The war on the silent killer to your company's bottom line... Workplace Stress

Cheryl Hutchinson President, Bowie Management Group

Roberta “Bert” Wachtelhausen President, WellSpark Health

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Main Causes of Stress

- **Workload**: 46%
- **People Issues**: 28%
- **Juggling Work/Personal Life**: 20%
- **Lack of Job Security**: 6%

Source: EAP provider ComPsych’s first half of 2006 StressPulse survey
The American Institute of Stress
Stress by the Numbers

83% of US workers suffer from work-related stress.

US businesses lose up to $300 Billion yearly as a result of workplace stress.

Stress causes around ONE MILLION workers to miss work daily.

Only 43% of US employees think their employers care about their work-life balance.

The Financial Impact of Work-Related Stress

Depression leads to **$51 billion**
in costs due to absenteeism and **$26 billion**
in treatment costs.

Work-related stress causes

**120,000 deaths** and results in **$190 billion**
in healthcare costs yearly.

80% of workers covered in the survey said leadership changes affect their levels of stress.

*35%* of employees say their main source of stress at work is their boss.

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*Korn Ferry*

The Work Experience

“People don’t quit their companies ... they quit their supervisors.”

Gallup Study
Case Study:

Meet Olivia:  
Employee  
Highly recruited, IT technical writer, age 35  
- Talented  
- Enthusiastic  
- Eager to contribute

Meet Grace:  
Olivia’s direct manager  
8 years in position  
- On her way up the ladder  
- Technically sound  
- New at management  
- Inconsistent in treatment of employees  
- Not a great communicator  
- Perceived to be a bit condescending
One year later...

Olivia

• Distracted at work
• Using sick days
• Not performing to expectations

Grace

• Calls Olivia into her office
• Interprets that Olivia is dealing with something in her life
• Suggests Olivia call EAP and hands her a pamphlet with a phone number

• Has no intention of calling EAP.
• Her problem is her boss. She doesn’t feel heard and her boss is very demanding, condescending and takes credit for her work.
• She’s worried that her boss will find out if she calls EAP and will retaliate.
• Olivia is so unhappy that she begins to poison the workplace with negativity before ultimately leaving for another job.
Why does this matter? Is this simply the case of a bad hire?

Remember...

83% US workers suffer from workplace stress

43% think their company doesn’t care about them

35% of employees say main source of stress is their supervisor

The workplace is a major source of stress

Supervisor

Culture

The work itself

EAP as a solution is only reactive

## Generational Shift

<table>
<thead>
<tr>
<th>Baby Boomers</th>
<th>Millennials</th>
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<tbody>
<tr>
<td>30%</td>
<td>58%</td>
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<tr>
<td>39%</td>
<td>81%</td>
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<td>7%</td>
<td>34%</td>
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<td>28%</td>
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44% of Millennials want access to recognition through a favorite chat-based app.

80% of 25-34 year old's believe service awards are effective and make people feel valued.

Recognition has never been more important in your culture than today.
Cultural signs of an engaged workforce

• Go above and beyond and step up to help their coworkers
  ("I've got your back" mentality)

• Are uplifting and positive in their conversations

• Are dedicated to the company

• Have higher effort and quality of work

Personal/Physical signs of disengaged employees

• Absenteeism
• Presenteeism
• Lack of sleep
• Poor nutrition – gain and lose weight
• Change in attitude – withdrawn and silent? Or vocal and toxic?
What to do? Not just one thing.... Build a toolbox

• Create a Culture of Appreciation
• Give your Employees a Voice
• Communicate with Clarity
  • Expectations
  • Results
Using your Wellness Program as an EAP

• Health Coaches are often the front lines of helping employees with stress.
  • Employees can be incented to use one. Uptake with this move is far better than uptake with EAP.
  • Trusted relationships with a coach go deeper over time and can reveal behavioral health issues
  • Can help mitigate the byproducts of stress like binge eating or depression
A better result

• Power of Appreciation

• Open Communication Forums

• Incentivized Health Coaching

• Worklife Balance Programs
Contact Information

Cheryl Hutchinson
President
Bowie Management Group
tele: 1-860-930-2167
cheryl@bowiemanagementgroup.com

Roberta “Bert” Wachtelhausen
President
WellSpark Health
tele: 1-860-674-5890
rwachtelhausen@wellsparkhealth.com