

Amplius

Helping people understand themselves and one another through change

When people are dealing with demanding work, organisational change and newly forming teams, resilience isn't simply about coping. Understanding how different people respond to pressure can change the conversations teams have.

THE SITUATION

Amplius is one of the largest housing and care providers in the Midlands and East of England.

The work began with Longhurst Group following the development of its People Strategy and continued after its merger with Grand Union Housing Group to create Amplius.

Even before the merger, colleagues were operating in an increasingly demanding environment.

Emotionally complex customer cases, hybrid and siloed working and everyday personal pressures were all affecting the context in which people were expected to perform.

The subsequent merger created another layer of change as new colleagues and teams came together.

THE FRICTION

The challenge wasn't simply "resilience".

The friction came from different people experiencing and responding to pressure, uncertainty and change in different ways.

New teams needed to form relationships and build trust while colleagues were already managing demanding roles and significant organisational change.

A generic approach to resilience risked missing those individual differences.

People needed better insight into themselves - and one another.

Better conversations create better teams.

THE FOCUS

Rather than treating Mental Toughness as a standalone training intervention, we worked with Longhurst and subsequently Amplius to embed it within the organisation's wider approach to leadership, development and wellbeing.

Four colleagues were trained as accredited practitioners, creating internal capability to use the framework across the organisation.

The approach was incorporated into:

- leadership development
- wellbeing conversations
- coaching
- one-to-one development planning
- understanding newly formed teams
- conversations about pressure, confidence and motivation

Following the merger, the new People team also began using the insight to better understand incoming colleagues and support the development of trust within the newly formed organisation.

Better conversations create better teams. The assessment provided a starting point. The value came from the conversations and actions that followed.

THE DIFFERENCE

The approach is still developing, so it is important not to overstate the evidence.

But it is already influencing how Amplius thinks about people, teams and resilience.

The organisation is using the framework to:

- take a more personalised approach to wellbeing and resilience
- create better conversations around confidence, motivation and self-awareness
- help leaders understand different responses to stress, challenge and change
- support newly forming teams to understand one another
- inform thinking around onboarding and recruitment
- develop internal capability rather than rely solely on external support

The People team is now moving into a further phase of development, exploring themes including optimism, motivation, curiosity, trust and emotional control.

For Amplius, this isn't about creating people who simply "cope better". It's about understanding what helps different people perform - particularly when circumstances around them are changing.

IN THEIR WORDS

"This will really be our first opportunity to come together as a new team, so I think some of these results will have quite an impact... it will give us a good insight into the team as a whole and how we can use this when working together."

Amplius colleague

THE AQR WAY

Find the friction. Focus on what matters. Measure the difference.

People don't experience pressure and change in the same way. Understanding those differences can help teams have better conversations and work together more effectively.

Better conversations create better teams.

01

UNDERSTAND

Recognise how people respond differently to pressure.

02

CONNECT

Use insight to improve trust and team conversations.

03

EMBED

Build internal capability across leadership and wellbeing.