



Supporting Employee Mental Health and Resilience During Challenging Times

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Welcome & Introductions



Robin Bouvier

Vice President, Health Transformation

Aon

- My primary responsibility is working with Aon consultants and clients across the country to identify opportunities to improve total workforce wellbeing and resilience
- Professional designations include:
 - *Certified Corporate Wellness Specialist*
 - *Certified Wellness Program Coordinator*
 - *Corporate Athlete Bootcamp Trainer*
 - *Mental Health First Aider*
- I recently joined the American Diabetes Association Community Board of Directors to assist them in their efforts to bring resources to prevent and manage diabetes to the workforce
- My purpose is ***to help people overcome barriers to wellbeing by creating exceptional environments and experiences*** – which is what I am here to do today

Let's Take A Moment to Arrive



Agenda

**Wellbeing challenges
employees are facing**

**How you can
support the mental
health needs of
others**

**How you can improve
your own mental
health and resilience**

Q&A

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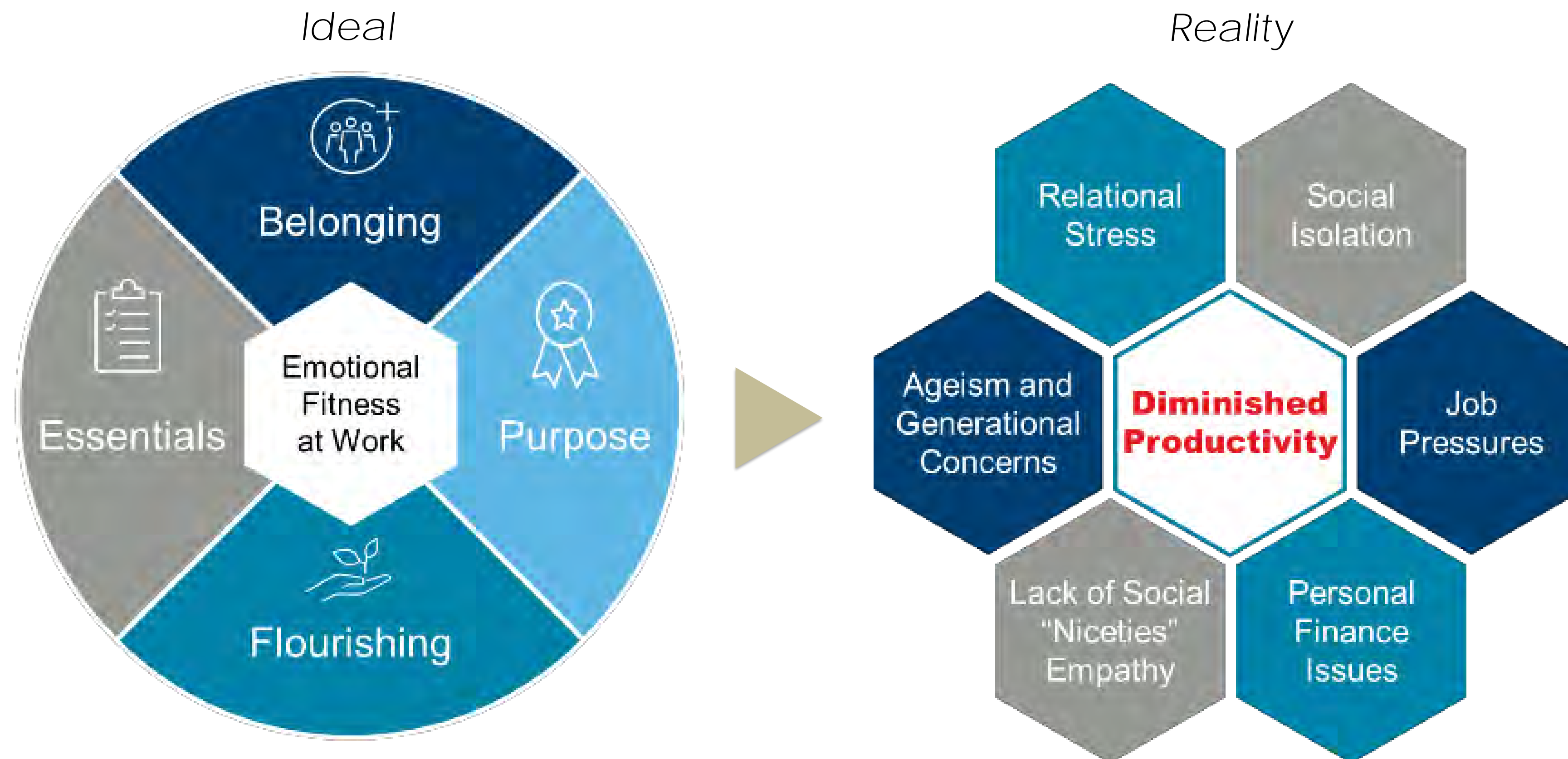
Wellbeing challenges
employees are facing



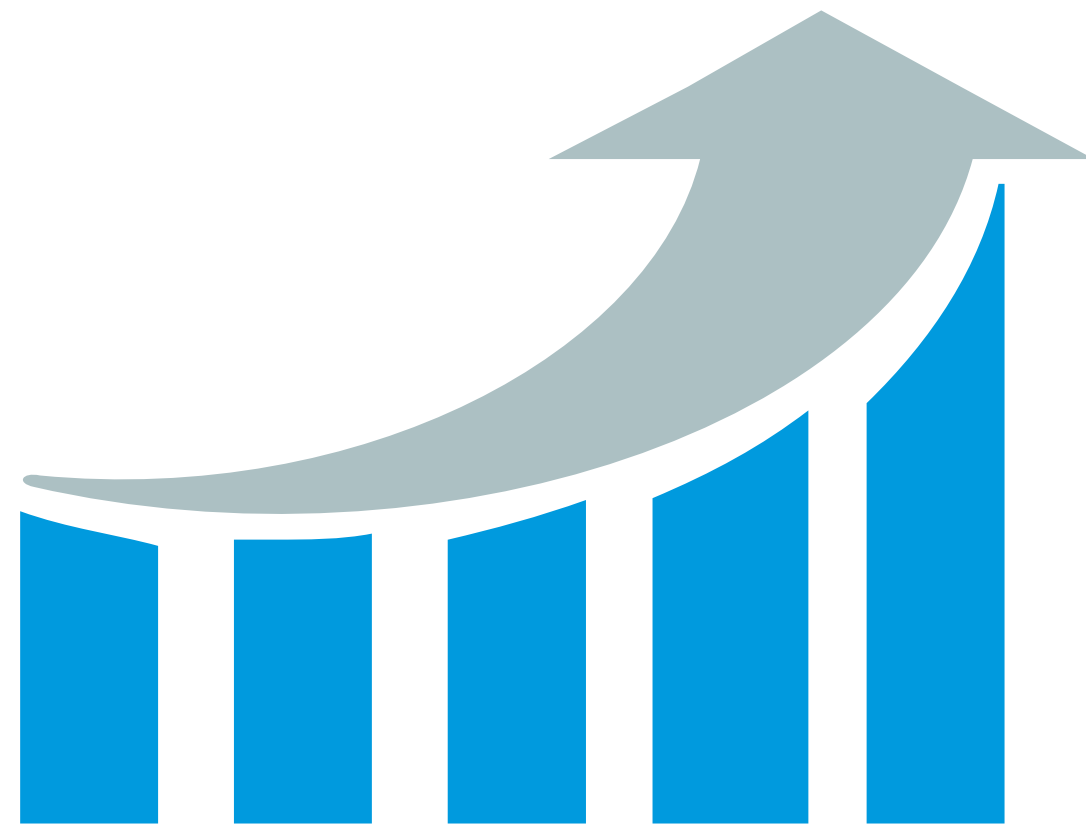
Employees Want to Be Emotionally Fit

Defining Emotional Fitness

An approach that aligns the typical attributes of physical fitness with the mental and emotional aspects of human performance



Emotional Fitness Was Important Pre-COVID



\$6T projected costs of mental disorders by 2030—more than diabetes, respiratory disorders, and cancer combined¹

15.5% of the global population has a mental health or substance use disorder³

Depression is the #1 single largest contributor to global disability²

Over **300 million** people struggle with depression²

Fewer than **50%** of those affected by depression (in many countries **less than 10%**) receive treatment⁴

