

Blue Cross® VIRTUAL WELL-BEING

Help your employees improve resilience

According to the American Psychological Association, resilience is the process of adapting in the face of adversity, trauma, tragedy, threats or significant sources of stress. This can include health problems, difficulty with family relationships, workplace stress and financial stress.

Being resilient doesn't mean a person doesn't experience distress — emotional pain and sadness are normal reactions to adversity and trauma. Resilience is the ability to bounce back from that distress.

Work is often a source of stress. The American Heart Association has found that increases in incidents of diabetes, heart disease, absenteeism, work turnover, substance abuse and premature death are all linked to workplace stress. Being able to bounce back from stressful situations is a helpful skill for a thriving workforce, and resilience programs are becoming more common.



Multiple studies have shown that resilient people are better able to cope with stress and:

- Remain calm
- Lower the health risks associated with stress
- Manage their emotions
- Guard against burnout
- Remain productive at work and in their lives

How can you help your employees improve their resilience? There are a number of ways. One example is from Deloitte, which provides its employees with resources to help manage stress and opportunities throughout the year for strategic recovery to build long-term resiliency. Their strategy includes:

- Education and resources to help employees build recovery into their day with simple behaviors, such as deep breathing and shorter meetings, and offering classes on topics, such as energy management, psychology and nutrition.
- Mindfulness and meditation, which can be an effective strategy for managing stress and incorporating recovery, and can help employees learn how to build and sustain a restorative and relaxing meditation practice.
- Rest and recovery time through paid time off so employees can spend time recharging, whether that's traveling, spending time with loved ones, doing a favorite hobby or simply relaxing. You could consider providing your staff with resources to help them plan their PTO effectively so they can truly disconnect.
- Supporting life's journey through things such as a family leave program that employees can use to care for a spouse, child, parent or sibling with a serious health issue.

When implementing any of these changes, your company's leaders should communicate, role-model and encourage positive behaviors so they become the champions of the program for others to follow.

Sources: [newsroom.heart.org](https://www.heart.org)*, [apaexcellence.org](https://www.apaexcellence.org)*

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