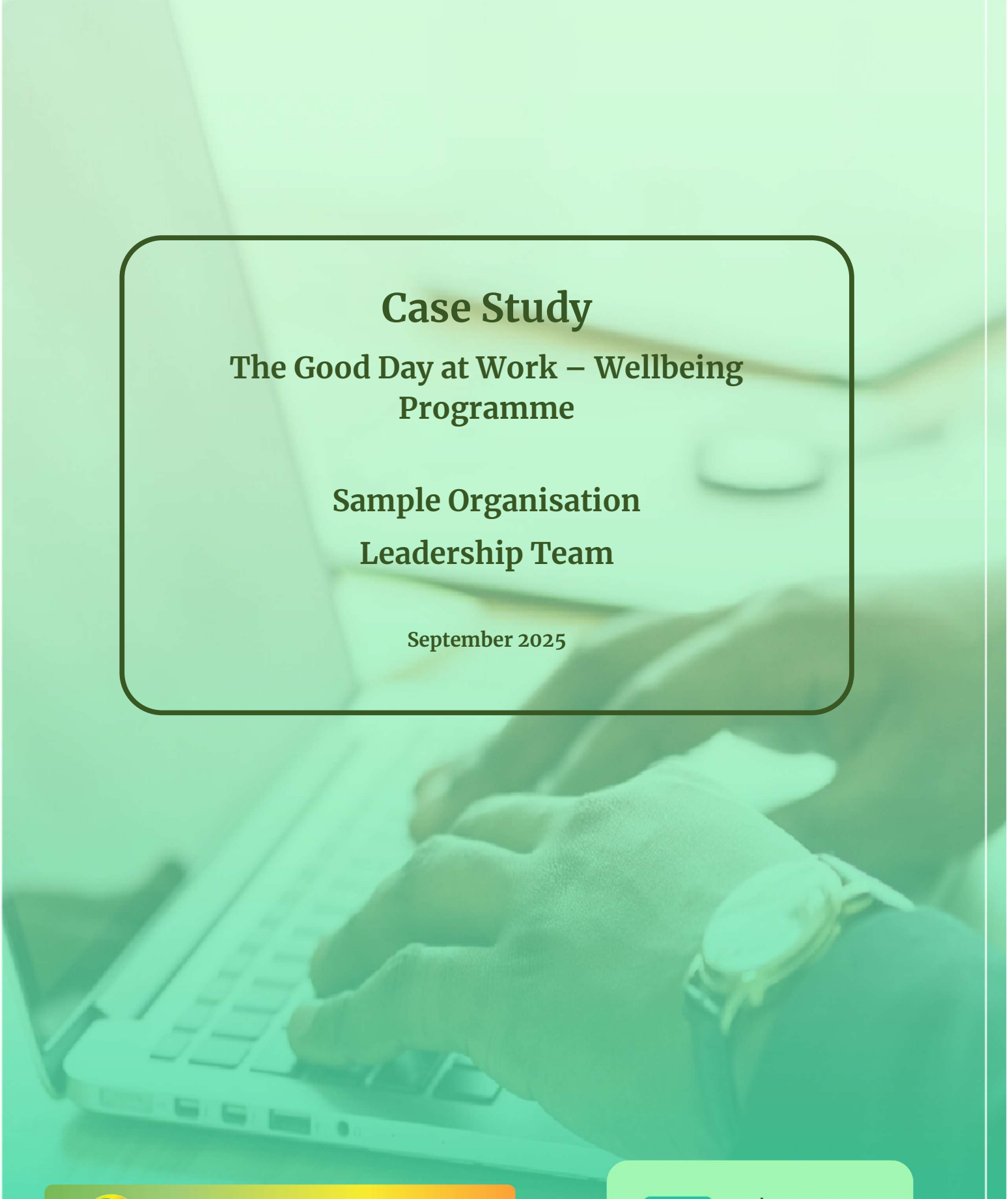
Case Study

The Good Day at Work – Wellbeing Programme

Sample Organisation

Leadership Team

September 2025



TLS Profiles

For Strategy – Leadership – Teams – Wellbeing

GOOD DAY AT WORK robertson cooper

Distribution Partner

Sample Organisation
Good Day at Work – Wellbeing Snapshot

Supporting the Leadership team

Introduction

This case study outlines the objectives, process, and initial outcomes of a six-month wellbeing intervention for the Leadership team of an educational organisation located in New Zealand.

The Organisation

The organisation consists of 703 end user clients, 64 full-time staff (10 in the leadership team) and 11 part time staff. While some team turnover occurs, the organisation retains a solid core of loyal, vocationally driven, long-serving team members.

The organisation itself enjoys a reputation for excellence amongst the local community and its governing body.

The CEO is widely respected for their commitment to best practice in education and views end user clients as the primary stakeholders. Other key stakeholders include staff, the Governing Board plus local and central government.

