

3RNet



*National Rural Recruitment
and Retention Network*



Employee Burnout and Resilience

What can we do right now?

www.3RNet.org



Jen Higgins, CERP

With 15+ years of experience working in non-profit healthcare, Jennifer has held roles from Director of Human Resources/Workforce Development to Chief Operations Officer. Jennifer has worked closely with 3RNet both as an employer and training consultant since 2012.



Overview/Agenda

- Stress & Burnout
- Build resiliency in yourself and employees to support retention
- What leaders can do right now to support resiliency and retention in their staff
- How resiliency supports organizational culture
- Positive impact the pandemic has had on cohesiveness and culture



Stress & Burnout



“ I’m Stressed Out!”

Stress is the body’s automatic response to any physical or mental demand placed on it.



This Photo by Unknown Author is licensed under [CC BY-SA](#)





Examples

- Heavy workload
- Infrequent rest breaks
- Long work hours
- Loss of control & peer conflict
- CHANGE
- Smart phone/always connected
- News/politics/social media
- Family/children/homeschooling
- Working from home
- Health
- Not seeing loved ones
- No real “vacation” this year....

Results

- Loss of motivation
- Reduction of effectiveness
- Physical, mental, behavioral issues
- Weight and/or hair gain/loss
- Heart palpitations
- Insomnia/sleeping issues
- Tiredness/exhaustion
- Mood swings
- Anxiety/depression





Body

Mind

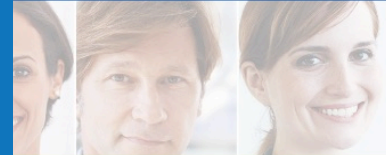
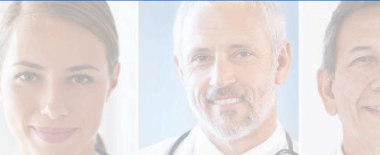
Fatigue Worrying
Headaches Indecision
Taut Muscles Negativity
Skin Irritations Foggy Thinking
Frequent Infections Hasty Decisions
Constricted Breathing Impaired Judgement

Stress

Loss of Confidence Substance Abuse
Apprehension Loss of Appetite
Indifference Accident Prone
Depression Restlessness
Irritability Loneliness
Insomnia Insomnia

Emotions

Behavior



Burnout



[This Photo](#) by Unknown Author is licensed under [CC BY](#)



High Stress=Burnout

- 65% of US employees view their jobs as the number one stressor in their lives.
- The likelihood of developing depression or anxiety is higher for those who work in stressful work environments.
- Stressful work environments can lead to negative physical and mental health outcomes for employees and organizations.
- Alcohol and substance misuse have been linked to employees experiencing high stress levels.
- Unhealthy and difficult work environments contribute to premature death of U.S. workers.
- Demanding workloads accounted for \$48 billion in U.S. healthcare expenditures.



Initiatives and programs
that foster a resilient and mentally
healthy workplace increase
productivity, lower healthcare costs,
lower absenteeism and decrease
turnover





Build resiliency in yourself and employees to support retention





“Employee wellness needs to reflect this all-encompassing definition of health. Employee resilience is one wellness issue that, in recent years, has come to encompass both physical and mental health territories. Resilience has become growing focus for employers.”