Nearly **800,000** people die due to suicide every year⁵

15.5M have substance use and dependence disorders²

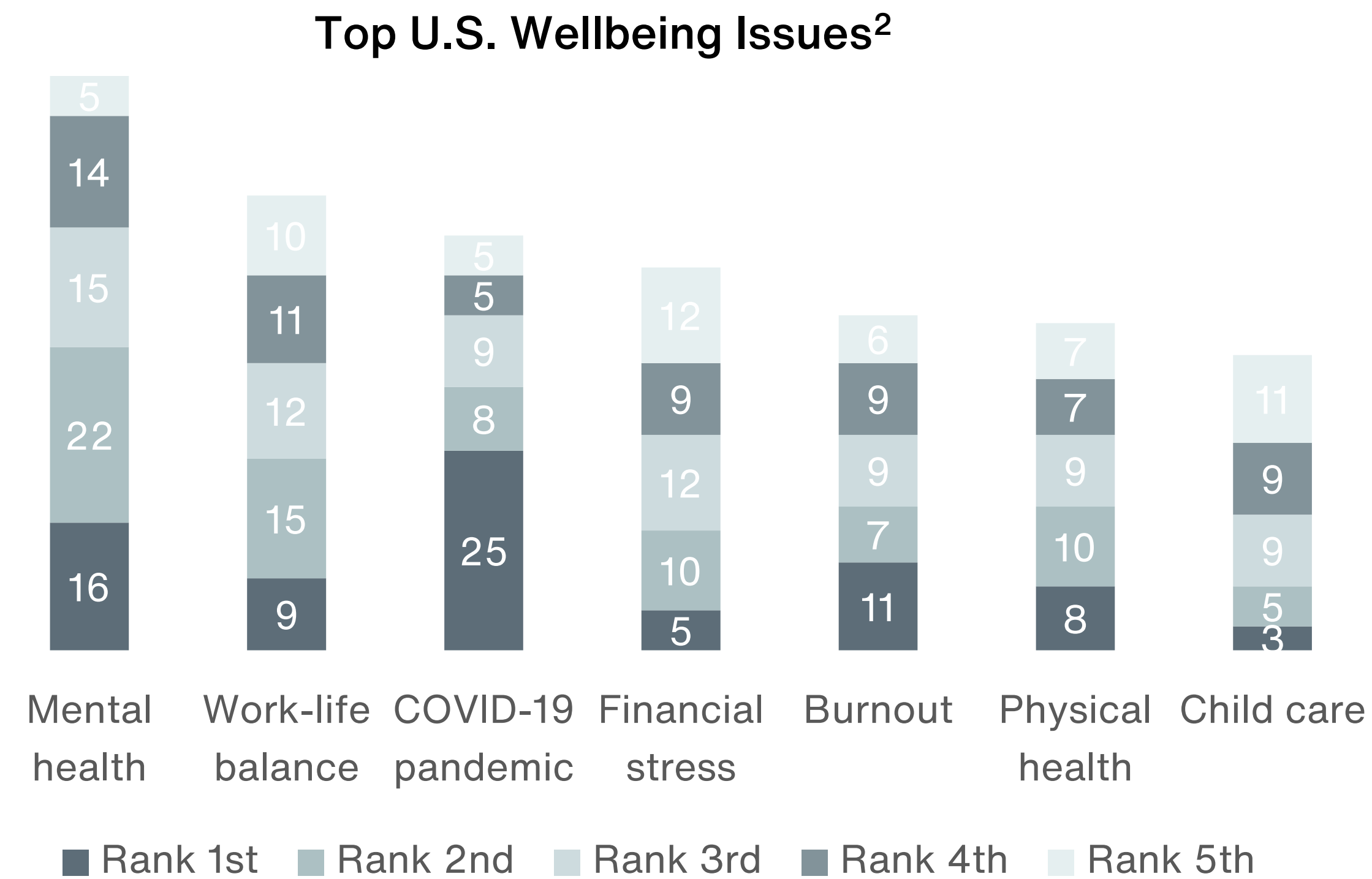
3.3M deaths are due to excess alcohol consumption every year²

33% of people worldwide were stressed, worried and in pain in the last year⁶

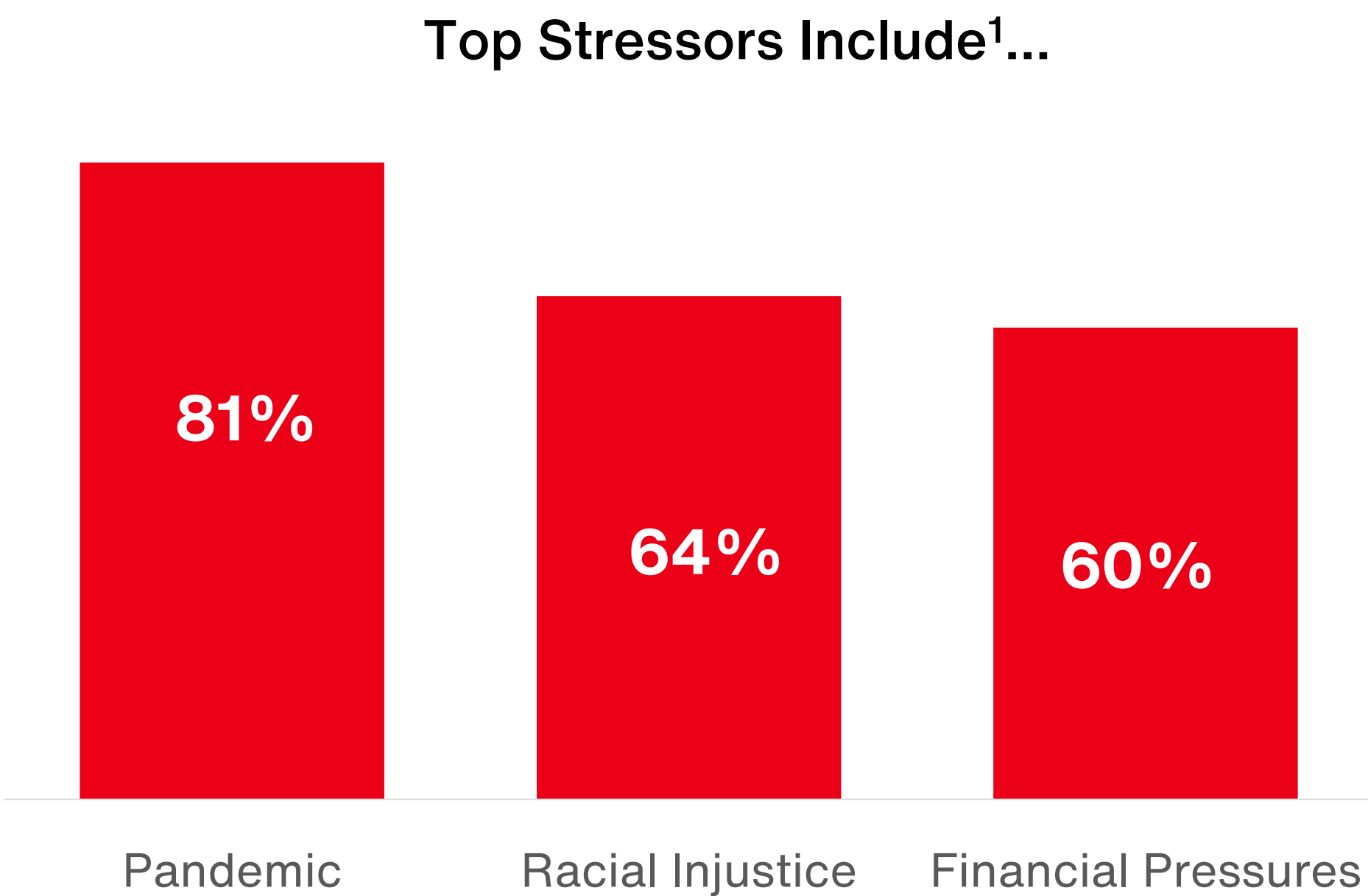
More than **two in ten** adults say they always or often feel lonely, lack companionship, or feel left out or isolated⁷

COVID Caused Additional Mental Health and Stress Challenges

83% of American workers experienced **negative emotions** associated with **poor mental health** in 2020¹

