

BUILDING RESILIENCE IN A COVID WORLD OF WORK



Your Presenter

Anthony Gibbs, CEO



**To change the lives
of individuals and
organisations for the
better, every day.**

Webinar Panel: How to use

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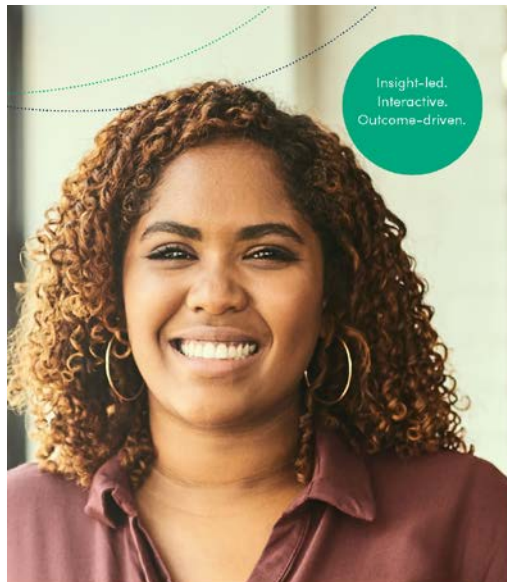
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Today's webinar is being recorded

The screenshot shows a vertical sidebar control panel on the left and a main content area on the right. The sidebar contains four icons: a red arrow pointing right, a red microphone with a slash, a document icon, and a hand with a slash. The main content area is divided into sections: 'Audio' with a 'Sound Check' indicator and radio buttons for 'Computer audio' (selected), 'Phone call', and 'No audio'; a 'MUTED' status with a red microphone icon; a volume slider; and dropdown menus for 'Microphone Array' and 'Speaker/HP'. Below this is a 'Handouts' section with a PDF icon and the text 'Sentis Building Resilience Webinar Worksheet.pdf'. A 'Questions' section is also visible. At the bottom of the sidebar, a 'Send' button is circled in green. The bottom of the main content area displays the webinar title 'Final Mockinar', ID '467-412-019', a recording notice 'This session is being recorded.', and the 'GoToWebinar' logo.

Today's handout



Insight-led.
Interactive.
Outcome-driven.

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Building Resilience in a COVID World of Work

Building Resilience in a COVID World of Work

Everyone will be faced with change, challenge and stress at some point in their lives. While some people manage stressful periods effectively, others struggle to cope and find stresses impact their performance at work and at home. Now more than ever, individuals are feeling the affects of stress, distraction and anxiety, which is why investing in resilience training and development is a smart business choice. People who demonstrate resilience bounce back from adversity, manage stress effectively, build trusting relationships, and show adaptability and agility to unpredictable or changing situations.

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Building Resilience in a COVID World of Work

Why Resilience?

At some point in time, everyone will be faced with change, challenge and stress in their lives. While some people manage stressful periods effectively, others struggle to cope and may find that work stress impacts home life, or home stress impacts performance at work.

Change, uncertainty or setbacks can lead to high levels of stress, distraction and anxiety. If left unmanaged, this can significantly impact the mental and physical health of workers. Mental strain can impact a worker's ability to focus, operate safely, communicate effectively, build constructive workplace relationships, deliver quality output and meet production demands.

It makes business sense to support your people to thrive, particularly as many organisations are experiencing more uncertainty and change than ever before. But for an organisation to truly invest in the wellbeing of its people, and to help them build their personal resilience, it needs to look at all aspects of its culture - including its practices, job design, individual experiences, team cohesion and leadership.

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IMPACTS OF COVID-19 ON WORKPLACE SAFETY

In a recent Sentis survey, 76% of safety professionals reported that the stress associated with the impacts of COVID-19 had negatively affected employee safety in the workplace. But only 44% had discussed the possible implications and put in place a plan to support their people, beyond their already existing Employee Assistance Programs.

What strategies or initiatives could you invest in to better support your people during this time?

THE FIVE PRACTICES OF RESILIENCE


MY LEADERSHIP REFLECTION

STRENGTHS

OPPORTUNITIES

The Five Practices of Resilience

Resilience is a skill that can be trained. Specifically, there are five practices we can master to help us cope with stress, improve our mental agility and more effectively navigate challenge and change.



Active and engaged
Practicing health and wellbeing behaviours that build endurance and promote mental and emotional recovery.

Optimistic and solution-focused
Practicing cognitive flexibility strategies that promote an emotional capacity for resilience.

Living with purpose
Practicing the pursuit of meaningful goals that accentuate our strengths and values.

Connected and aware
Practicing self-awareness and social intelligence to build positive relationships and a sense of acceptance and belonging.

Social Citizen
Practicing kindness and contribution to foster community connectedness.

