

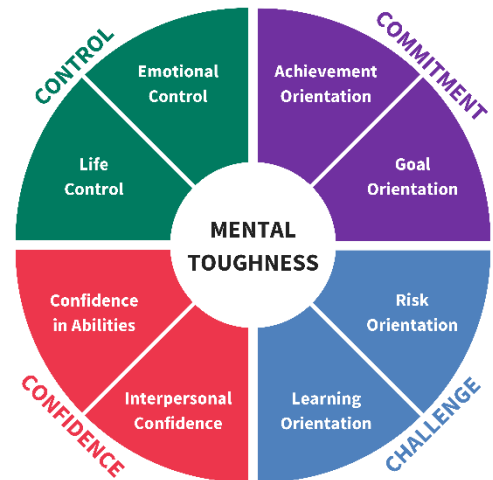
Case Study: Using MTQ to Support Wellbeing and Build Resilience After Sickness Absence

About Johnathan

Johnathan* is an experienced Senior Manager, accustomed to working in a high-pressure environment with tight deadlines. Initially, he was vibrant, engaged, and confident a committed member of his team.

Over time, however, his energy and engagement noticeably shifted. He became quieter, more withdrawn, and less connected with colleagues.

When asked if he was OK, his response was the familiar, “I’m just very busy,” until he eventually went off sick with stress.



The Challenge

Returning to work after a period of stress, Johnathan faced multiple challenges:

- Rebuilding confidence and focus in a demanding environment
- Navigating workload pressures while managing personal stress
- Re-engaging with colleagues and restoring team connection
- Understanding the underlying causes of his behavioural changes

His line manager wanted to support him in a structured, evidence-based way.

Our Approach

AQR Consulting suggested re-running the **Mental Toughness (MTQ) assessment** as part of Johnathan’s return-to-work plan. The MTQ provided objective insights into his current mental approach and helped structure reflective conversations.

MTQ Results (Pre- vs Post-Change):

- **Emotional Control:** 6 → 4 (struggling to manage stress responses)
- **Life Control:** 6 → 3 (feeling less able to influence events)

- **Achievement Orientation:** 8 → 5 (reduced motivation and consistency)
- **Risk Orientation:** 8 → 3 (more cautious, avoiding challenge)
- **Confidence in Abilities:** 6 → 2 (lower self-belief in professional capabilities)

These results guided a supportive dialogue exploring questions to dig deeper and create a better understanding. These reflective conversations were designed to be **curious, non-judgmental, and supportive**, providing Johnathan with a safe space to discuss both personal and professional pressures.

The Outcome

- Johnathan felt understood and supported, enabling him to involve his manager in a constructive way.
- The MTQ provided a neutral, objective starting point that made the conversation possible.
- The team and manager could respond with empathy, tailoring support to Johnathan's current needs.
- Johnathan began to rebuild confidence, engagement, and a sense of control over his work and environment.

Key Finding:

Data-driven insights, like the MTQ, can reveal hidden pressures and provide a safe bridge for open, supportive conversations—helping individuals re-engage and teams respond empathetically.