The Opportunity

The CEO has always paid special attention to the overall wellbeing of the institution's end user clients and the staff. When an opportunity arose to measure the leadership team's wellbeing, using an internationally acclaimed method, the CEO agreed to implement the Robertson Cooper Good Day at Work assessment solution via its Distribution Partner TLS Profiles.

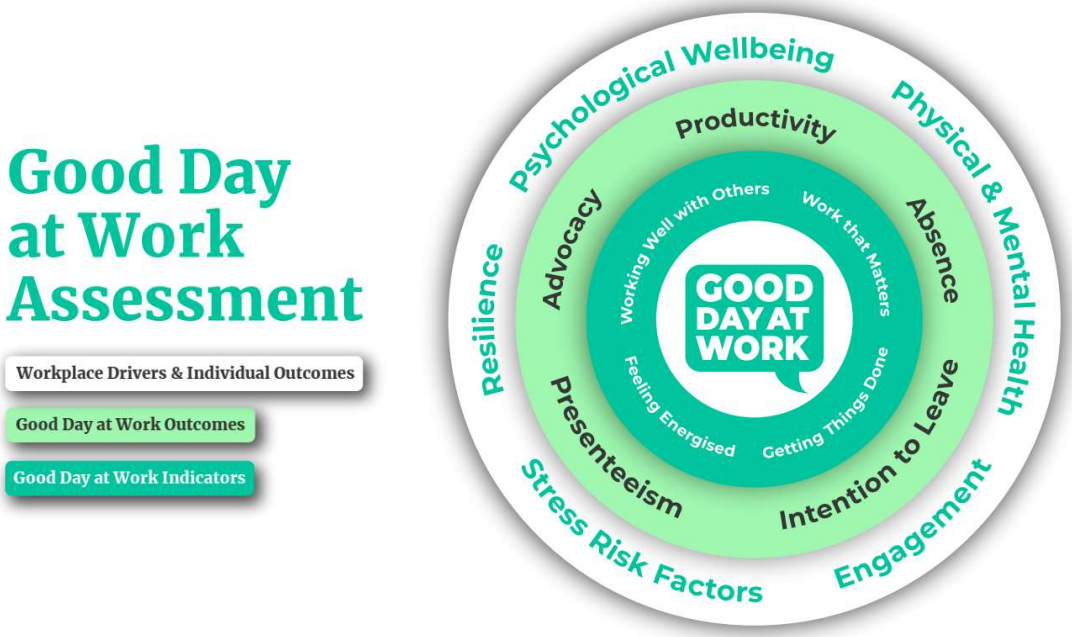
The Leadership Team

The subject team leads the organisation's purpose, strategy, performance, and role in society. The Leadership team comprises 10 individuals (plus the CEO), and has an average length of service of 11 years.

The Good Day at Work Wellbeing Toolkit

The assessment tool used was the Good Day at Work Wellbeing Snapshot.

This tool measures the following core elements of wellbeing:





In summary the Toolkit includes:

The Good Day at Work – Wellbeing Snapshot Questionnaire

This is comprised of a comprehensive self-scored 108 item online questionnaire that an individual completes.

The Good Day at Work – Wellbeing Snapshot Report

Personal results are provided via a confidential 21 page Wellbeing Snapshot Report. The participant's responses are benchmarked against a database of 90,000 general working population records. This report also highlights strengths and areas for personal attention with insights on how to do that.

This output report is solely available to the individual who completed the corresponding questionnaire.

The Good Day at Work – Team Wellbeing Report

This is a consolidated report of numbers, graphs, and team advice.

This report is intended to help a team's manager help their team where they can.

The Good Day at Work – Wellbeing Data Summary

This is a consolidated report purely of the numeric results for the team being assessed.

This report is targeted for use by a facilitator or coach as part of a follow-up Team Talk workshop with the team being assessed .

For this intervention, this assessment consisted of an online questionnaire (which individuals completed) and a resulting electronic Wellbeing Snapshot Report summarising assessment outcomes.

An additional consolidated Team Wellbeing Report comprising aggregated data - optionally available (based on minimum participant response levels to ensure anonymity of individual responses in the reported data) was requested.

The Questionnaire / Reporting Process

The CEO completed the Wellbeing Snapshot Questionnaire and received and reviewed their feedback report.

They then presented the Leadership team with two opportunities:

1. To complete the Wellbeing Snapshot Questionnaire and receive their individual Snapshot Reports.
2. To agree that their data be rolled up anonymously into a Wellbeing Team Report. There was a clear understanding that this report would be made available to the CEO and TLS Profiles facilitators for the purposes of holding a Team Talk Workshop. The purpose would be to review the results as a team and create an action plan. This came with a guarantee that each individual report remained strictly confidential but that a separate coaching session was available on demand if required by an individual.