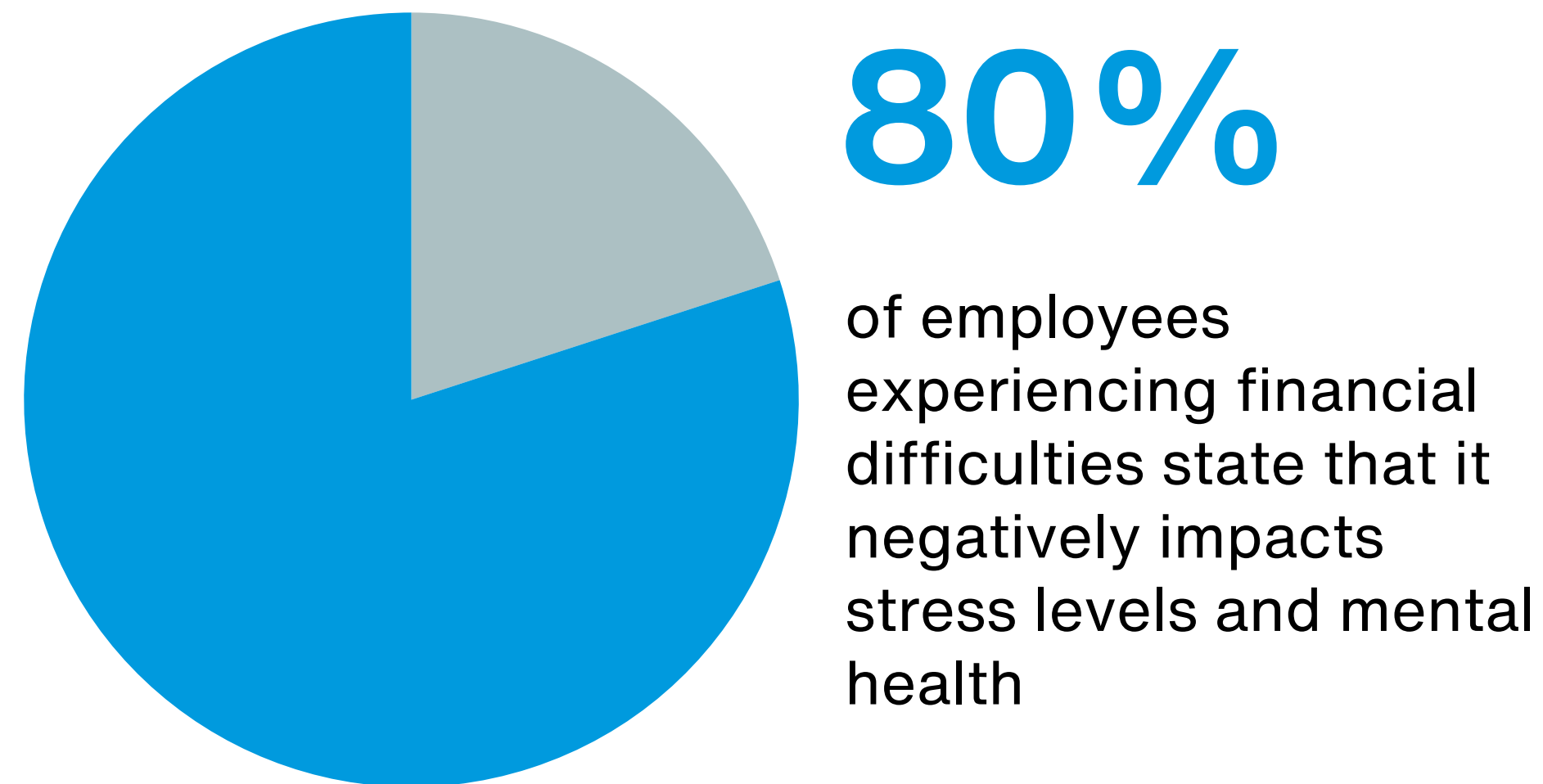



3 in 4 adults regularly **feel stressed**³

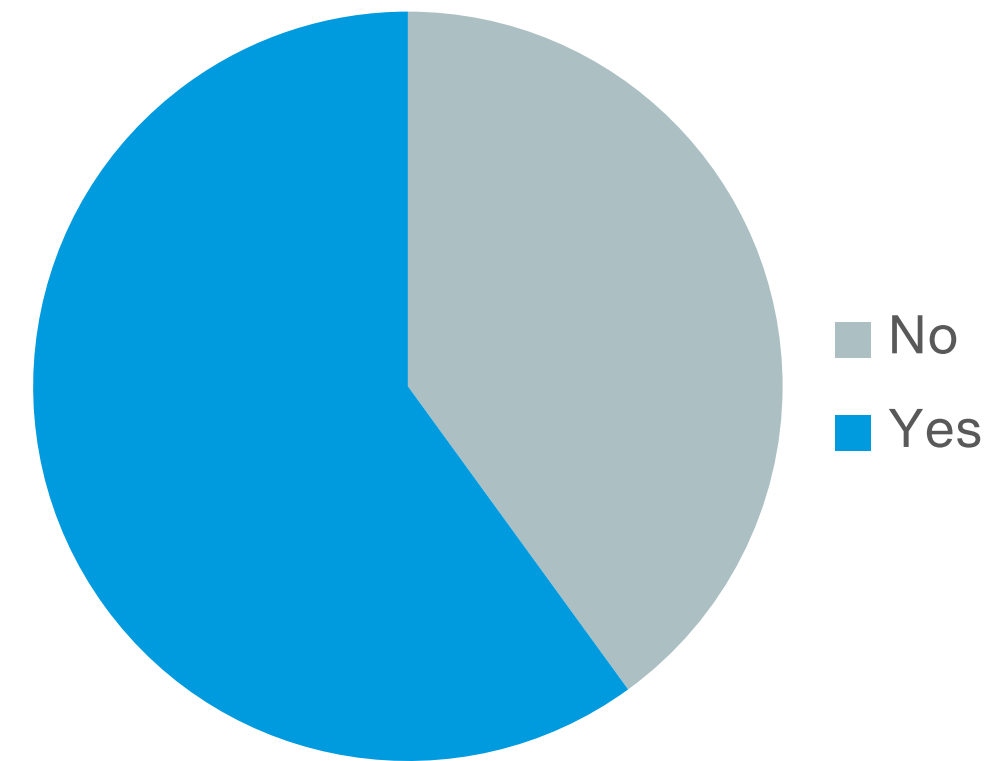


The Impact of Financial Stress on Americans' Mental and Physical Health

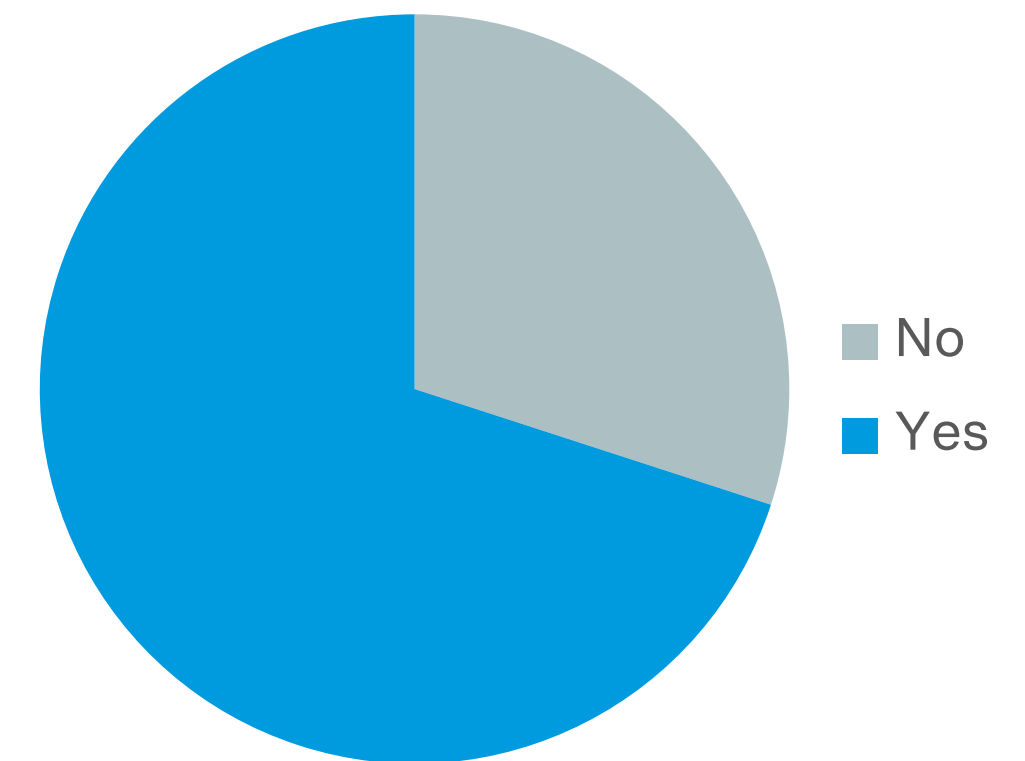
- The pandemic has not only affected spending habits but has led to a shift in how we think about money
- Financial stress is leading to a decrease in physical and mental wellbeing as well



