

# Resilient Performance in Front-Line Operators

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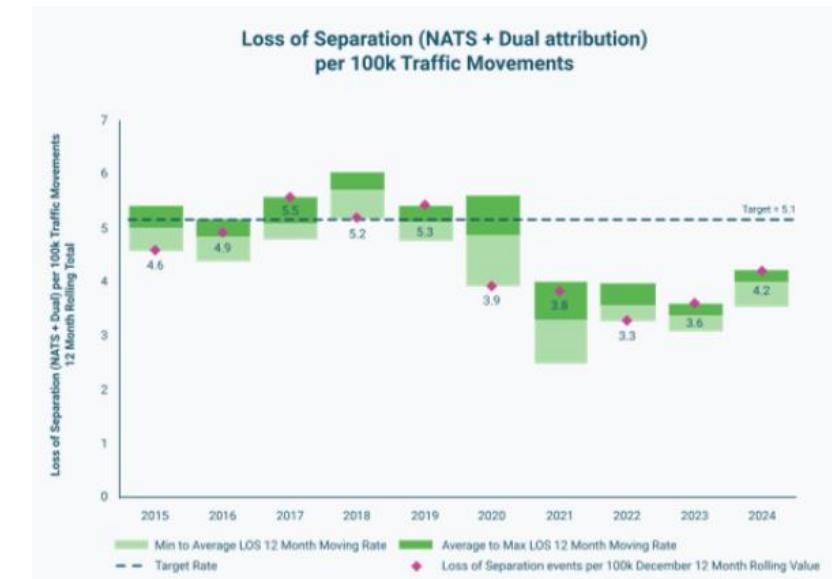
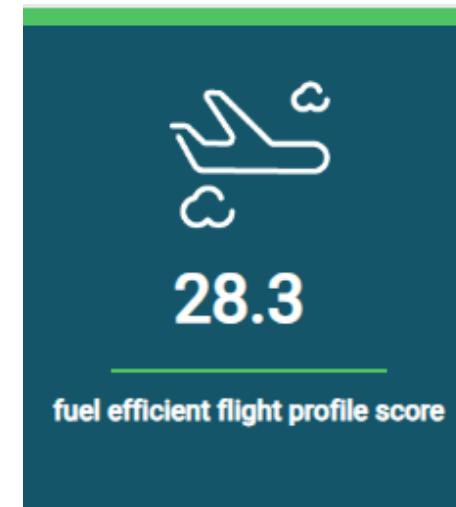
The NATS logo is positioned in the bottom right corner. It consists of the word "NATS" in a bold, white, sans-serif font. The letters are slightly slanted to the right, and there is a subtle shadow or glow effect behind them, giving them a metallic appearance.