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AGENDA

- 1 WELCOME & OVERVIEW
- 2 WHY RESILIENCE?
- 3 THE FIVE PRACTICES OF RESILIENCE
- 4 WHAT GOOD LOOKS LIKE

MENTAL HEALTH IN THE WORKPLACE

On average each year (2012-13 to 2016-17)

6%

of all serious workers' compensation claims are for work-related mental health conditions

7,200

Australians are compensated for work-related mental health conditions

15.3

weeks off work and \$24,500 payout per claim— compared to 5.5 and \$9,000 for all claims

Source: [Safe Work Australia](#)

MENTAL HEALTH IN THE WORKPLACE

91%

of all serious work-related mental health condition claims are attributed to work-related mental stress

- **work pressure (31%)**
- work-related harassment and/or bullying (27%)
- exposure to workplace or occupational violence (14%)
- other mental stress (9%)
- exposure to a traumatic event (7%)
- vehicle accident (3%)
- being assaulted (3%), and
- sexual/racial harassment (2%)

Source: [Safe Work Australia](#)



76%

76% of safety professionals report that stress is impacting employee safety in the workplace...



A NEW NORMAL?

44%



...but only 44% have put strategies in place to manage increased stress, beyond EAP services.



76%

76% of safety professionals report that stress is impacting employee safety in the workplace...



A NEW NORMAL?

44%



...but only 44% have put strategies in place to manage increased stress, beyond EAP services.

47%

believe we'll feel the impacts for another 12-18 months or until a vaccine is found

50%

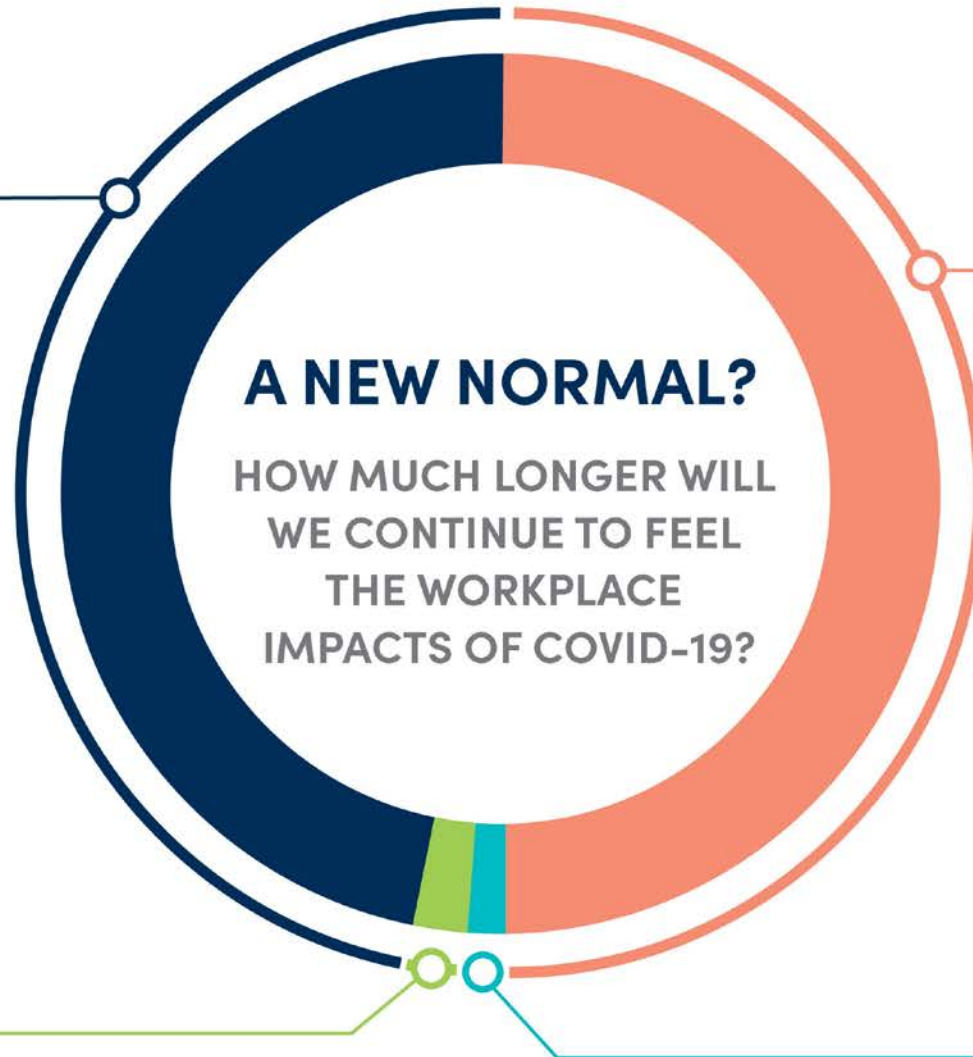
believe things will never be the same

2%

believe the impacts won't last beyond Christmas

1%

believe things will be back to normal before we know it





It's very clear that a big proportion of safety problems are due to human error, and some of that is related to stress. Life is full of stress. If you're not stressed, you're dead. But the thing about handling stress well is being able to appraise it, react to it appropriately and put it behind you. You need to be concerned as a manager for the overall health of your employees.

