

Resilience In the Workplace

Workplace stress and its effect on employees



Approximately
2 in 3
EMPLOYEES REPORT
WORK
IS A SIGNIFICANT SOURCE OF STRESS¹

1 in 5
U.S. adults

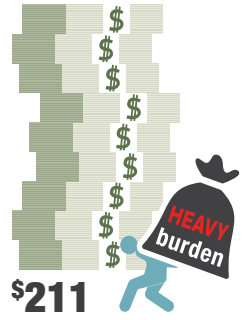
are affected by **depressive ILLNESSES**, including major depressive disorder and bipolar disorder.²
Routine stress can play a role in its onset.³



Annual Expenditures ARE HIGH



\$190 billion for work-related stress



\$211 billion for poor mental health⁴ (depression & anxiety)

What is resilience?



RESILIENCE:

The ability to **WITHSTAND**, **RECOVER** and **GROW** in the face of stressors and changing demands⁵

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**⁶

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:¹¹



Remain Calm And Lower Risks



Manage Emotions



Guard Against Burnout



Remain Productive

How can employees improve resiliency skills?

What do we know about Resilience Training?

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:¹¹

EMPLOYEES

value: 76%

Employees perceive resilience training as **VALUABLE**, whether or not they've participated in training



TRAINING PARTICIPANTS

positive perception: 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."



positive outcome: 73%

Most training participants report positive outcomes and say it improved health a great deal or a fair amount.



Preferred Resilience Training Topics Include:



82% Dealing with difficult people



81% Improving physical health



79% Remaining calm under work-related pressure



78% Coping with negative stress



78% Accurately identifying causes of problems

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.



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.*

SOURCES: 1) American Psychological Association, 2015. 2) Kessler, et al., 2012. 3) McGonagle, et al., 2014. 4) Greenberg et al., 2015. 5) Chairman of the Joint Chiefs of Staff, 2011. 6) Smith, 2012. 7) Karasek, et al., 1992. 8) Karasek, et al., 1992. 9) Huth et al., 2014. 10) Canivet et al., 2013 11) AHA Report: Resilience in the Workplace, 2017. 12) Goyal, et al., 2014.