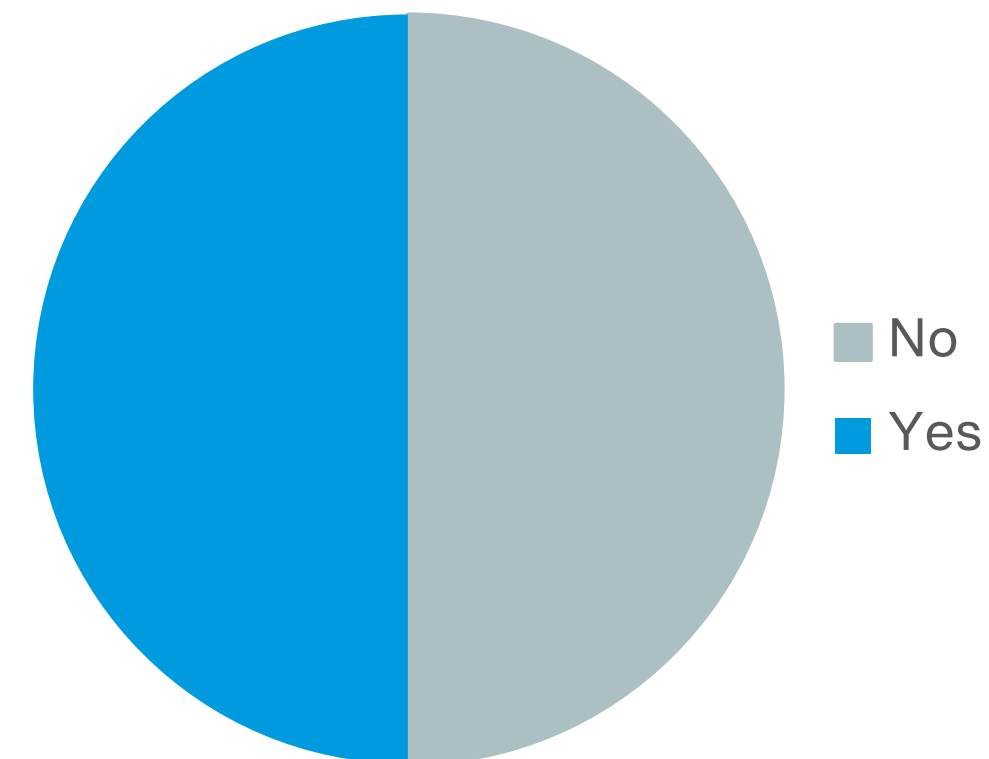
Impact on Exercise Habits



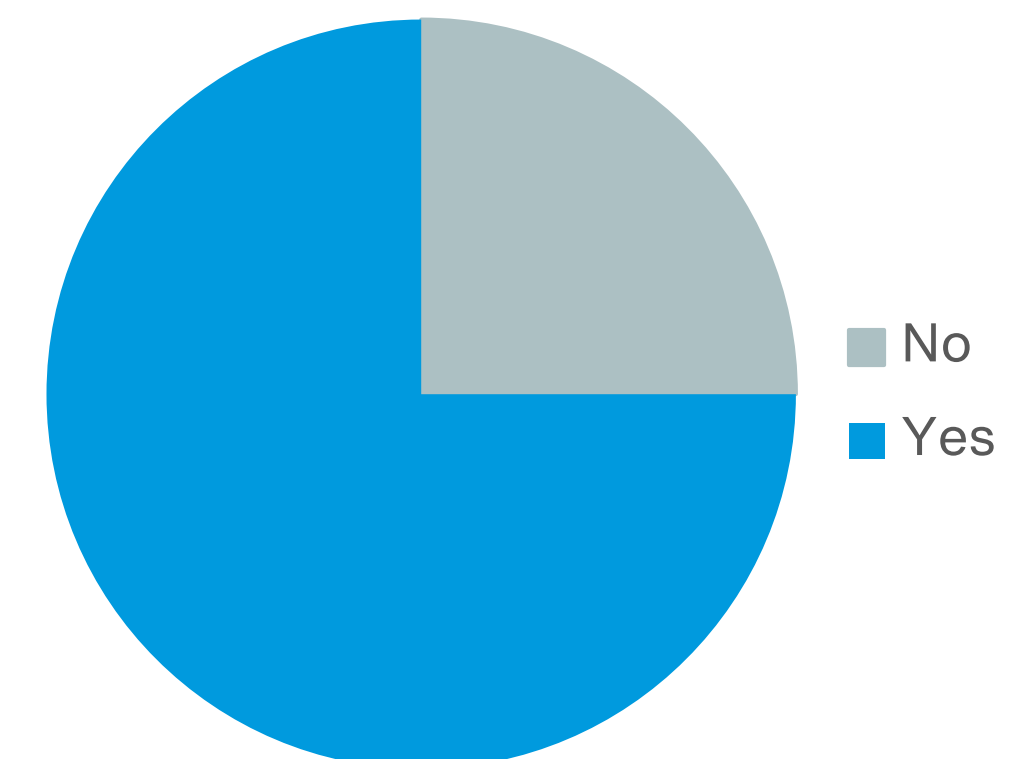
Impact on Eating Habits and Sleep Quality



Affected Relationship with Significant Other



Permanent Impact on Mental Health













What Is Stress?

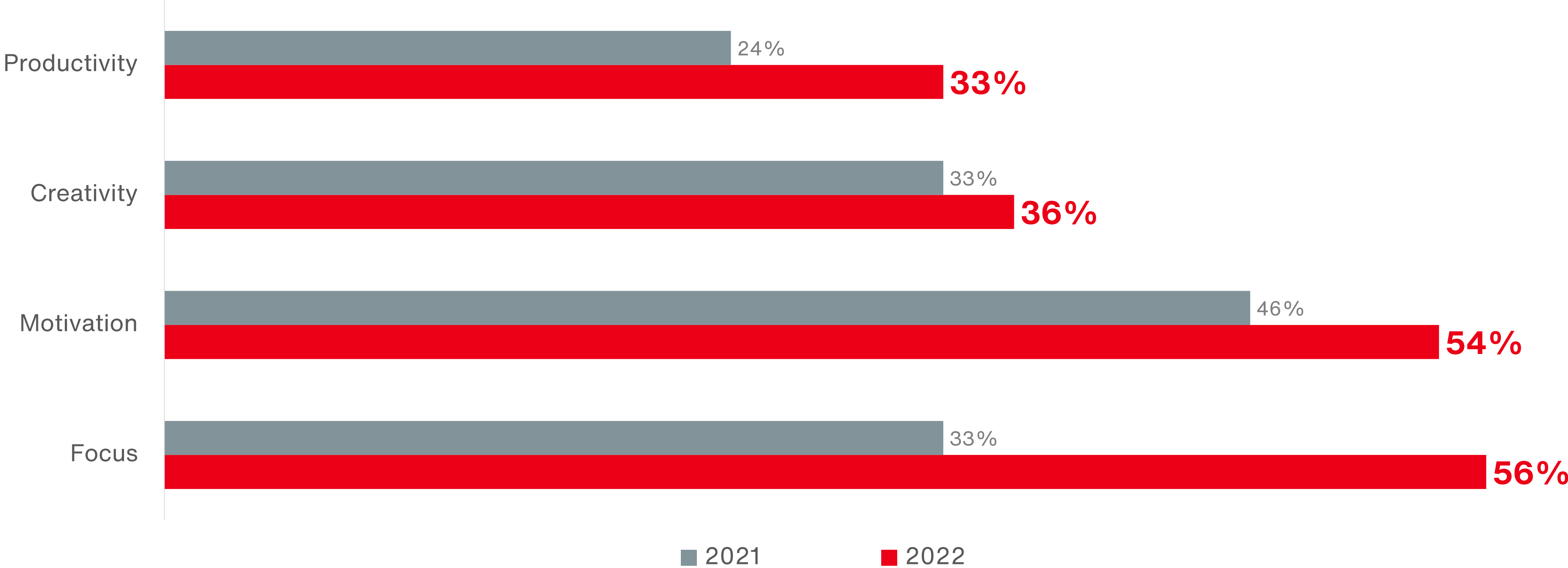
- How the brain and body respond to any demand
- Any type of challenge—such as performance at work or school, a significant life change, or a traumatic event—can be stressful
- Stress affects everyone
- Not all stress is bad, but long-term stress can adversely impact health