— Dr David Spiegel, Medical Director,
Stanford Center on Stress and Health

DEFINING RESILIENCE

Our **ability to cope** with stress, change and challenge, and **to bounce back** after hardships and adversity.



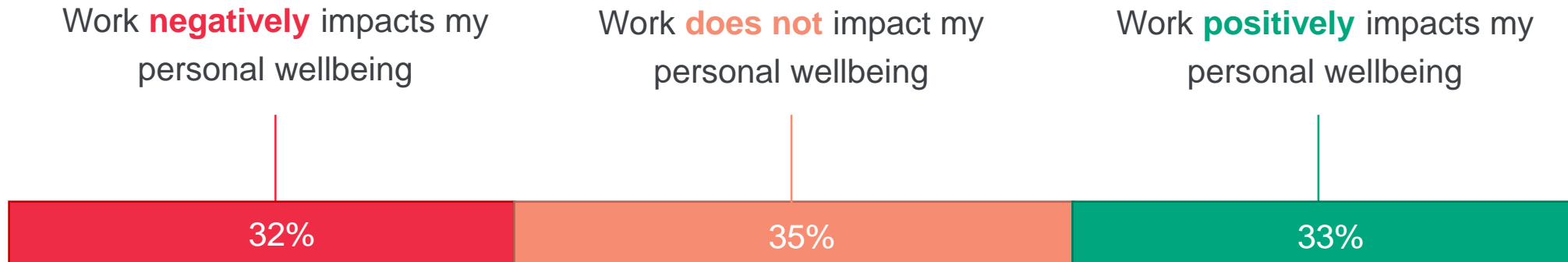
THE FIVE PRACTICES OF RESILIENCE



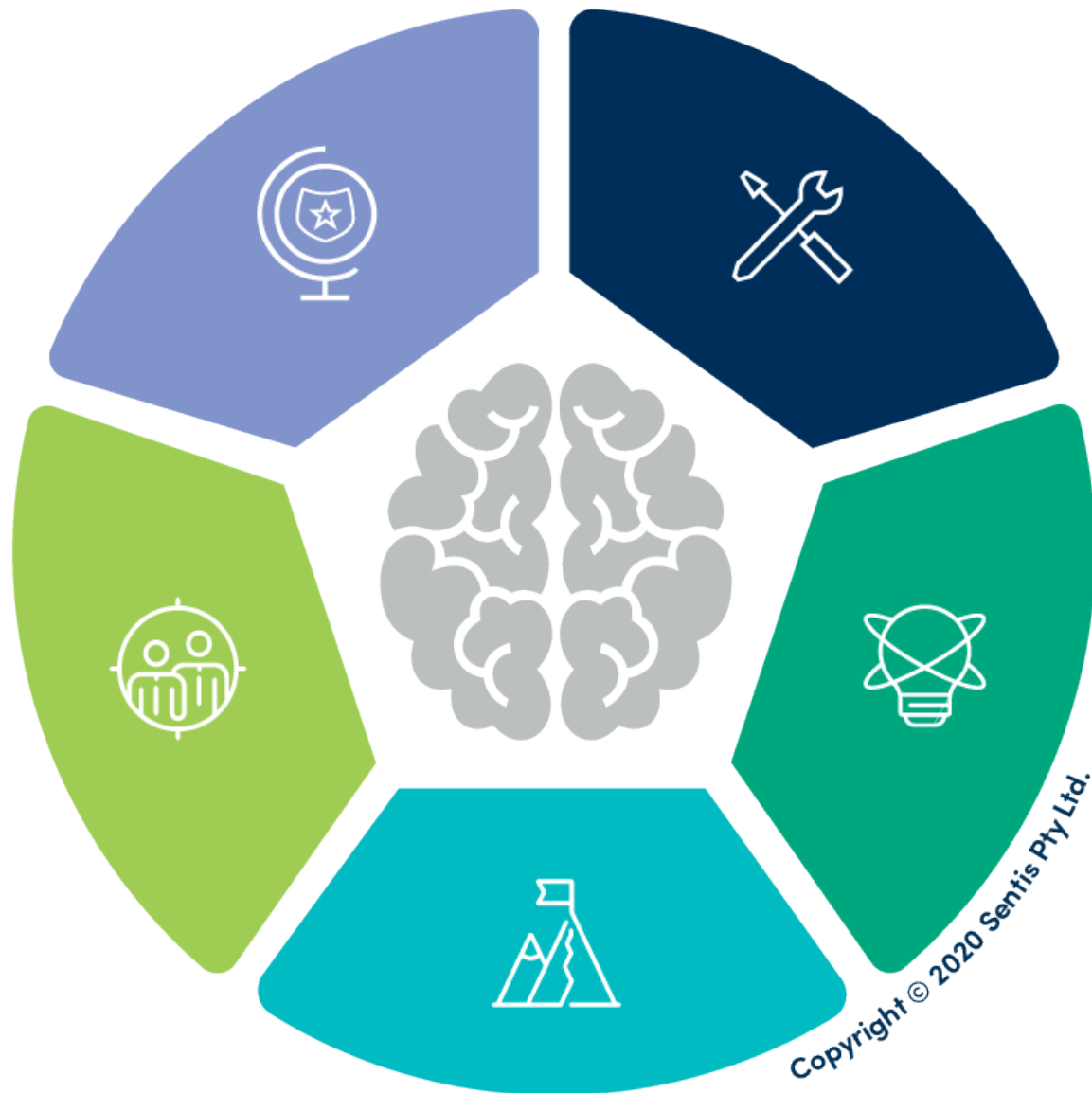


Let's take a quick poll...

HOW DO YOUR EXPERIENCES AT WORK IMPACT YOUR WELLBEING OUTSIDE OF WORK?



Based on a survey of 2,623 workers across 6 industries.



THE FIVE PRACTICES OF RESILIENCE

ACTIVE AND ENGAGED

Practicing health and wellbeing behaviours that build endurance and promote mental and emotional recovery

OPTIMISTIC AND SOLUTION-FOCUSED

Practicing cognitive flexibility strategies that promote an emotional capacity for resilience

LIVING WITH PURPOSE

Practicing the pursuit of meaningful goals that accentuate one's strengths and values

CONNECTED AND AWARE

Practicing self-awareness and social intelligence to build positive relationships and a sense of acceptance and belonging

SOCIAL CITIZEN

Practicing kindness and contribution to foster community connectedness



ACTIVE AND ENGAGED

Physical health behaviours that help to put fuel in the tank and improve stress tolerance

Physical Activity



Healthy Nutrition



Controlled Breathing



Quality Sleep





OPTIMISTIC AND SOLUTION-FOCUSED

Cognitive flexibility skills to turn challenges into opportunities and problems into solutions

