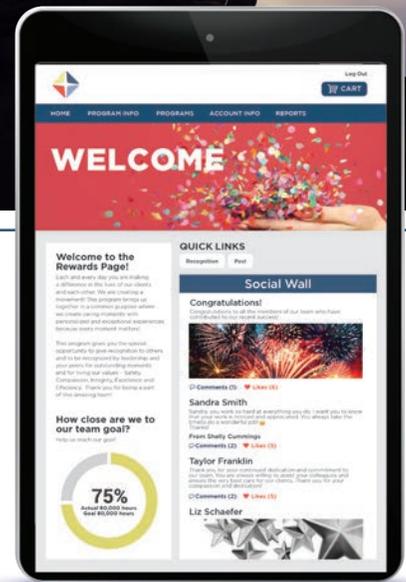


# Creating a Culture of Resilience

The cost implications of employee burnout are staggering. A recent Gallup study reported that employees dealing with burnout are 23% more likely to visit the emergency room, 63% more likely to take a sick day, and 13% less confident in their performance. A Forbes article, *Burnout Is Now An Officially Diagnosable Condition*, reports that the cost of burnout ranges between \$125 billion and \$190 billion every year in healthcare costs. Further, burnout often leads to disengaged employees and significant turnover.

Beyond well-being and mental health support resources, efforts to focus on and elevate your culture are imperative. Christina Maslach, social psychologist and professor emerita of psychology at the University of California, Berkeley, a foremost expert on burnout, notes that the root causes of burnout can be avoided if leaders are focused on prevention strategies.



## Strategies to Support a Culture of Resilience:

- 1) Leadership Messaging:** It is key that all members of leadership, including senior leaders, connect with employees in meaningful ways, frequently, and consistently.
- 2) Voice of the Colleague:** Show your employees that their opinions are heard and valued by taking time for conversations, even the difficult ones.
- 3) Connection:** In the age of social distancing, it is critical that employees remain connected to one another. Peer to peer and social recognition are two options to help reinforce a sense of belonging and connectedness throughout your teams.
- 4) Create a Culture of Recognition:** A 2015 Gallup study found that receiving regular praise and recognition was a key factor in reducing employee burnout and reinforcing wellbeing. Recognizing and showing appreciation for employee contributions lets your employees know that they are seen, heard, and valued.
- 5) Acts of Gratitude:** Reinforcing the good things happening in your organization and encouraging your team to practice acts of gratitude inspires an environment of positivity. Jeff Thompson Ph.D. (Psychology Today, May 2020) offers, "Gratitude practices are not intended to minimize any hardships you have experienced or are still going through... they help you manage these tough times and remind you that if you stop and pause, there is still good all around us and it is happening each day."