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# Why Resilient performance

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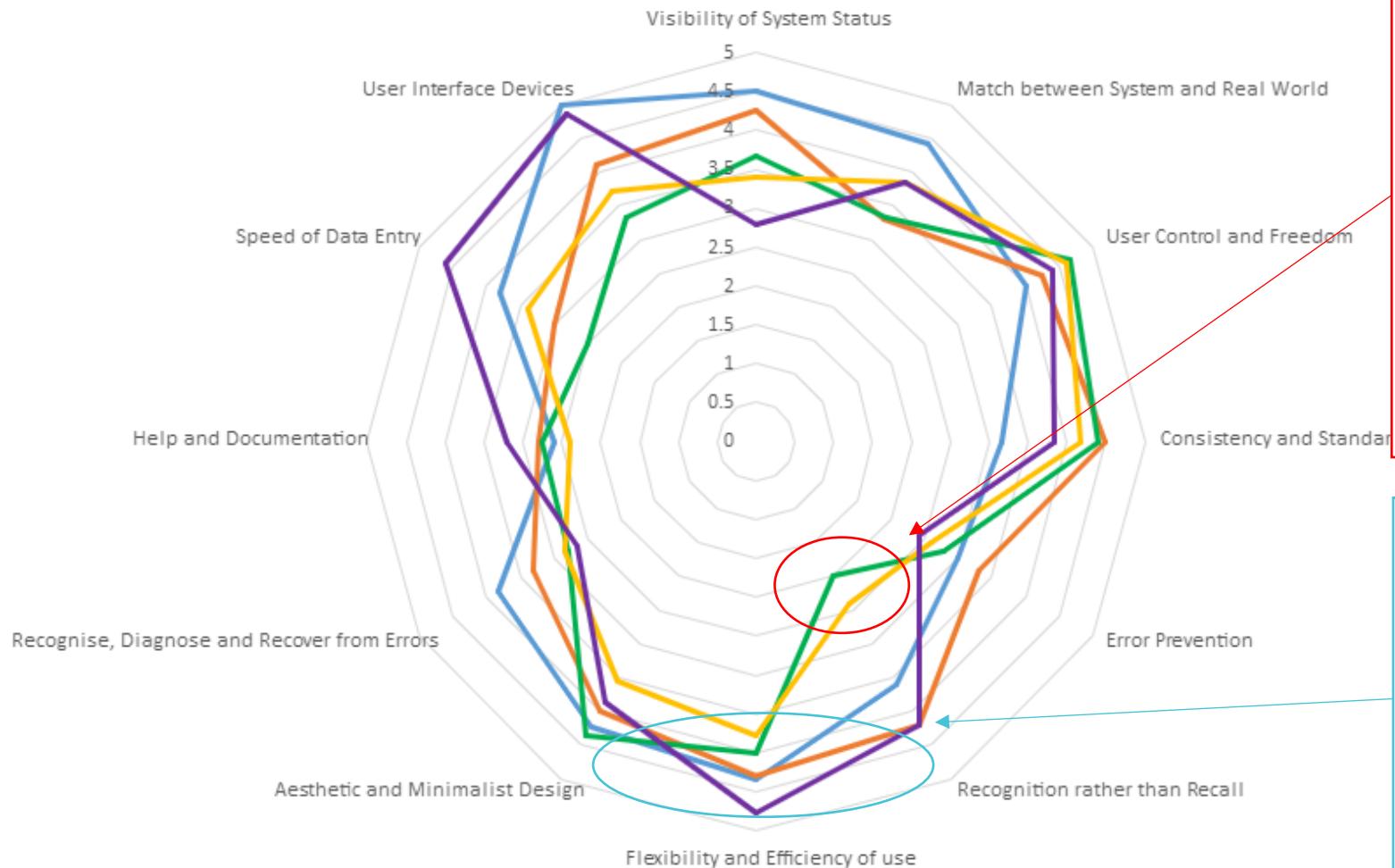


# In the beginning

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# Heuristic assessment



X & Y score lower on this metric due to lower levels of tool support and higher demand on controller memory.

High scoring across all systems, functionality to complete tasks is consistently flexible and efficient.

# We realised we had a problem when

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# Psychosocial support

- Employee Assistance Programme
- Human Performance coaching
- HP Buddy programme
- Performance mindset
- Peer support / Critical Incident Stress Management
- Mental Health training
- Suicide Awareness Training



# What is resilient performance?

Ability of individuals to adapt to stressors, maintain high levels of performance, and recover quickly from setbacks.