Locus of Control



Reframing



Optimism



LIVING WITH PURPOSE

Mindset skills that give us focus, drive and a sense of achievement

Goal Setting



Growth Mindset



Strengths





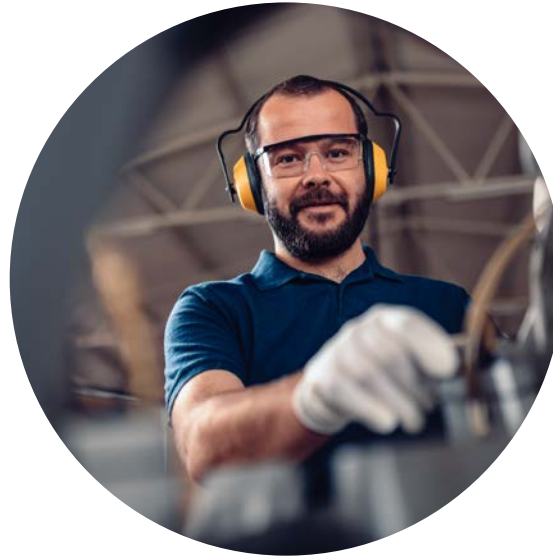
CONNECTED AND AWARE

Emotional intelligence skills that foster strong social connections

Social Brain



Self Awareness



Positive Relationships





SOCIAL CITIZEN

Connection to values, meaning and a higher purpose

PB5™ and Values

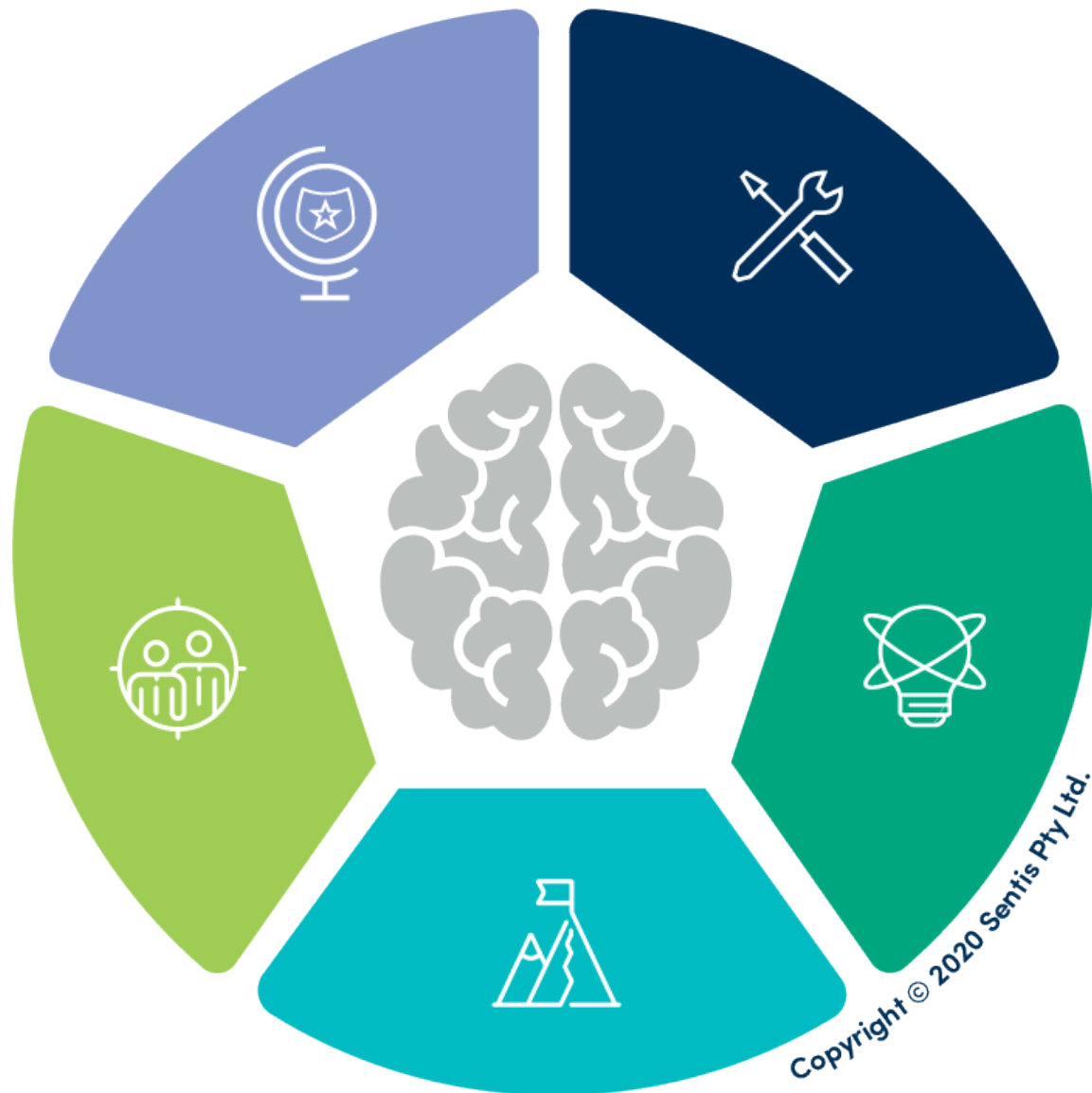


Contribution



Kindness





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WHAT GOOD LOOKS LIKE



IMAGINE THIS...

What would it be like if you were part of an organisation that was truly **thriving**, **resilient** and **prepared** to face whatever opportunities or challenges are thrown in its way?

An organisation that was a front-runner for **promoting resilience and wellbeing**...

An organisation where every individual felt they were living life as the **best version of themselves**...

A place where everyone comes to work **feeling at their best and full of energy**...

A workplace where we make **choices for our own wellbeing** and the wellbeing of others...

A place where we are **committed to** achieving **balance, growth, connection** and personal and professional excellence...

What would that mean for your organisation?

WHAT'S TAXING OUR PEOPLE'S RESILIENCE?