Indicators of Stress in the Workplace

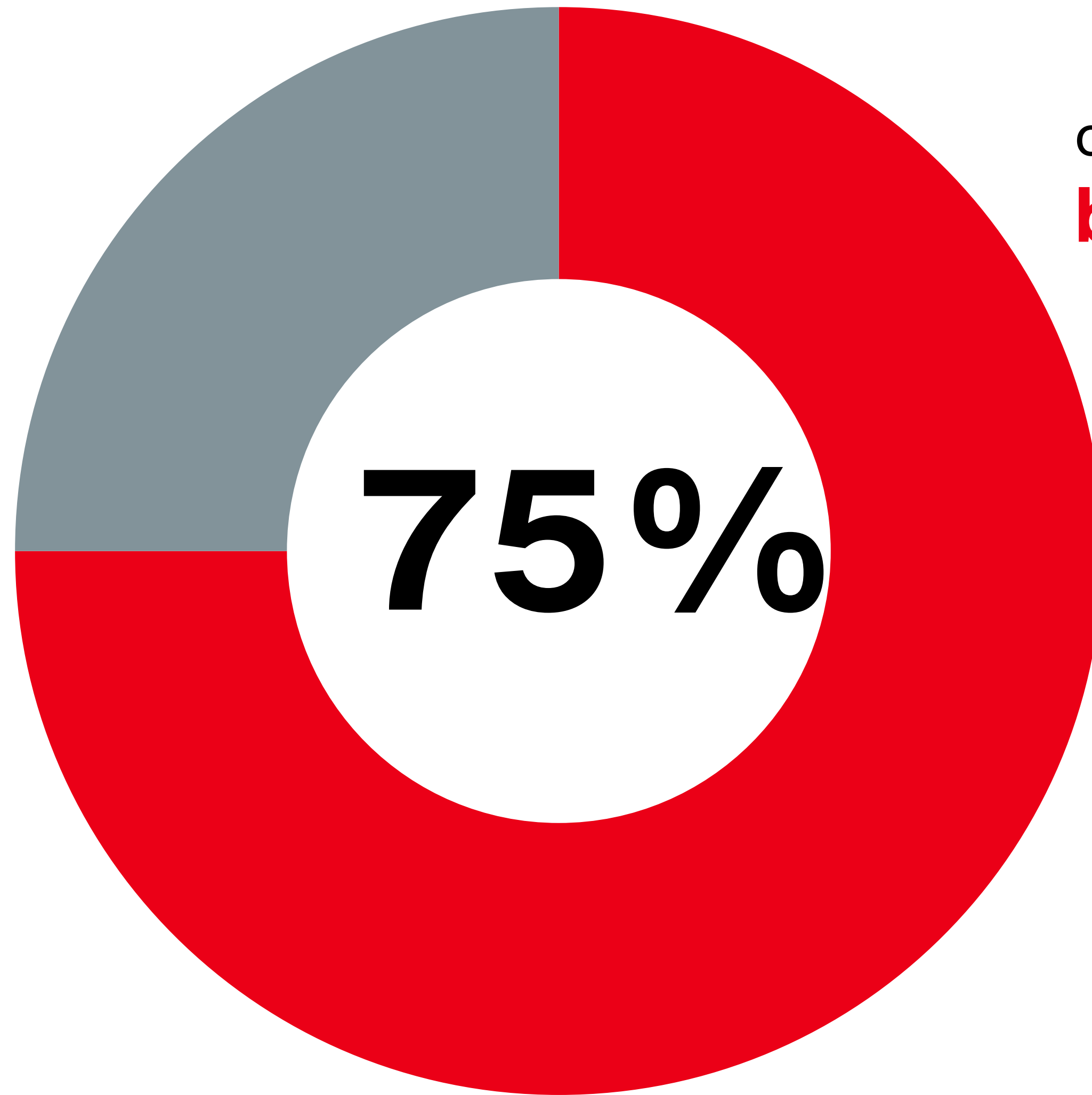
Symptoms of Distress	=	Impacts on Business
 Sleep problems	=	Safety-related mishaps, tardiness
 Lack of concentration	=	Procrastination and distractibility
 Slowed cognition	=	Indecision, project delays
 Aches and pains	=	Trips to the doctor, increased costs
 Forgetfulness	=	Errors and omissions
 Self-medication	=	Missed deadlines, absenteeism
 Irritability and tearfulness	=	Strained work relationships (colleagues, boss, clients)
 Low motivation or morale	=	Reduced productivity

Just the Tip of the Iceberg

In what ways is stress negatively affecting your work?
How has this changed from 2021 to 2022?



Americans Are Burning Out



of U.S. workers have experienced **burnout at work**¹

- **37%** explicitly pointed to working longer hours during the pandemic as a cause²
- **27%** indicate more than half of the time they are at work they feel burned out²



What Is Burnout?

- A syndrome classified by the World Health Organization as an **occupational phenomenon**
- Defined as a syndrome conceptualized as resulting from “chronic workplace stress that is not managed effectively”
- Characterized by three dimensions:
 - *Feelings of energy depletion or exhaustion;*
 - *Increased mental distance from one’s job, or feelings of negativism or cynicism related to one’s job; and*
 - *Reduced professional efficacy*

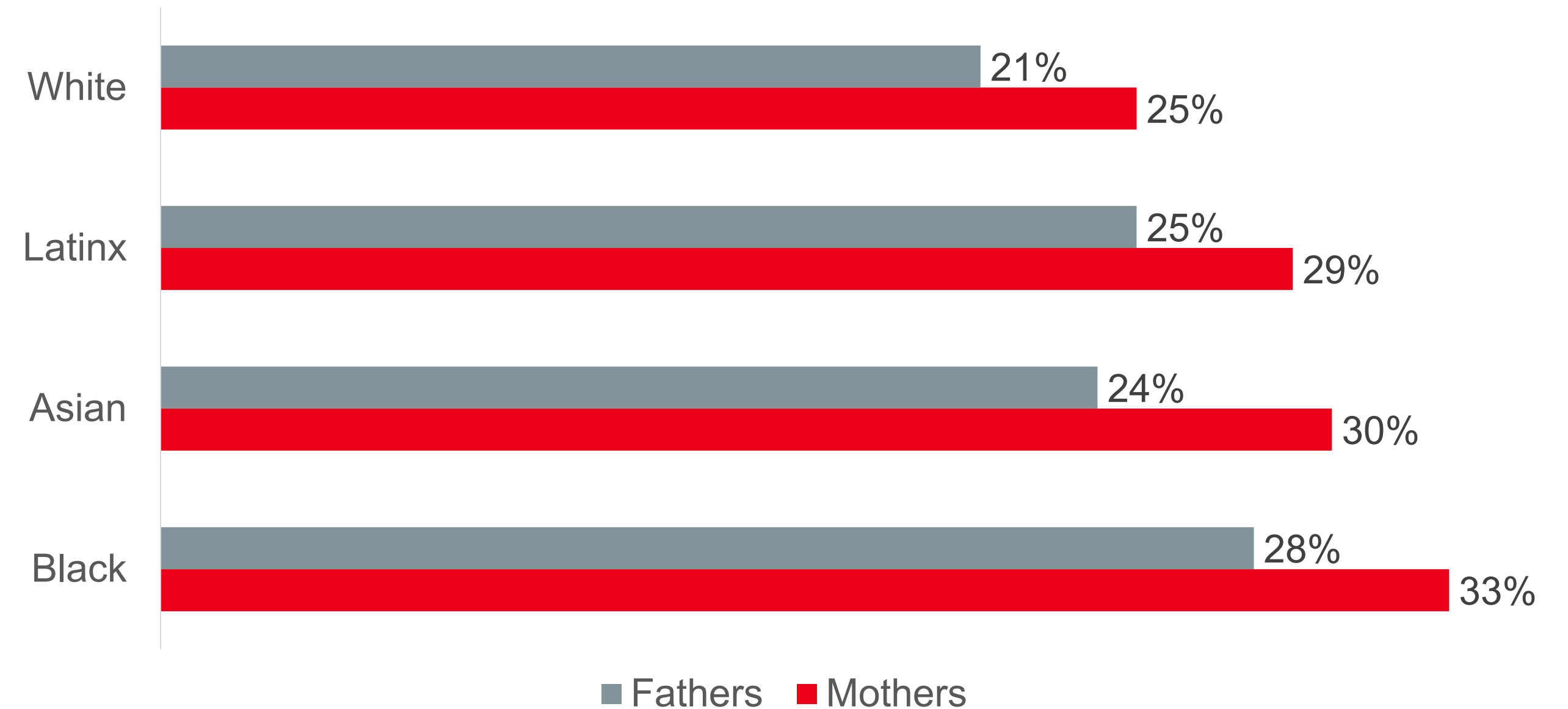
Main Causes of Burnout



Exacerbated by Working Parents' Challenges

- **4.8 million** working parents have 'preventable' burnout¹
- **43%** of working parents say it has been more difficult to manage work and personal commitments during COVID-19⁴
- **64%** of working parents are considering a career change, including leaving their jobs³

Burnout Rates Vary by Parental Role and Race



- Underrepresented racial groups are more likely to be working parents – and they're more likely to experience burnout²
- Working mothers, and mothers who are Black, Hispanic, Asian and Indigenous, are more likely to experience burnout due to lack of support and recognition in their career, ranging from unequal pay to stalled promotions²

The Impact on Women in the Workplace

“

65% of women report the pandemic has made them rethink the place of work in their lives¹

Women are short by more than

1.8 million

jobs lost since February 2020²

2

How you can support the
mental health needs of
others

AON



Recognize Signs of Distress

**Not all
depressed
are suicidal;
Not all
suicidal
exhibit
depression.**



Immediate Signs

- Wanting to die
- Online searches
- Hopelessness/loss of self-worth
- Giving things away
- Substance use disorder

Other Signs

- Dramatic changes in mood/behavior
- Feeling trapped or unbearable pain
- Feeling like a burden to others
- Withdrawn/feeling isolated

