

Resilience in the workplace

Resilience

Wherever you work, you will eventually find yourself in a stressful situation. The ability to bounce back, to be resilient, is a key element to coping with it.

Resilience is a person's ability to adapt and grow after stressful events. When life hands you an unfortunate circumstance or a setback, are you able to adjust? Resilience is also at work when an individual chooses to stay the course when there is pressure to give up or quit.

Resilience is necessary in the workplace for employees (and management) to cope with people and/or events within the organisation, and with outside events that affect the organisation. It can lead to increased job satisfaction, less stress, greater happiness, higher productivity, increased morale and creativity, and less staff sickness and turnover.

Building resilience – Tips for employees

- Believing in yourself to meet challenges when they arise is called self-efficacy. You clearly accept that there will be challenges, but you maintain the conviction that you can overcome them.
- Resilient people see problems as an opportunity to find new solutions in the workplace. Rather than dreading or avoiding problems, a person with a bounce-back ability will face them openly.
- If you make a mistake, don't beat yourself up for it. Learning from mistakes and moving forward will build your resilience.
- Resilient employees will proactively identify potential problems and take action to prevent them. Don't wait until a disaster has occurred before you work towards a solution.
- Feedback from others is considered invaluable to resilient people. You can reciprocate by offering problem-solving solutions to your colleagues.
- Self-care is important. Get enough sleep, eat healthily and have a regular exercise routine if possible.



Building resilience – Tips for managers

- Identify the most effective work-related stressors for your employees – then, you can develop a targeted plan for building a healthy, resilient workplace culture.
- Formalised resilience training programmes can be innovative and effective ways to boost employee health and organisational performance.
- Make sure that as many levels of management as possible are visibly seen to be engaged in workplace resilience programmes.
- It's rarely enough to simply "talk" about creating a resilient workplace culture – it requires a commitment to company-wide support and open lines of communication.
- Allow the implementation of flexible work schedules wherever possible.
- Try to avoid micromanagement. Let your employees do their jobs with a sense of autonomy.

Learning from mistakes and moving forward will build your resilience.

Whatever your role in the workplace, building resilience can have multiple benefits. It can help equip you to face challenges and new experiences outside of your comfort zone. It can give you an improved sense of self-esteem. It can help with problem-solving. And, above all, it can help you function effectively as you manage workplace stressors.

If you are struggling to bounce back from the stressors in your life, be courageous and ask for help when needed. Talk to your human resources staff about what supports are available for you within your organisation, or consider meeting with a licensed mental health professional. With the right plan and attitude, you'll learn to bounce back better when the next problem arises.



Critical support when you need it

Visit optumwellbeing.com/criticalsupportcenter for additional critical support resources and information.



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