

BUILDING GREATER RESILIENCE IN THE WORKFORCE

**Presenter: Sandra Shaklan, LCSW-C
Behavioral Clinical Account Manager-
Cigna**



THE IMPACT OF BEHAVIORAL HEALTH

1 in 5 will struggle with mental illness this year*



8% have a substance use disorder**

19% live with anxiety disorders*

About 20% of Americans who have depression or an anxiety disorder also have a substance use disorder***

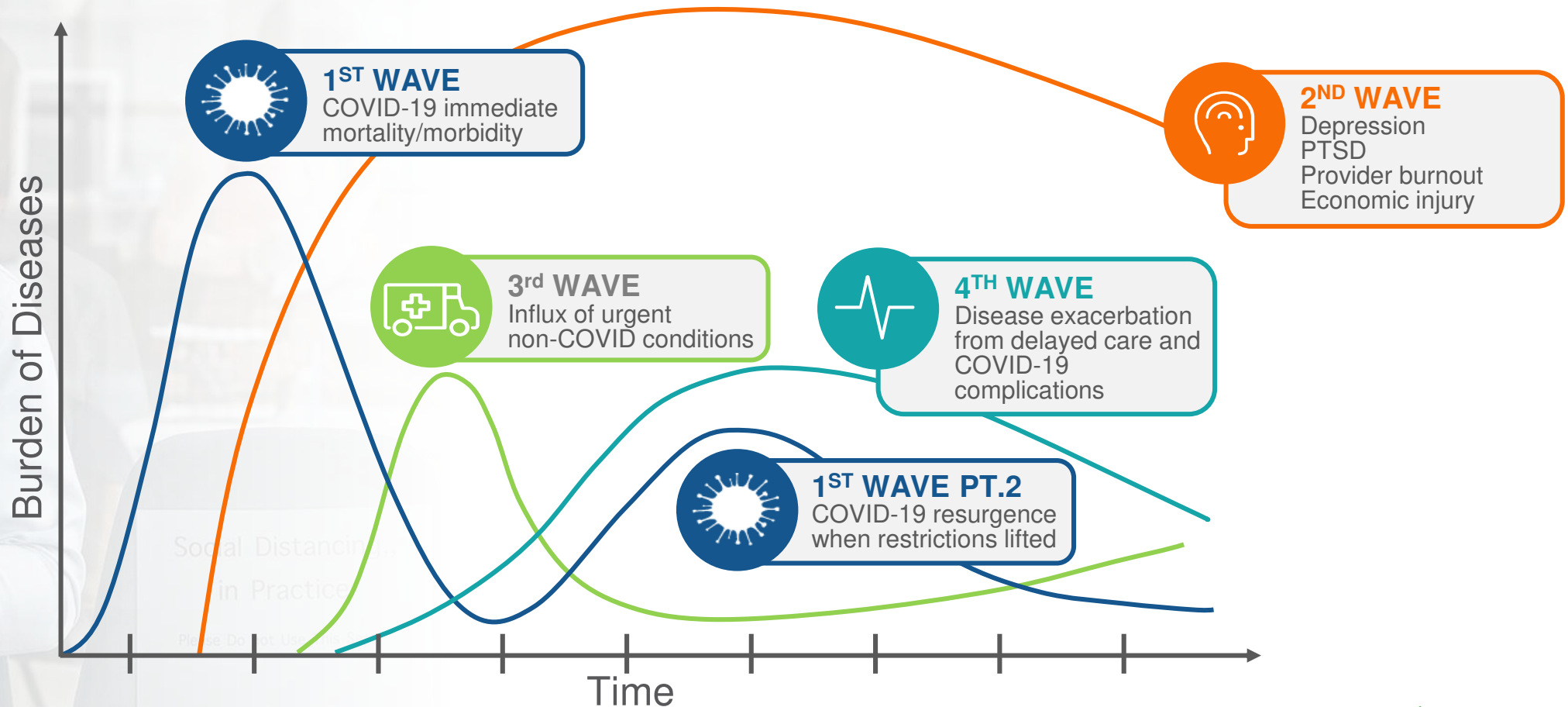
*"Mental Health By The Numbers," National Alliance on Mental Illness, <https://www.nami.org/learn-more/mental-health-by-the-numbers>, September 2019.

**Results from the 2018 National Survey on Drug Use and Health, August 2019, <https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/NSDUHNationalFindingsReport2018/NSDUHNationalFindingsReport2018.pdf>.

***Statistics on Addiction in America, Addiction Center, <https://www.addictioncenter.com/addiction/addiction-statistics/>, August 2019.