Observe Carefully

- Sudden recovery
- “Joker” irony

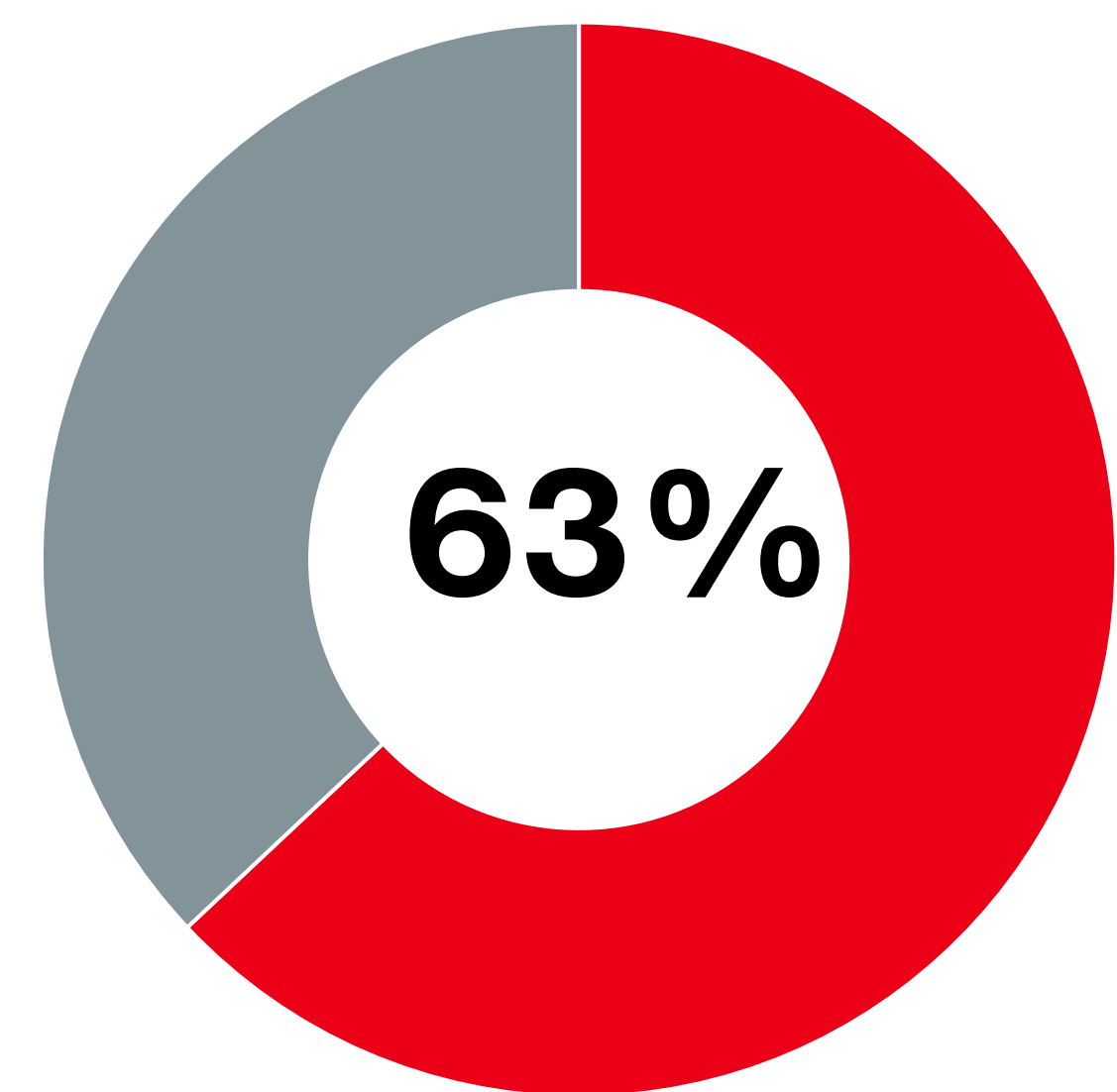
How You Can Help Others in Distress

You are the **guide** to the resources, **not the resource**

- Reach out
- Mention that you are concerned about their wellbeing
- Listen without judgment
- Be sensitive to cultural differences
- Be confident
- Offer to help
- If the person struggles, give options
- Provide ongoing support

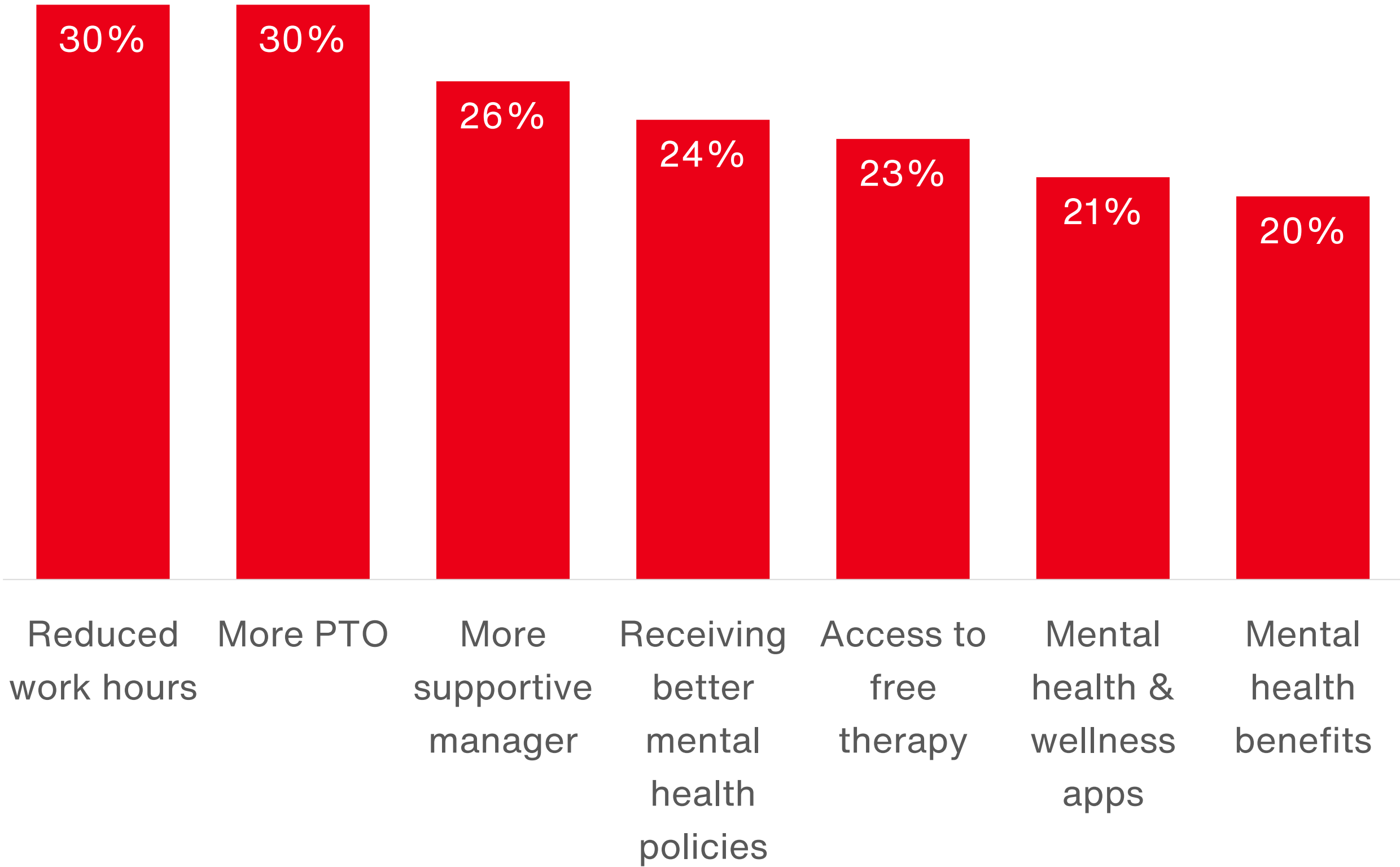


Mental Health Resources Employees Want

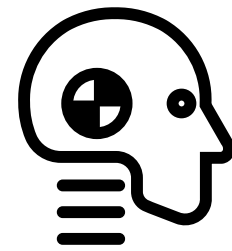


of workers said their **employers could be doing more to support their mental health** during COVID-19¹

Resources Americans want from their employers to help avoid or reduce worker burnout²



How Leaders Can Build a Culture that Supports Mental Health



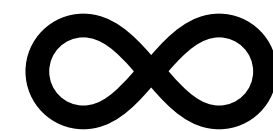
“Don’t make me feel like I’m just a replaceable number.”



“Show appreciation for positive things I do.”



“Value people’s lives over work. There needs to be life-work balance.”