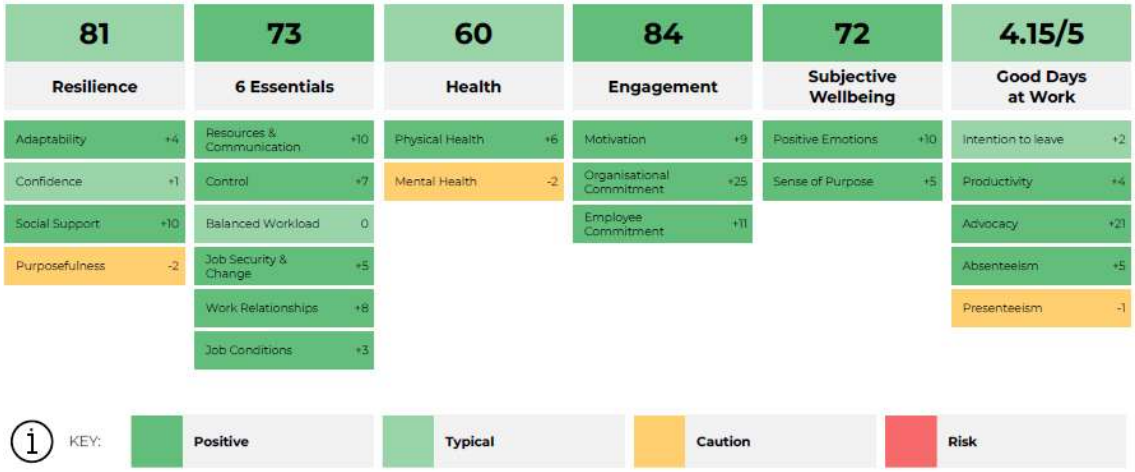
The Leadership team agreed to both complete their individual questionnaires and to later attend a Team Talk workshop.

Individual questionnaires were completed by the Leadership team and a 100% response rate was attained.

Data from the individual responses was consolidated into a Wellbeing Team Report. In consultation with TLS Profiles facilitators, the CEO chose to keep their own wellbeing data out of the Team Report so as not to affect the overall results for the Leadership team.

The Facilitated Team Session (Team Talk)

A two-hour Team Talk workshop was subsequently facilitated with the Leadership Team and the CEO attending. A summary of the results was presented and distributed in the workshop to each participant. The positive headlines of the results were as follows:



The summary report, at the more detailed level, included results where the team had scores in the risk (red) category and that indicated potential areas for improvement.

Beyond presenting and providing each participant with the summary results the team were divided into three sub-teams, with the CEO moving between them and adding their views.

Each of the three sub-teams were tasked with identifying three issues or themes for further consideration by the wider group.

These nine themes were then presented back in plenary and consolidated into the six most important, as decided by the Leadership team in conjunction with the CEO.

Subsequent to this, three new sub-teams (comprising different members) were tasked with brainstorming potential ideas for action across all 6 themes in turn.

Each sub-team then returned to their original two themes and chose the key brainstorming ideas to become outcomes for action.

The outcomes of this process are presented following:

Theme	Ideas for Action
Water Consumption	Posters in high visibility locations to remind people to drink Water drops in staff room
Work-Life Balance	Ensure expectations around staff time off is communicated to stakeholders and that this is adhered to Facilitate fun activities together as a team Newsletters to team members
Dealing with Difficult Interested Parties	Make sure clear pathways are communicated and reviewed to staff through things like newsletter Direct face to face contact with difficult interested parties Staff know how to get support, i.e. meetings in the boardroom
Relationships with others (team)	Acting with kindness Assuming the best Social get together with teams Code of practice
Sleep / Constant Tiredness	Personal development about it Understand what helps you relax, and build this into your day-to-day routine
Safety at work (physical)	Review, refresh, share best practice annually, so we are all on same page. Get assistance both internally and externally Cross communication between age groups – no silos

Follow-up Engagement

A follow-up meeting with the CEO covered:

- **The CEO advising they had held a meeting with the Governing Board where they explained the process and had received strong support.**
- **A next step plan, including:**
  - **a 6-month review for the Leadership team; and**
  - **cascading the process to other team members (subject to budgetary approval, and timing and logistical constraints).**
- **A testimonial statement by the CEO is as follows:**

> ***"The purpose of this process was seen as a natural fit to the organisation's values of continuous improvement in education and overall wellbeing. Understanding and improvement of everyone's wellbeing is important in the challenging education sector. The tools and facilitated process we were exposed to was very thorough, professional, and successful in achieving this purpose. We are on a journey to maintain a resilient team." CEO***

Conclusion

A positive start to the wellbeing journey of this leadership team has been achieved. In their regular meetings revisiting progress on their action plans will be automatic. A recommendation to seek six wellbeing champions from the leadership team has been made. Each champion would be allocated a coordination and reporting role for one of the six themes requiring improvement.

Follow-up information will be added to this Case Study report as this comes to hand.

Dr Paul Robinson
Senior Consultant

TLS Profiles
For Strategy – Leadership – Teams – Wellbeing

w: www.tlsprofiles.com
e: gdaw@tlsprofiles.com
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