CLINICAL WAVES OF IMPACT FROM COVID-19

Cigna is addressing the evolving nature of the crisis over the long term



Social Distancing
in Practice
Please Do Not Use

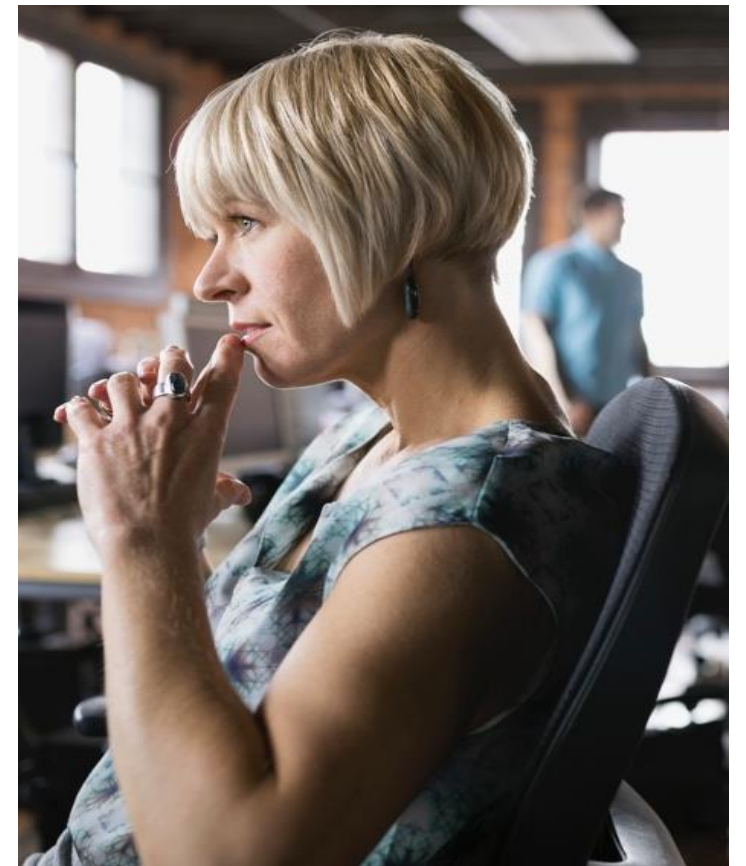
Graph adapted from Victor Tseng – Pulmonary & Critical Care Physician: University Of Colorado, March 2020

Confidential, unpublished property of Cigna. Do not duplicate or distribute. Use and distribution limited solely to authorized personnel. © 2020 Cigna

RESILIENCE:

WHAT DOES IT LOOK LIKE?

- Doesn't give up
- Seeks solutions and faces fears
- Is able to adapt
- Believes in self
- Manages stress



Resiliency varies from person to person and is impacted by:

- The volume of stress
- Vulnerabilities
- Strengths

CIGNA'S RESILIENCE INDEX

2020 U.S. REPORT

RESILIENCE IS AT RISK IN 3 IN 5 AMERICANS

**Resilience: our ability
to quickly recover
from challenges**



RESILIENCE AMONG FULL-TIME WORKERS

2/3

of full-time workers do not
have high resilience

4 in 10

say they only sometimes
feel they belong in their
community, or don't
belong at all

67%

are stressed about
figuring out the safest
childcare option for their
child or children

