

# How well do your people handle change?

Your workforce comprises people of all different backgrounds and experiences. Some are better able to handle the changes that come with technology and the future of work. For others, it's a challenge.

It's important that we figure out who's who: There are real business implications for how well your people respond to change, especially when viewed through the lens of resilience and agility.

## Which of these workplace personas do you recognize?



## The 6 Personas

### Soulful Sufferers

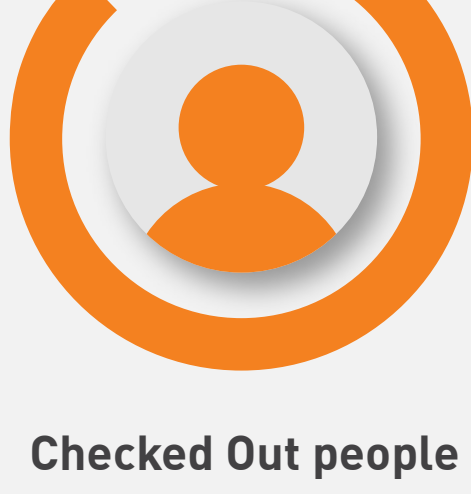


**70%** report a high sense of pressure

**Soulful Sufferers are very fragile.**

The Soulful Sufferer is a caring person who is struggling — struggling to be adaptive, struggling and worrying about relationships and work. Their low resilience and agility put them in danger of burnout and quitting.

### Checked Out

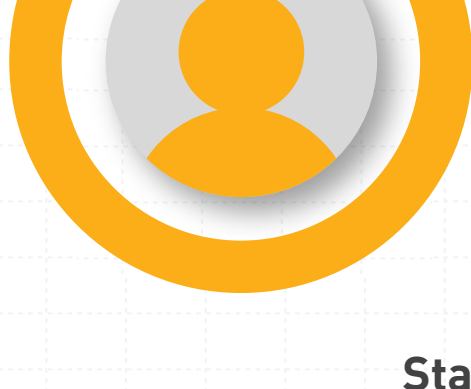


**88%** report having no empathy

**Checked Out people simply go through the motions in life and work.**

Since they're low in agility and resilience, they're impulsive and frequently overreacting. They also have very high levels of stress about work and money. With low self-confidence, empathy, and relational connection, and very low interest in learning, they need real help to perform at work.

### Status Quos



**94%** do not enjoy finding and solving everyday challenges

**Status Quos have fixed mindsets.**

They believe life is good just as it is. They have low agility but moderate resilience, which provides the balance they like: a stress-free cruise. They don't extend a great deal of effort to learn, adapt to new people, or improve wellbeing habits like diet and exercise.

### Strivers



**54%** increased risk of anxiety

**Strivers have high agility but low resilience.**

**! IMPORTANT!**

This combination puts them at high risk for burnout.

Strivers are brimming with untapped potential — if only they were more resilient. They have a growth mindset full of meaning and purpose, they desire innovation and risk, and they're excited to learn. Strivers exhibit high anxiety, feel a sense of pressure, and lack awareness that their thinking is limiting their potential. Without resilience, they're unable to focus or use their time properly, get frustrated, and disengage, which leads to burnout.

### Stretched Superstars



**100%** report time and work-life conflict

**Stretched Superstars are all-in.**

Stretched Superstars want to do it all, but their high-wire act comes with a cost: They have the highest work-life conflict, which drags on their full potential. They're highly agile and resilient, natural leaders who thrive in an environment of change and opportunity. Their positivity, self-confidence, focus, problem-solving skills, and empathy make them feel like they can do anything.

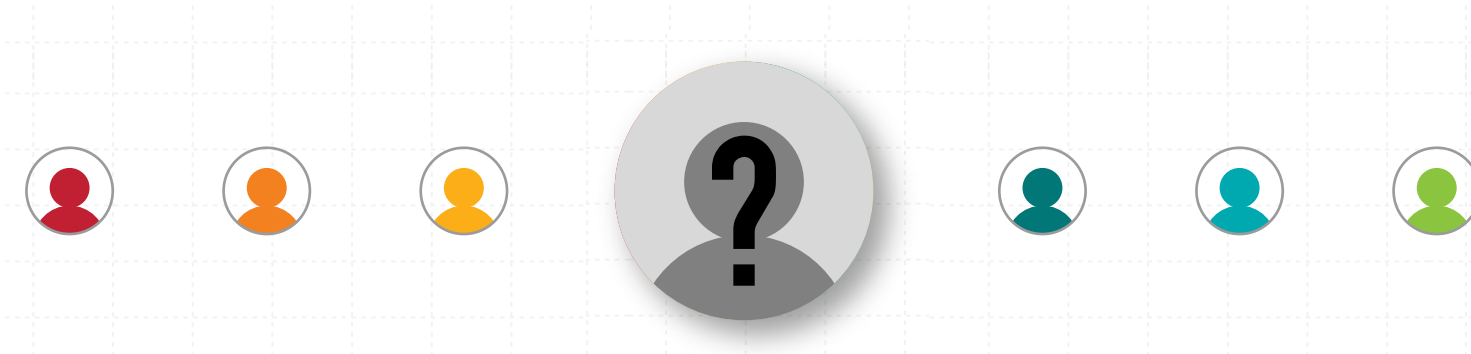
### Change Masters



**30%** more open to creativity, challenge, and change

**Change Masters have it all.**

The combination of high adaptivity and strong resilience skills means they have the cool, calm, collected attitude to manage stress and challenges while still embracing innovation and delivering high performance. Since Change Masters are deeply human with strong empathy and interpersonal adaptability, providing opportunities to coach and lead teams will benefit not only this group but all others.



## Who's in your workforce?

You can support these personas in your organization today.

**LEARN HOW**