“Create a feedback loop for employee and leader interaction.”



“I am concerned about lack of motivation.”

What Employers Are Doing



Emotional Wellbeing Resources Available to You

Every day, you contribute to the continued success of the mission of the Church. Your well-being is important. The Archdiocese of Philadelphia offers programs to assist you in your journey towards healthier living:

Employee Assistance Program

The Penn Behavioral Health Employee Assistance Program (EAP) offers you and your dependents free confidential counseling to help with a range of issues, such as anxiety, stress, parenting or relationship concerns, or grief. If available at your location, the EAP has three components:

- **Access** to a confidential toll-free number 24-hours a day, 7-days a week where you can speak directly to a master's level counselor who will help answer questions and direct you to therapists within our EAP network.
- **No Cost Counseling Services** for you and your eligible dependents through a network of high-quality EAP providers located at offices near you.
- **Follow Up and Appropriate Referrals** for ongoing counseling needs.

The online portal, [MyLifeExpert.com](https://www.mylifeexpert.com), provides information about work/life issues, such as child care and education, eldercare, health and wellness, and more. Resources include articles, videos, podcasts, calculators, interactive calculators, and webinars (use Code PH002).

For more information about EAP services, call 888-321-4433, 24-hours a day, 7-days a week or online at pennbehavioralhealth.org.

Additional Wellbeing Resources Available to You

My Health Awareness

- [Breast Cancer](#)
- [Smoke out](#)
- [Stroke Awareness](#)
- [Heart Awareness](#)
- [Healthy Heart](#)
- [Kids eating better](#)
- [The Kids Cook Monday](#)

Student Loan Repayment

- [PeopleJoy finds solutions across federal student loan repayment and forgiveness programs that are tailored for you](#)
- [Learn about free analysis of your student loan, plus other personalized student loan resources](#)

Income Protection Benefits

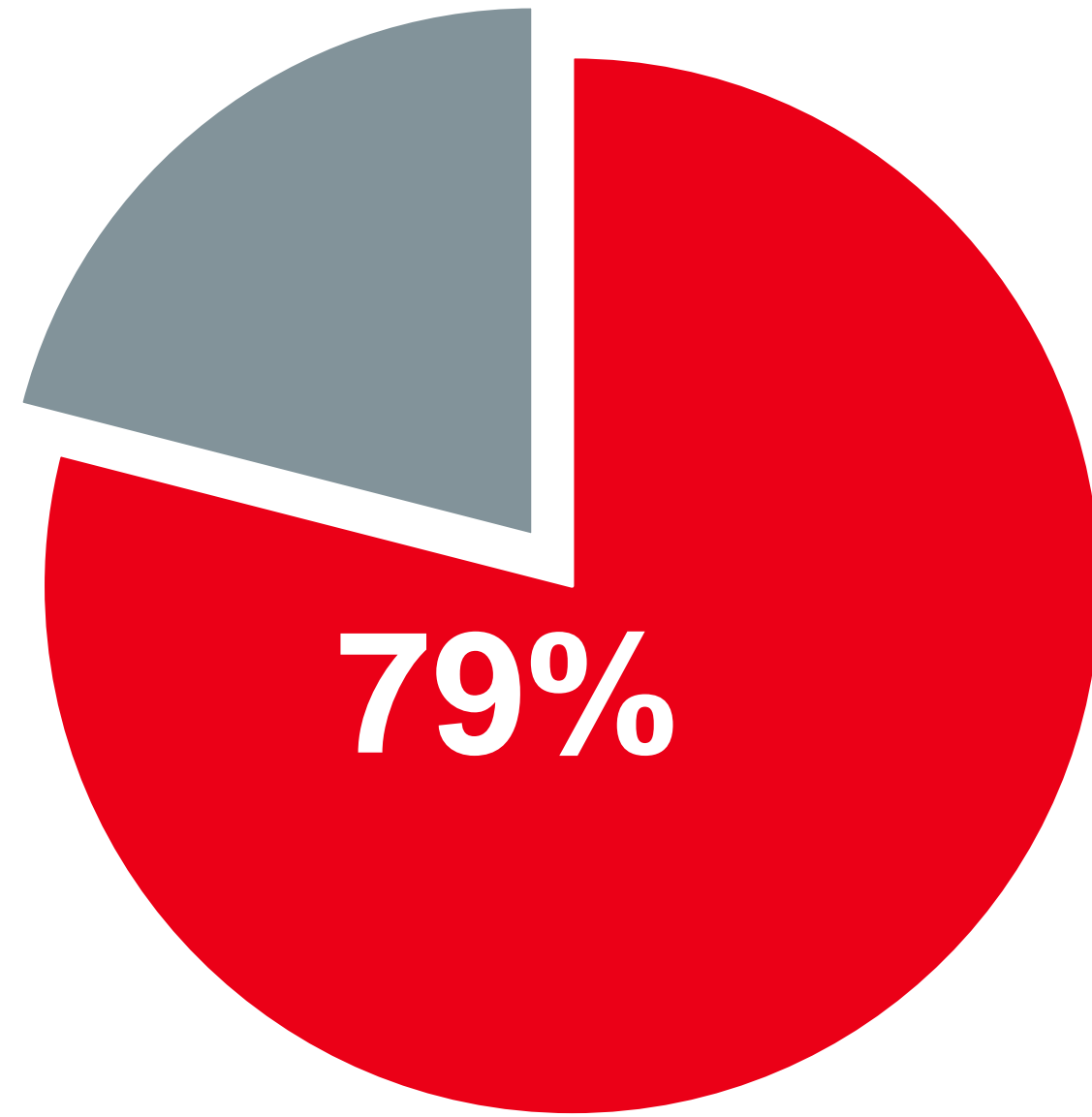
Retirement

Discounts and Offers

Additional Information

[Human Resources – Archdiocese of Philadelphia \(archphila.org\)](#)

Take Full Advantage of the Resources Offered to You



of employees would be more likely to stay at a company that provides **high quality resources** for them to care for their mental health¹

And when employees sense **enhanced support**, they are more likely than employees at other companies to say their employer has had a positive impact on their²...



3

How you can improve
your own mental health
and resilience



“

“God made your body with the capacity to feel physical consequences of the mental events occurring in your mind. In fact, he made your body capable of picking up on extremely subtle cues from the environment and other people, and even spiritual realities beyond the material world. God designed the body to act like a radar, detecting movements within and without to help you make informed decisions about your life.”

— Gregory Bottaro, [The Mindful Catholic: Finding God One Moment at a Time](#)

Recognize the Common Effects of Stress/Burnout



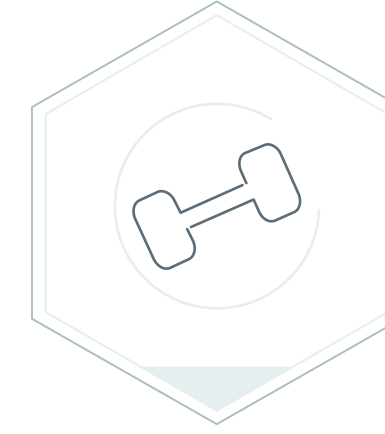
On Your Body

- Headache
- Muscle tension or pain
- Chest pain
- Fatigue
- Change in sex drive
- Stomach upset
- Sleep problems



On Your Mood

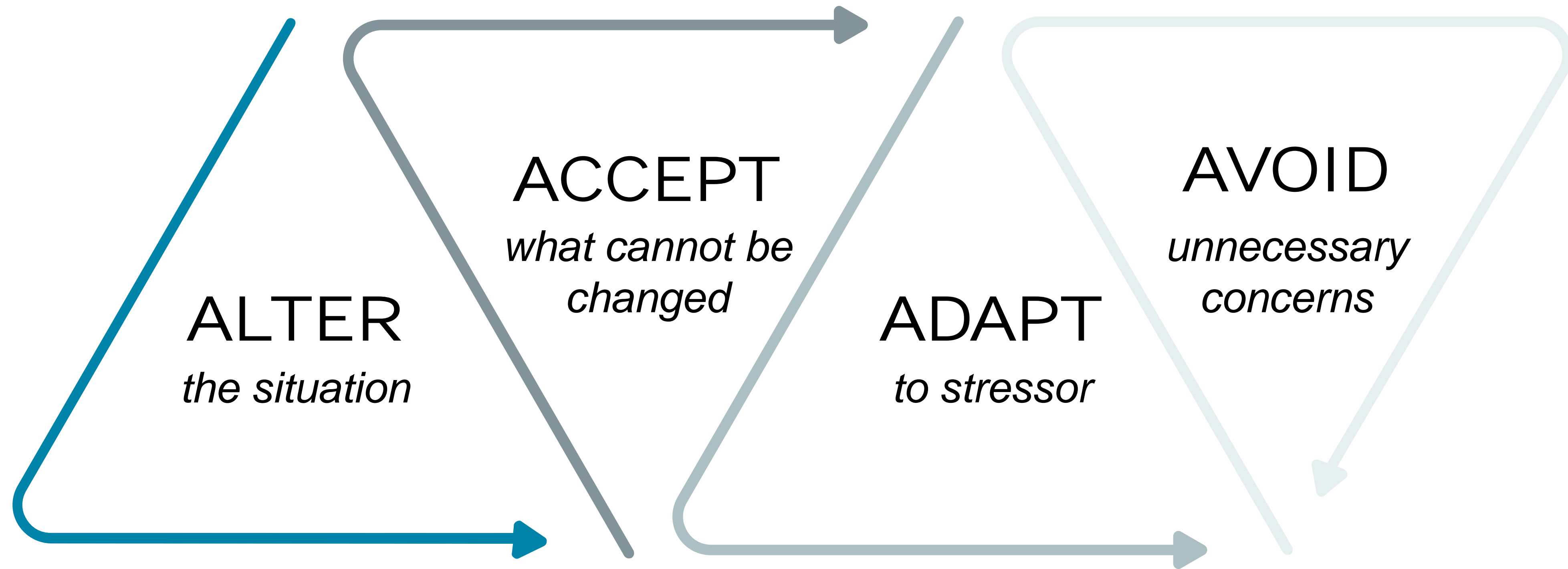
- Anxiety
- Restlessness
- Lack of motivation or focus
- Feeling overwhelmed
- Irritability or anger
- Sadness or depression



