Resilience in the Workplace

**Workplace stress** and its effect on employees

- **1 in 5** U.S. adults are affected by depressive illnesses, including major depressive disorder and bipolar disorder. Routine stress can play a role in its onset.
- **2 in 3** employees report work is a significant source of stress.
- Annual expenditures are high:
  - $190 billion for work-related stress
  - $211 billion for poor mental health (depression & anxiety)

**What is resilience?**

- Resilience: The ability to **WITHSTAND**, **RECOVER** and **GROW** in the face of stressors and changing demands.
- **WITHSTAND:** deal with a challenge
- **RECOVER:** bounce back (including to levels better than pre-stressor levels)
- **GROW:** thrive in the face of adversity

**Bouncing back after stressful situations** is a helpful skill for a thriving workforce

The World Health Organization names **STRESS** the **HEALTH EPIDEMIC** of the 21st Century. Workplace stress is linked with increased:
- Diabetes
- Heart disease
- Disability
- Absenteeism
- Turnover
- Substance abuse
- Premature death

But resilient people appear to be better able to cope with stress and:
- **Remain calm and lower risks**
- **Manage emotions**
- **Guard against burnout**
- **Remain productive**

How can employees improve resiliency skills?
The existing resilience literature suggests that resilience training programs in the workplace have low to moderate, but statistically significant, effects on a broad range of physical, mental health, well-being, psychosocial and work performance outcomes. Findings should be interpreted with caution with more research needed to better understand how effective resilience training programs are in specific workplace settings. Please see the full report for further explanation and additional details on the sources listed below.


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### Resilience Training May Be a Useful Primary Prevention Strategy to Improve Employee Health.

- The American Heart Association CEO Roundtable and its Center for Workplace Health Research and Evaluation developed a report to examine existing evidence and most promising practices for resilience training: *Resilience in the Workplace.*
- Existing literature studies suggest that resilience training programs may be a primary prevention tactic for employees to reduce stress and depression in the workplace.12
- Additional research is needed to better define resilience, measure it accurately, and understand how resilience leads to improved health and work performance outcomes.

### A National Employee Survey on Resilience Training Conducted by Harris Poll Found:

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<th>Employees</th>
<th>Training Participants</th>
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<td><strong>Value:</strong> 76% Employees perceive resilience training as VALUABLE, whether or not they've participated in training</td>
<td><strong>Positive Perception:</strong> 94% Majority of training participants agree: “My employer gives me the training I need to withstand, recover and grow in the face of stressors in the workplace and changing work demands.”</td>
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<td><strong>Positive Outcome:</strong> 73% Most training participants report positive outcomes and say it improved health a great deal or a fair amount.</td>
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### Preferred Resilience Training Topics Include:

- Dealing with difficult people 82%
- Improving physical health 81%
- Remaining calm under work-related pressure 79%
- Coping with negative stress 78%
- Accurately identifying causes of problems 78%

### Suggested Practices for Designing, Implementing, and Evaluating Resilience Programs:

1. Understand the Problem
2. Create a Culture Supporting Resilience
3. Assess Resilience and Outcomes at Baseline
4. Determine Program Design
5. Implement & Continuously Improve

### Learn More and Advance Future Research

More research is needed on this vital topic. Together, we can improve health and well-being in the workforce. Visit healthmetrics.heart.org to read the full report and explore additional resources.