Job Security



Financial Security



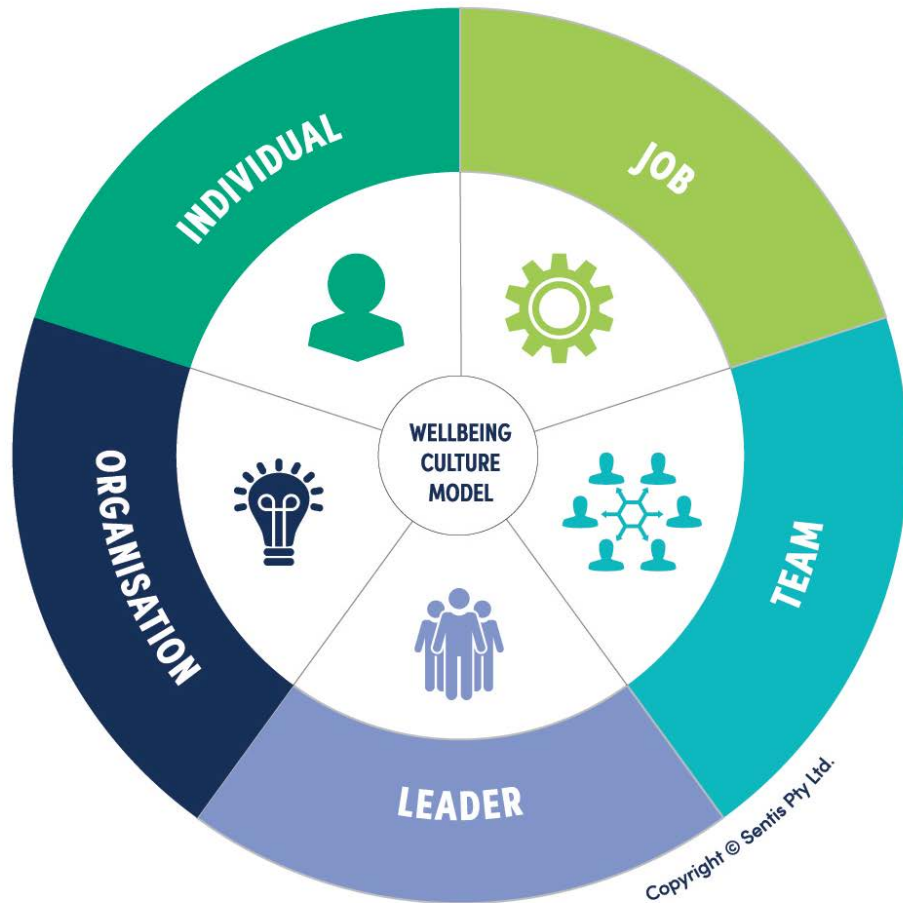
Health



Relationships



A MODEL FOR WELLBEING CULTURE



- Do **individuals** feel a sense of achievement in their role and are they empowered to seek assistance when needed?
- Does the design of the **job** enable employees to feel meaning and purpose in their work?
- Are **team** members strongly connected in order to assist and support each other?