Thriving and excelling despite adversity



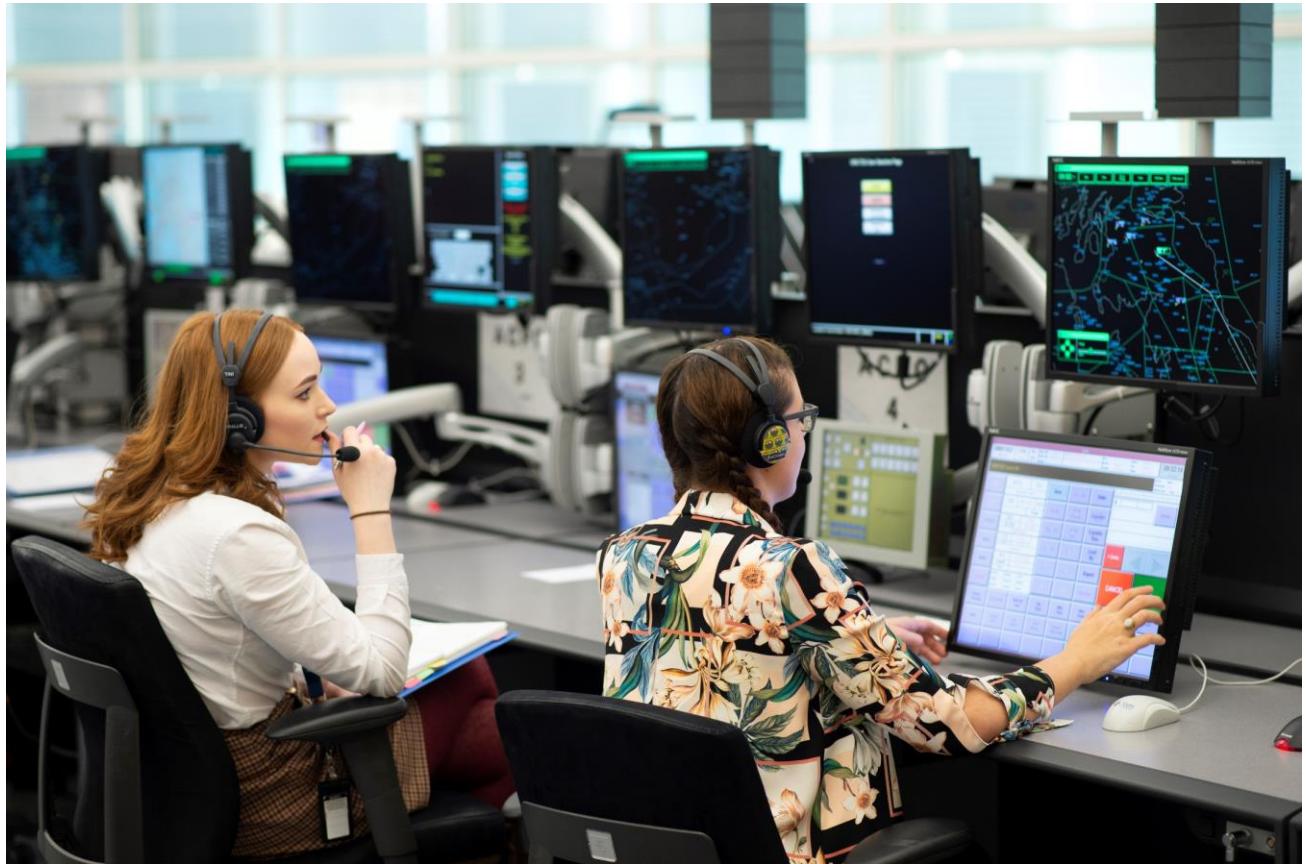
# What for?

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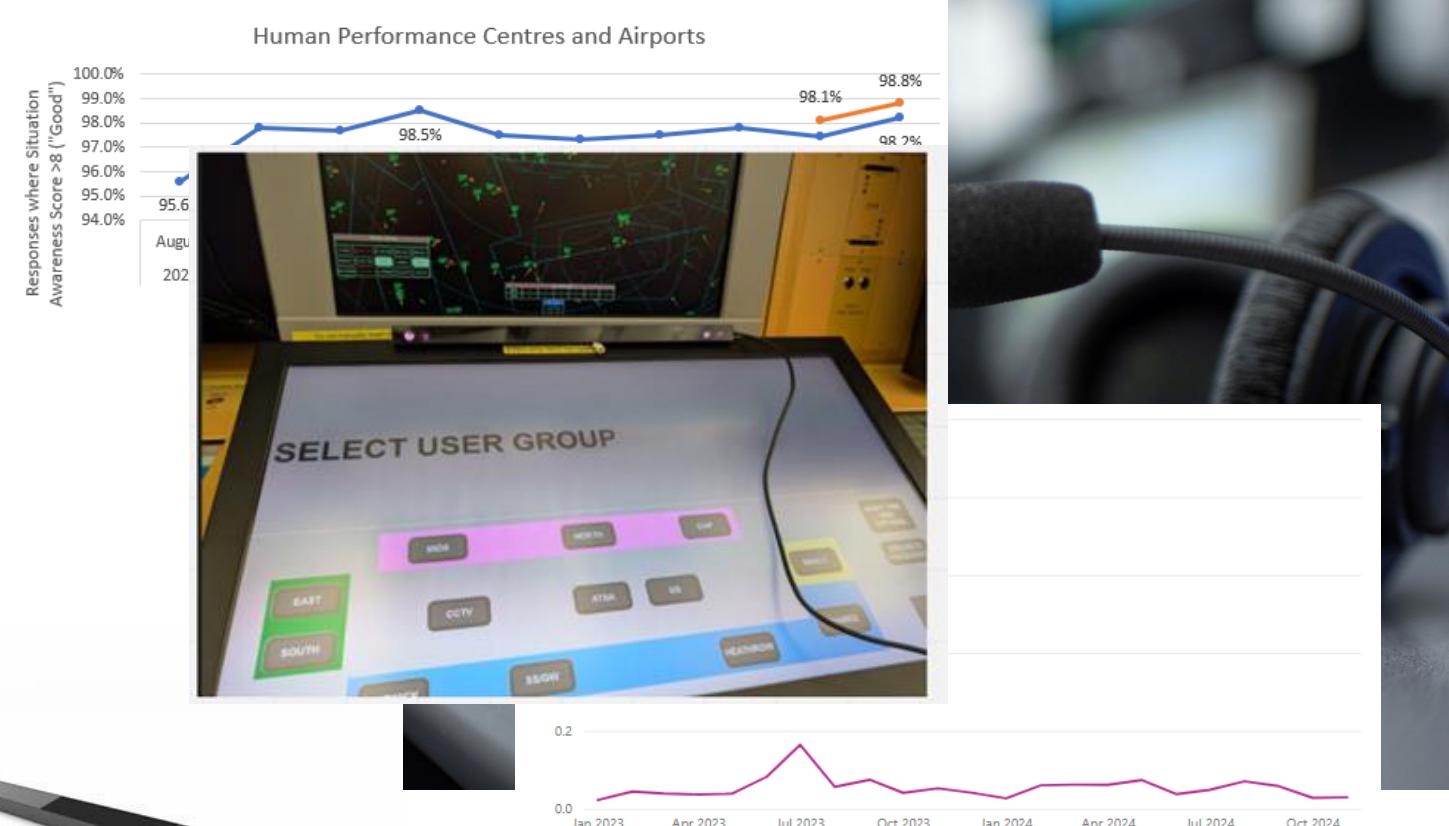
# Training and Development