-Forbes.com



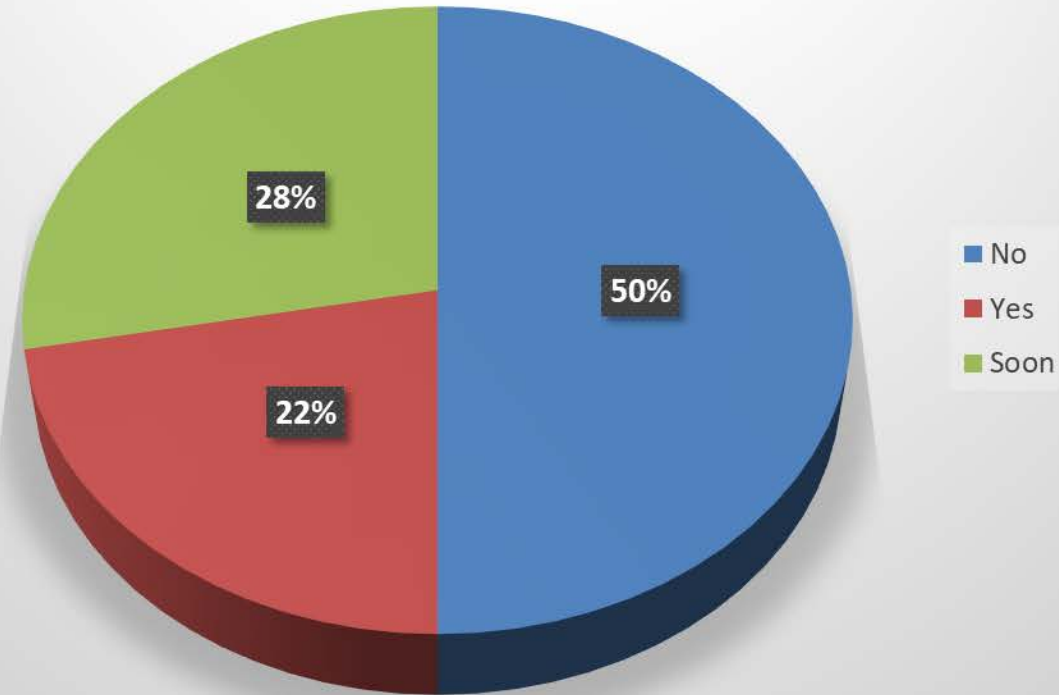
QUESTION #1

Does your organization have a wellness program that addresses stress, burnout, and supports employee resilience?

- Yes-We are Rock Stars!
- No-I am here to learn how to get started
- Soon-We have identified this is a need and are working to implement



Companies with Resilience Programs -Consulate HR Services





Resilience is the capacity to cope with
stress and adversity



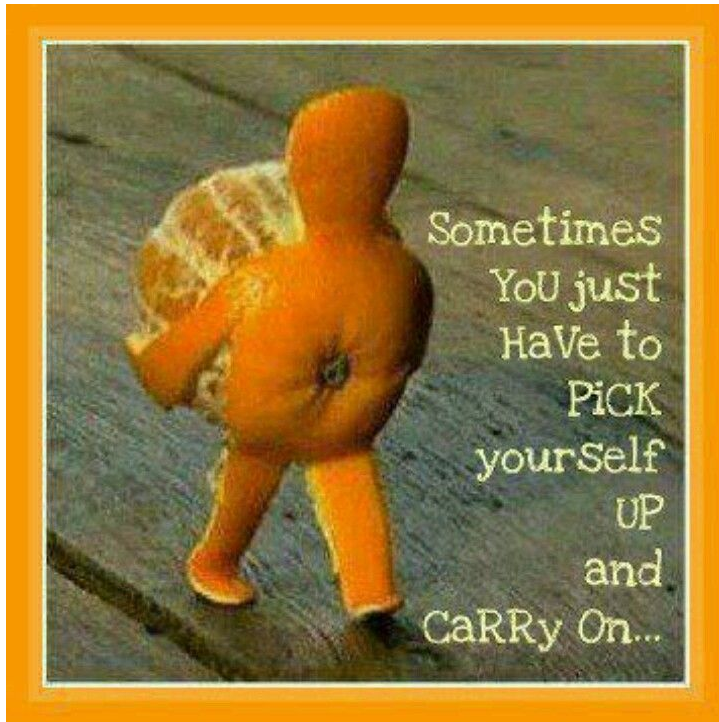
10 Ways to Develop Your Resilience

1. Don't try to solve problems with the same thinking that created them.
2. Master your emotions before they manage you.
3. Stay tough.
4. Keep growing.
5. Stay prepared.



10 Ways to Develop Your Resilience

(con't)



6. Pick yourself up, as many times as it takes.
7. Reward the small wins.
8. Keep giving.
9. Build relationships
10. Create your own meaning.



QUESTION #2

Are YOU resilient?