- Are **leaders** cultivating high-quality relationships with their teams?
- Do the **organisation's** environment and practices facilitate employee engagement?

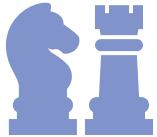


Let's take a quick poll...



Let's take a quick poll...

FOUNDATIONS FOR A RESILIENT CULTURE



Create, commit to
and execute a
comprehensive
strategy that extends
beyond EAP, fruit
baskets and yoga

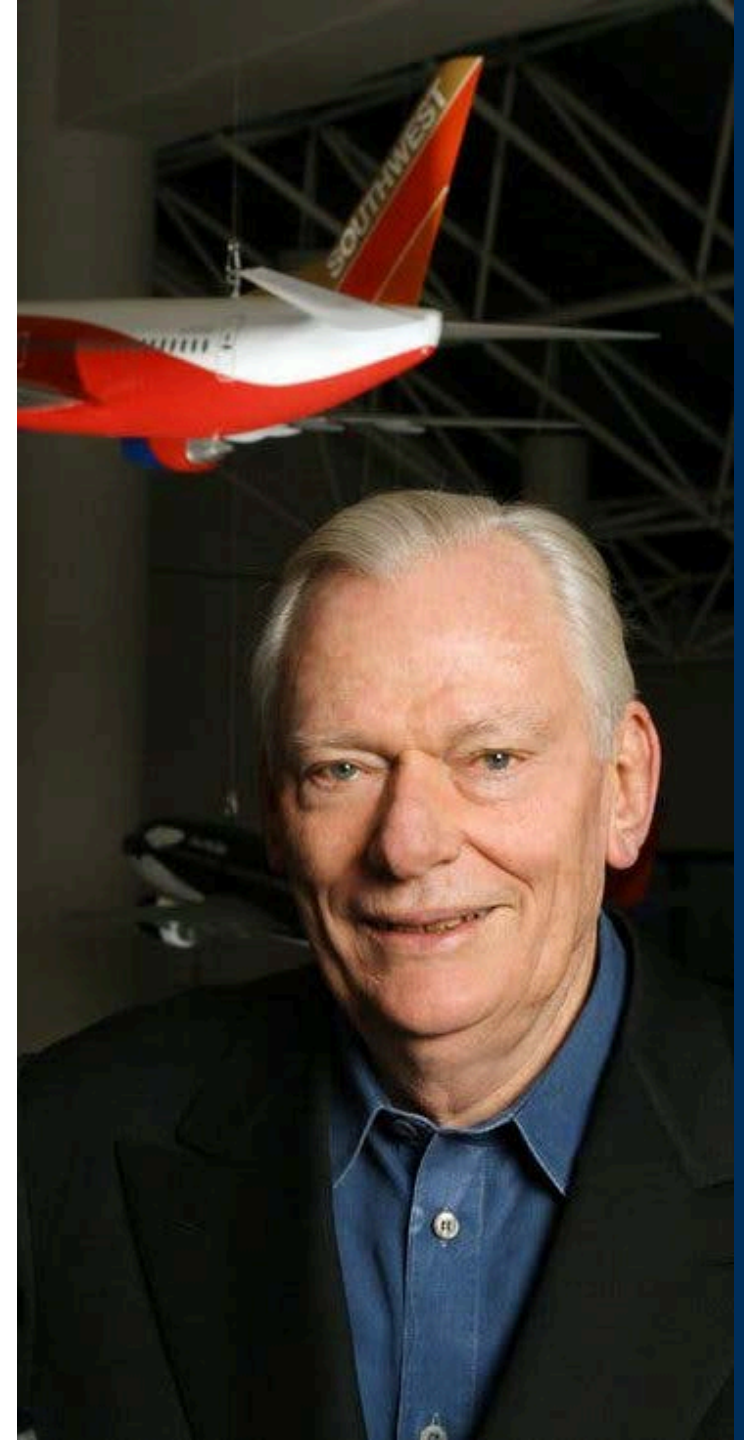
CASE STUDY:



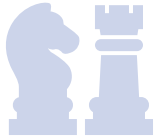
- \$2 billion e-commerce company with about 200 employees. It is headquartered in New York City, with satellite offices in Boston, San Francisco, and London.
- Philosophy: **Better Me** (improve yourself) + **Better You** (help others with what you learned) = **Better Us**
- Health and wellness are one of core foundational principles of the business. Help is offered with all aspects of health and fitness including managing energy, nutrition and mental health.
- There's been a fourfold increase in annual sales growth from 30% to 120% – and the only variable involved was investment in its people

CASE STUDY: Southwest®

“The business of business is people—yesterday, today and forever. And as among employees, shareholders and customers, we decided that our internal customers, our employees, came first. The synergy in our opinion is simple: Honor, respect, care for, protect and reward your employees—regardless of title or position—and in turn they will treat each other and external customers in a warm, in a caring and in a hospitable way. This causes external customers to return, thus bringing joy to shareholders.”



FOUNDATIONS FOR A RESILIENT CULTURE



Create, commit to
and execute a
comprehensive
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Invest in your leaders'
capability

(SAFETY) LEADERSHIP AS A LEVER



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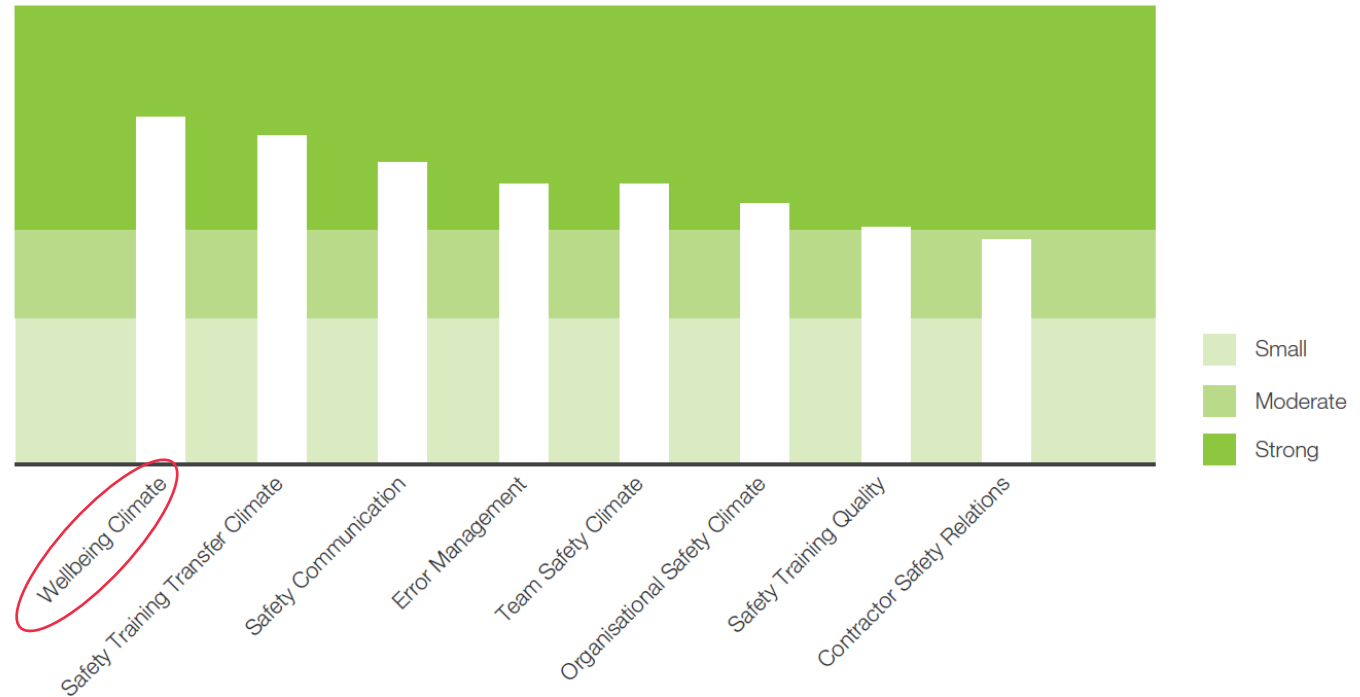


