Working Together
Building an Infrastructure for Workplace Resilience

Resilience
Our ability to cope and persevere in times of stress and to bounce back following adversity.

Four Types of Resilience

MIND:
Your mind remains calm and centered through uncertainty, challenges, and adversity.¹

EMOTIONAL IQ:
You recognize your feelings, empathize with others, make sound decisions, and pick yourself up after a setback.²

BODY:
You have the stamina and strength to perform physical work, exercise regularly, and recover from illness, accidents, or other physical challenges.³

ORGANIZATIONAL:
Your organization responds quickly to and recovers from adverse situations like workplace upheaval, family emergencies, and other challenges to the workforce.

Highly resilient managers and employees are

31% More productive.
78% Less likely to leave their organization.

Organizations with a highly resilient workforce have

42% Higher annual return on assets.
60% Higher 5-year revenue growth.⁴
Resilience was “word of the year” in 2020 and 2021, but...5, 6

Only 19% U.S. employees are highly resilient and fully engaged at work.3

Altogether 90% Employees are vulnerable to high levels of stress and burnout.4

Strategies for Helping Employees Build Resilience at Work

- Projects that align with team members’ strengths and interests7
- Personal agency for how employees get their work done7
- Flexible work schedules and reasonable workloads9
- Worker trust in team leaders and senior leadership7
- Opportunities for employees to identify and solve workplace problems9
- Manager support of team members’ personal needs9
- Work culture that encourages supportive relationships9
- A comprehensive Employee Assistance Program to help workers overcome challenges10

Resilient individuals:

- Are connected to a support network
- Are flexible in their thinking and actions
- Are willing to think creatively and try something new
- Understand the current reality and are willing to face it
- Plan proactively, not reactively
- Communicate, collaborate, and problem-solve effectively
- Learn new skills and knowledge to overcome obstacles11

Resilient organizations:

- Flexibly balance short- and long-term priorities
- Adapt to adversity with the help of versatile employees
- Collaborate effectively to share knowledge and make decisions
- Build trust through strong communication and transparency
- Responsibly meet the needs of stakeholders12

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