- Yes
- No
- In progress



How Leaders can support resiliency and retention in their staff



Encourage Physical Wellbeing



- Eating healthily – providing fruit for snacking
- Exercise – bike to work schemes
- Quit smoking – offer counselling support
- Sensible drinking – change the drinking culture



Promote a Mentally Healthy Environment

- Promote an open and trusting management style and atmosphere
- Train managers to consider the mental wellbeing of staff
- Provide job security and try to avoid regular large-scale restructuring or change
- Make jobs varied, interesting and manage workloads
- Train staff in new skills
- Offer coaching in dealing with stress
- Allow autonomy and let individuals do their jobs
- Offer fair treatment
- Reward good work
- Offer flexible working arrangements



Provide Specialist Support to Help Maintain Good Physical and Mental Health



- Occupational health
- Human resources
- Counselling
- EAP-Employee Assistance Program





Promote Open Communication and Strong Social Networks



- Encourage teamwork
- Sympathetic managers
- Team days and work social events
- Google hangouts, zoom, facetime





How Can Employees Help Themselves



- Building and maintaining good friendships and family relationships
- Being positive
- Keeping perspective
- Nurturing a positive self-perception
- Taking time to recharge
- Practicing mindfulness and meditation



QUESTION #3

Are the MAJORITY of your employees resilient?

- Yes
- No
- Not sure





How resiliency supports organizational culture





Create a Resilient Culture

Resilient culture is strengthened by a company-wide statement showing support for employees and a commitment to addressing resilience



Look for Ways to Improve Your Work Environment

- Allow autonomy whenever possible, and let individuals do their jobs.
- Reward good work.
- Provide access to services and supports when needed to maintain good physical and mental health.
- Allow Flexible Schedules (get creative)
- Be Reasonable about Work Expectations.





Positive impacts the pandemic has had on cohesiveness and culture



Positive Products of the Pandemic



- True leaders have stepped up
- More frequent communication
- Additional/increased pay & wellness benefits
- Relaxing of “working hours”
- Childcare assistance
- More paid time off/vacation
- Companies have exhibited extreme empathy





“How companies respond ... is going to define their brand for decades. How you treat your employees today will have more impact on your brand in future years than any amount of advertising, any amount of anything you literally could do.”

-Mark Cuban



Quote's from on hrexecutive.com

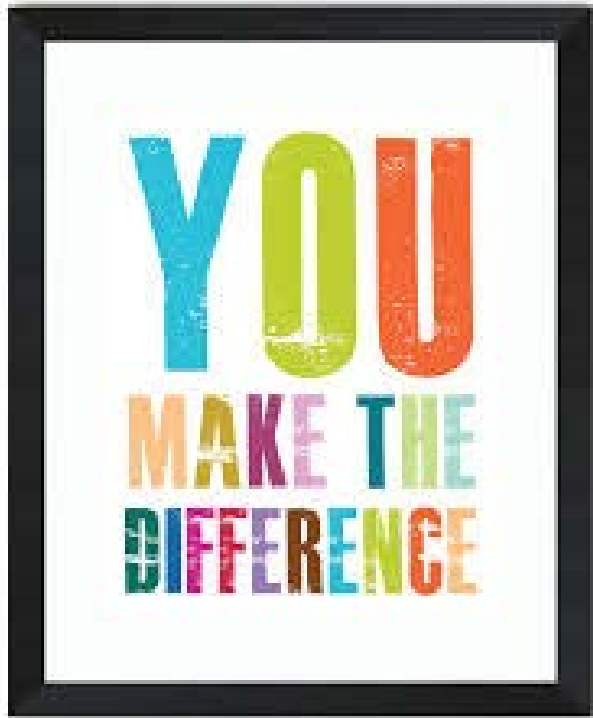
“Though our organization has always been somewhat people-focused, the situation with the pandemic has increased enormously our level of empathy and understanding for how people have to cope with life outside of the workplace.”

“It’s been amazing to ‘live’ in each other’s homes and see a very different side of everyone from our CEO to – well – everyone. It allows us to appreciate how we are ‘one whole person’ and not two different ones. Virtual working and the tools we use for meetings have been a great equalizer as well, bringing home an equality of participation that was not the same when some are in the meeting room and others are dialing in.”





Make A Difference



Become a resilient person. Lead by example. People will follow a leader before they will follow a boss

Encourage change in your culture (for the long term)

Use this time to figure out how to do business different/better



Questions?

Let's **Talk**
about it