FIGURE 6. STRENGTH OF RELATIONSHIP BETWEEN SAFETY LEADERSHIP AND SAFETY CLIMATE INDICATORS

(SAFETY) LEADERSHIP AS A LEVER

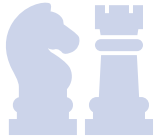


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Perceptions of leader AND
organisational commitment to
wellbeing

FOUNDATIONS FOR A RESILIENT CULTURE



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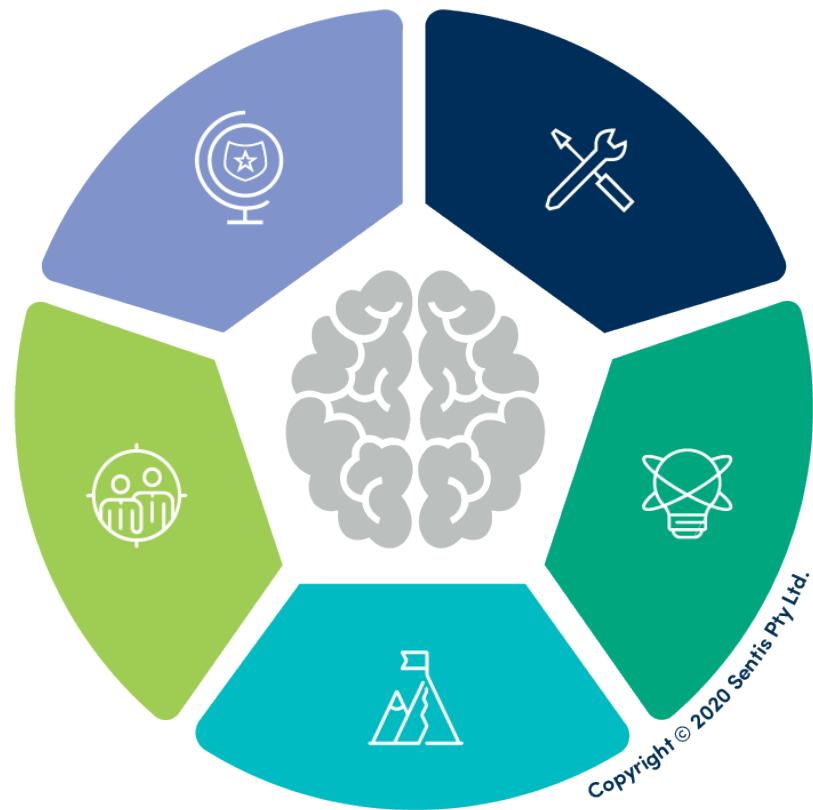


Invest in your leaders'
capability



Create a space for
resilience

RESILIENCE IS A PRACTICE NOT A PROGRAM



THE FIVE PRACTICES OF RESILIENCE

ACTIVE AND ENGAGED

OPTIMISTIC AND SOLUTION FOCUSED

LIVING WITH PURPOSE

CONNECTED AND AWARE

SOCIAL CITIZEN

SUMMARY

- With COVID impacting our workplaces and our communities, there is urgent call for employee resilience and wellbeing support
- Investing in resilience is a crucial part of safety, and can have a significant ROI
- The difference between good results and great results is dependent on leader commitment and demonstration of genuine active care
- There are three things we can do to help build a resilient culture:
 - Create, commit to and execute a clear and comprehensive plan
 - Invest in your leaders' capability
 - Create a space for resilience

Q&A

Over to you



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LEADING RESILIENCE MASTERCLASS (ONLINE)



+



3 x 90 minute webinars

Supporting resources

Program Overview:

- The Neuroscience of Resilience
- Creating a Culture of Wellbeing and Resilience
- Navigating Change, Challenge and Adversity



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place for only \$199+GST.^^



Program Intakes

Thursday 8 October

9am AEST / 10am AEDT

Thursday 5 November

11am AEST / 12pm AEDT

**Minimum numbers apply. Maximum of 12 participants per program. ^^ Earlybird offer available until 5pm AEST Friday 25 September 2020 unless sold out prior. No code required to access earlybird offer.*

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