On Your Behavior

- Overeating or undereating
- Angry outbursts
- Drug or alcohol misuse
- Tobacco use
- Social withdrawal
- Exercising less often

Put On Your Own Oxygen Mask



This Is Easier Said than Done



Mental Training Strategies

The benefits associated with having a growth mindset and laser-focus:

- Fully present moment to moment
- Skillful storytelling
- Full awareness

Distraction is actually just confusion about what matters

HOW?

- Schedule time for meetings, calls, self-care and social activities
- Focus on single-tasking
- Don't just avoid or eliminate distractions; get comfortable with them



Benefits of Being Fully Present In THIS Moment



an·i·e·ty
ˈæŋiˈetē/

noun

A feeling of worry, nervousness, or uneasiness, typically about an imminent event or something with an uncertain outcome.

"Fear is the path to the dark side. Fear leads to anger. Anger leads to hate. Hate leads to suffering."

- Yoda



A woman with dark hair tied back is sitting in the driver's seat of a car. She is holding a black smartphone to her ear with her left hand and a white disposable coffee cup to her mouth with her right hand, drinking from it. The car's steering wheel and dashboard are visible in the foreground. The background shows a blurred view of a city street through the car window.

Multitasking: The enemy of extraordinary energy

- Simultaneous processing of two or more unrelated tasks
- Result is poor energy management and not fully engaged in either task

Multi-Tasking + Distractions = Increased Mental Fatigue

The Average Person Today:



The high cost to recovering from interrupted work:

- Forgetfulness, redundancy, increased mistakes
- Longer completion time, increased frustration and stress
- Lost opportunities for creative and innovative ideas

We distract or interrupt ourselves internally almost as much as getting externally interrupted

Top 3

Internal Distractions:

1. Remote work/lack of social interaction
2. Multitasking
3. Unpredictable work environments

Spiritual Training Strategies

The benefits of spiritual alignment:

- Purpose-driven
- Commitment
- Passion
- Principle-centered

Don't say "yes" when you feel "no"

HOW?

- Invest your energy in things and people that matter most
- Understand your desired character traits
- Align your energy investments to your values
- Clarify your mission
- Deepen your purpose



Connecting With Your Sense of Purpose Gives You Something to Live For

53% of women reported the pandemic caused them to question the purpose of their day-to-day job, at a time when deriving purpose through work becomes even more central¹



The Impact of Purpose on Individual Health

Cardiovascular health More activity
Better sleep Lower risk of depression
Decreased overall mortality Reduced likelihood of stroke
Increased life satisfaction Reduction in likelihood of coronary heart disease
Preventative health care Higher vegetable intake
Decrease in dementia **Longevity** Greater self-esteem

Emotional Training Strategies

The benefits of appropriate regulation of feelings and emotions:

- Positive emotions
- Interpersonal effectiveness
- Confidence

HOW?

- Stress management and resiliency exercises
- 15 minutes of physical activity
- Laughter
- Gratitude
- Conscious acts of kindness
- Self-compassion
- Deep breathing



Benefits of Deep Breathing



- Decreases stress, increases calm
- Relieves pain
- Detoxifies the body
- Improves immunity
- Increases energy
- Lowers blood pressure
- Improves digestion
- Helps support correct posture

“

“Exercise Mindfulness of Body and Breath. This is a basic exercise to introduce you to some of the principal elements of a mindfulness exercise. Your breath is an anchor. While there is some spiritual meaning to the breath (Holy Spirit, creation of the world, etc.), the most important thing about the breath for a mindfulness exercise is that it is always with you, and it is always fluctuating. It is generally easier to pay focused attention to things that are moving because they hold your interest a bit more than things that are static. You will develop the ability to focus on static points, but you will always be able to return to the breath.”

Slow Diaphragmatic Breathing Hack

- During diaphragmatic breathing, we consciously engage the diaphragm in order to take deeper breaths.
- You will consciously notice the stomach rising and falling.
- You will also feel an expanding or stretching sensation in the stomach, rather than solely in the chest and shoulders.

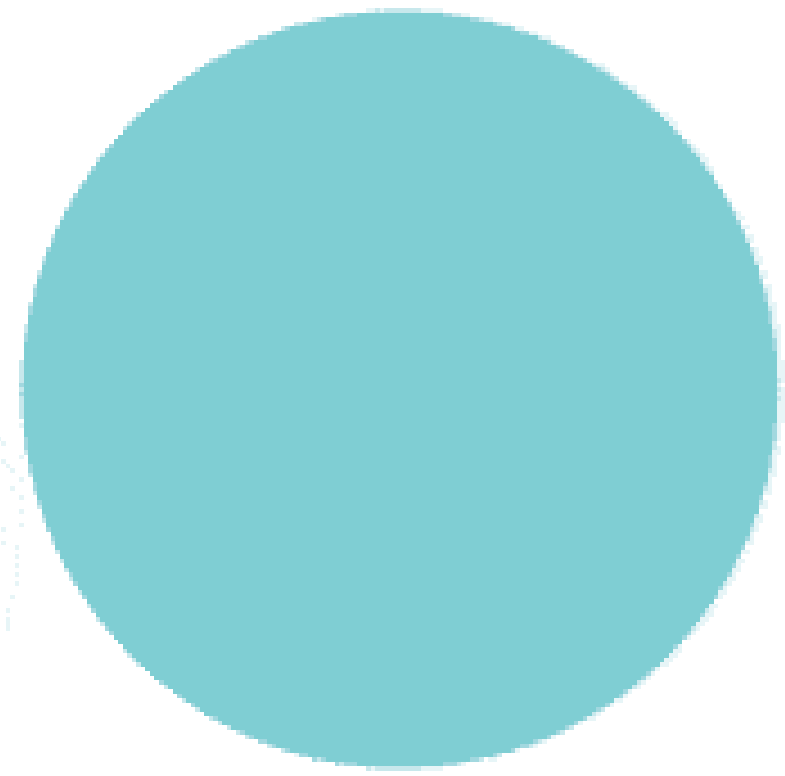
Sit comfortably in a chair with your feet on the floor. It's important to keep the shoulders, head, and neck relaxed.

Fold your hands on your belly.

Breathe in slowly and calmly. Fill up the belly with a normal breath. Try not to breathe in too heavily. The hands should move up when you breathe in, as if you are filling up a balloon. Avoid lifting the shoulders as you inhale; rather, breathe into the stomach.

Breathe out slowly to the count of "5." Try to slow down the rate of the exhale.

After the exhale, hold for 2-3 seconds before inhaling again.



Take Care of Your Total Wellbeing

- Maintain a consistent sleep schedule to recover energy, grow and repair. Establish a routine that works for you and then stick to it to maintain sleep quality.
- Eat appropriate meals and snacks to help ensure nourishment and improve energy levels, brain function and mood. Follow the 80/20 rule of need/want foods.
- Stay hydrated throughout the day.
- Move strategically to enhance energy production, improve blood circulation and increase metabolism.
- Exercise regularly to maintain heart health, strength and flexibility.
- Be cognizant; people may experience stress from isolation and have unanticipated mental health consequences. Try and safely keep in touch with your colleagues, friends and family, by telephone, email or social media even if you are working remotely.
- Build in break times such as 'virtual coffee' or 'water cooler breaks'.



Self Care Is Not Selfish

**Take care of yourself
so you can take care
of others.**



Questions?