- TRM focused on resilience
  - Stress management
  - Adaptive thinking
  - Decision making
- Positive psychology and strengths-based psychology
  - Sports psychology and cognitive-behavioural approaches
  - Self reflection activities and discussions
  - Real world scenarios



# HP management

- Rostering
- Rest facilities
- Fatigue management
- Workload and SA surveys
- Real time performance monitoring



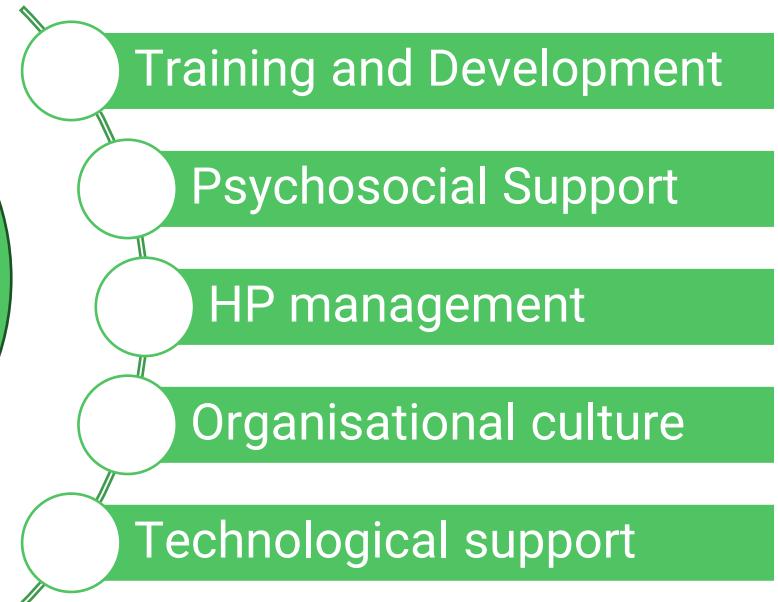
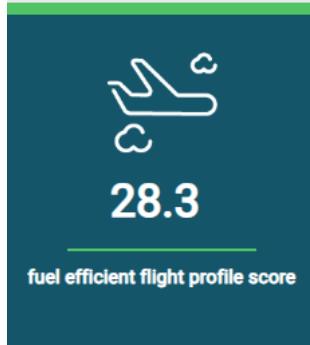
# Organisational Culture

- Company Values
- Wellbeing Strategy
- Safety Culture
- Safety Behaviours
- Top 25 company



# The point is

- Listen to your people
- Don't compromise in helping them



# Thank you

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