THE METHOD

CASE STUDY: RESILIENCE PERFORMANCE

CLIENT / CONTEXT

NewDay, a fast-growing financial services organisation. Employees regularly handled demanding conversations with customers and colleagues, requiring judgement, clarity and influence under pressure.

THE CHALLENGE

Employees needed to maintain composure and direction in pressured, complex conversations without letting the emotional toll undermine their confidence — handling these moments sustainably as well as successfully, given how often they recurred.

THE SOLUTION

THE METHOD created a Performance Programme giving participants a clear process for selecting and deploying the behaviours needed to move demanding conversations towards a clear outcome, even under pressure.

PERFORMANCE PROGRAMME

THE TOOLKIT: THE RESILIENT HERO

- One 180-minute TOOLKIT developed participants' ability to handle pressure and deal constructively with adversity, helping them remain calm and focused on achieving positive outcomes in challenging conversations.

THE STUDIO: REHEARSAL LAB

- One 180-minute experience used professional actors to recreate challenging business scenarios.

Participants practised their new behaviours in realistic difficult conversations and received individual and group coaching and feedback to consolidate their performance.

BUSINESS RESULTS

+7 PERCENTAGE POINT IMPROVEMENT IN ANNUAL RETENTION

Annual retention improved by 7 percentage points in the period following the programme. The performance process continued to be used across a wide range of demanding situations, helping employees manage the difficult elements of their roles with greater consistency.

EXPERIENCE / ADVOCACY



agreed they could take on challenging situations with greater composure and stability.



felt more able to manage difficult conversations without emotional carryover.



felt more able to remain persuasive in difficult conversations.

"It's made a big difference to how people cope with the hard parts of the job, and that's helping them stay."

Director of Client Partnering

"Those conversations used to take a lot out of people. They still take effort, but they do not drain people in the same way."

HR Director