seizing opportunities.

Learning Objectives

- ✓ Understand the distinct yet interconnected nature of individual, team, and organisational resilience and learn how to tailor interventions for maximum impact.
- ✓ Identify and implement key structural features within your organisation that foster a robust resilience architecture, enabling sustained performance under pressure.
- ✓ Harness the power of leadership as the primary driver of resilience, learning strategies to inspire confidence and guide teams through adversity effectively.
- ✓ Develop mechanisms for building adaptive capacity, enabling your organisation to learn from challenging experiences and emerge stronger and more agile.
- ✓ Establish meaningful metrics and Key Performance Indicators (KPIs) to assess and track the progress of your organisation's resilience journey.
- ✓ Apply these insights within the unique Indian corporate context, considering the nuances of family-owned businesses, listed companies, and dynamic startups.

WHO SHOULD ATTEND

This programme is designed for CEOs, CHROs, Board members, and senior leadership teams aiming to embed resilience deeply within their organisations.

Programme Content

1. Individual, Team, and Organisational Resilience: A Multi-Layered Approach

We will explore the critical differences and synergies between resilience at the individual, team, and organisational levels. Understanding these distinctions allows for the design of targeted interventions that address specific needs, from enhancing individual coping mechanisms to fostering collective problem-solving. This layered approach ensures that resilience is not just an individual attribute but a pervasive organisational strength, crucial for navigating the dynamic Indian business landscape.

 **Activity: Group discussion on current resilience challenges at each level.**

2. The Resilience Architecture: Designing for Durability

This section focuses on the structural elements that underpin organisational resilience. We will examine how factors such as clear communication channels, flexible operational frameworks, robust risk management systems, and a culture of psychological safety contribute to an organisation's ability to withstand shocks. Building this architecture is essential for creating an environment where teams can perform effectively even when faced with unforeseen disruptions, a vital consideration for Indian enterprises.

 **Activity: Worksheet: Identifying existing resilience architecture components.**

3. Leadership as the Resilience Engine

Leaders play a pivotal role in shaping an organisation's resilience quotient. This module delves into leadership behaviours that cultivate trust, promote clear communication during crises, and empower teams to adapt. We will explore how empathetic and decisive leadership can act as a critical buffer against stress and uncertainty, fostering a sense of collective efficacy. Effective leadership ensures that organisational responses to adversity are coherent and constructive.

 **Activity: Role-playing exercise on crisis communication scenarios.**

4. Building Adaptive Capacity: Learning from Adversity

Organisations that thrive in the face of challenges are those that learn and adapt. This section explores how to cultivate adaptive capacity by establishing processes for effective debriefing after difficult events, encouraging experimentation, and fostering a mindset of continuous improvement. By turning adversity into a learning opportunity, organisations can enhance their agility and innovation, becoming more robust for future uncertainties.

 **Activity: Case study analysis of organisational learning from a crisis.**

5. Measuring Resilience: Metrics and KPIs for Progress

To manage and improve resilience, it must be measured. We will discuss practical methods for developing relevant metrics and Key Performance Indicators (KPIs) that track an organisation's resilience capabilities over time. This includes assessing factors like employee well-being, operational continuity, market responsiveness, and stakeholder trust. Establishing these benchmarks is crucial for demonstrating the value of resilience initiatives and guiding future strategies.

 **Activity: Brainstorming potential resilience KPIs for different business units.**

6. Contextualising Resilience: The Indian Enterprise Landscape

This module specifically addresses the unique operating environment of Indian businesses, including family-owned enterprises, publicly listed corporations, and agile startups. We will discuss how cultural factors, governance structures, and market dynamics influence resilience strategies. Tailoring resilience approaches to these diverse contexts ensures greater relevance and effectiveness, enabling sustainable growth across the Indian corporate spectrum.

 **Activity: Facilitated discussion on applying resilience concepts to specific Indian business models.**

Action Plan

Concrete steps for implementation.

Action	Owner	Timeline	Notes
Conduct an organisational resilience assessment using a provided framework.	HR/Senior Leadership	Week 1	Identify key strengths and areas for development in current resilience capabilities.
Develop a tailored resilience strategy document based on assessment findings.	HR/CHRO	Month 1	Prioritise initiatives and assign responsibilities for implementation.
Integrate resilience-building modules into existing leadership development programmes.	Learning & Development Team	Week 2	Ensure continuous skill-building for current and future leaders.
Establish a cross-functional resilience task force to oversee implementation.	HR	Month 1	Facilitate collaboration and knowledge sharing across departments.
Define and track key resilience KPIs regularly.	HR/Manager	Month 2	Monitor progress and make data-driven adjustments to the strategy.
Communicate the organisational resilience vision and progress to all stakeholders.	Leadership	Quarter 1	Foster a shared understanding and commitment to resilience across the organisation.

About Manas



Dr. Priya Dubey Sharma

Founder & Consulting Psychologist | Applied, Organizational & Behavioural Psychologist | PhD | 18+ Years

Dr. Priya Dubey Sharma brings 18+ years of applied psychology to corporate wellness. She has worked with SBI, educational institutions, and corporate teams across India. Her evidence-based approach combines CBT, mindfulness, and culturally contextualised psychology for measurable outcomes. She is the creator of the Performance FOMO Index™ and the High-Functioning Distress Framework™.

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Disclaimer: This document has been prepared by Dr. Priya Dubey Sharma – Founder & Consulting Psychologist (Applied, Organizational & Behavioural Psychologist, PhD, 18+ years), Manas – Center for Mental Wellness & Counselling (UDYAM-MP-10-0120839). Content is for programme overview and educational purposes only. Nothing herein constitutes legal advice regarding POSH Act compliance – organisations should consult qualified legal counsel for specific legal guidance. For clinical or psychological support, please reach out to the Manas Team for personalised guidance, or consult a qualified Psychiatrist or licensed mental health professional. © 2026 Manas – Center for Mental Wellness & Counselling. All rights reserved. Confidential – prepared specifically for the named organisation. For queries: manu@manas365.com | +91 99818 13224 This document does not constitute a legal instrument and carries no legal standing or admissibility in any court of law or official proceeding.