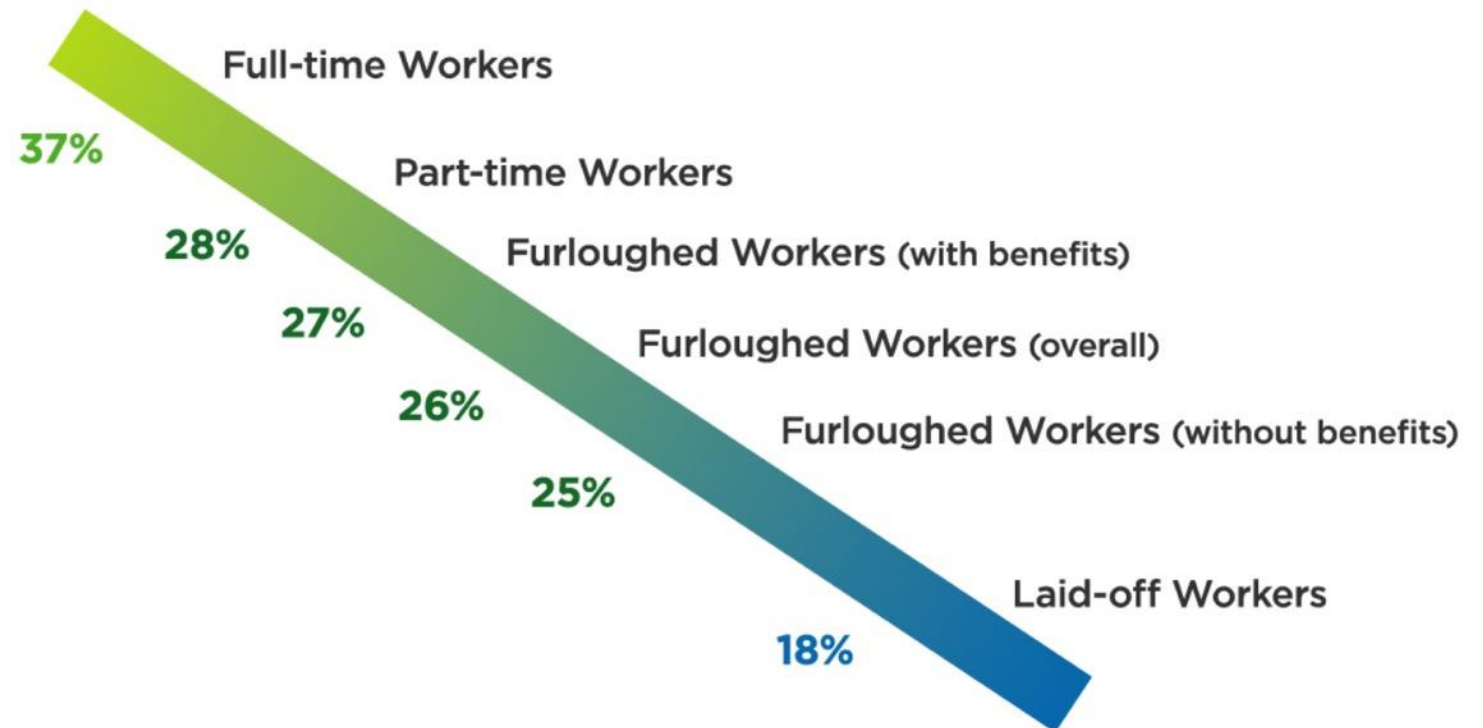
35%

have experienced
discrimination in the
workplace in some form



EMPLOYMENT STATUS IS A KEY DETERMINANT

As employment status moves from full-time employment to part-time employment then to unemployment, resilience levels decline



CURRENT EVENTS ARE HAVING AN IMPACT

COVID-19

- **34%** of full-time workers are feeling pessimistic about their company's ability to endure COVID-19
- **41%** state that the mental health of their company's employees has been negatively impacted by COVID-19

ECONOMIC UNCERTAINTY

- **3 in 4** full-and part-time workers are stressed by the current economic uncertainty
- **70%** of full-time workers say the economic impact of COVID-19 will be worse than the virus itself

SYSTEMIC RACISM

- **84%** of Black full-time workers are experiencing stress and anxiety about the recent deaths of Black Americans like George Floyd compared to 66% Hispanic, 64% White, and 54% Asian workers

1 in 5 full-time workers are seeking support for a mental health issue in the last 6 months alone.

PHYSICAL AND MENTAL HEALTH IMPACT RESILIENCE

And vice versa

PHYSICAL HEALTH



Full-Time Workers with Good or Better Physical Health



Full-Time Workers with Fair or Poor Physical Health

MENTAL HEALTH



Full-Time Workers with Good or Better Mental Health



Full-Time Workers with Fair or Poor Mental Health

Activities that correlate with higher levels of resilience include:

- Daily exercise
 - Family time
 - “Me time”
 - Stress-reduction activities
-

LOW RESILIENCE COMES AT A COST TO BUSINESSES

Less resilient workers have:

- Lower job satisfaction and higher likelihood for turnover
- Lower performance and professional ambition
- Weaker relationships and lack of community at work
- Lower feelings of self-worth and self-esteem
- Less ability to cope with the impact of COVID-19



EMPLOYERS PLAY AN IMPORTANT ROLE



A POSITIVE WORKPLACE CULTURE BENEFITS WORKERS' RESILIENCE

COMMUNITY

- Full-time workers who feel included in the social aspects of work are more likely to have high resilience **(42% resilient vs. 18% resilient)**

INCLUSIVITY AND AUTHENTICITY

- **40%** of full-time workers who do not feel the need to hide their true selves at work are considered to have high resilience, compared with **32%** of those who do

COMPANY CONTRIBUTION

- Full-time workers who agree that their company contributes to the greater good are significantly more likely to be resilient than those who disagree **(41% vs. 18%)**

SUPPORTING EMPLOYEES AS THEY FACE CHALLENGES

HOLISTIC HEALTH



Focus on mental and physical health and a good work-life balance

SOCIAL CONNECTIVITY AT WORK



Improve the quantity and quality of communications and relationships with coworkers and peers

INCLUSIVE AND DIVERSE WORKPLACE



Create diverse racial, cultural, ethnic and social backgrounds to improve workplace morale and strengthen resilience

TRANSPARENT TWO-WAY COMMUNICATION



Facilitate proactive conversations between employees, managers and leadership

TECHNOLOGY



Help find the right balance between over and under use of digital communication tools (chat, phone, video, etc.)

ACCESS TO RESOURCES AND TOOLS



Offer Employee Resource Groups, paid parental leave, mental health resources, and more

[CIGNARESILIENCE.COM](https://cignaresilience.com)

FOUR STEPS TO HELP BUILD RESILIENCE

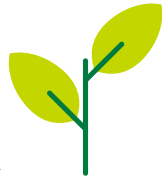
G



Ground yourself in the situation.

Write down your ideal outcome

R



Recognize what you can control.

Commit to one thing you can tackle today

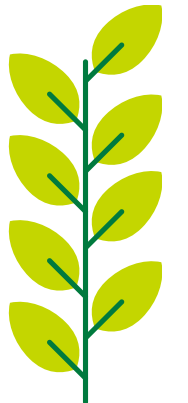
O



Organize the resources you need.

Visit CignaResilience.com to access expert resources

W



Work with your community for support.

Remember that asking for help is a sign of strength

Learn more, take a questionnaire and assess resilience levels at CignaResilience.com

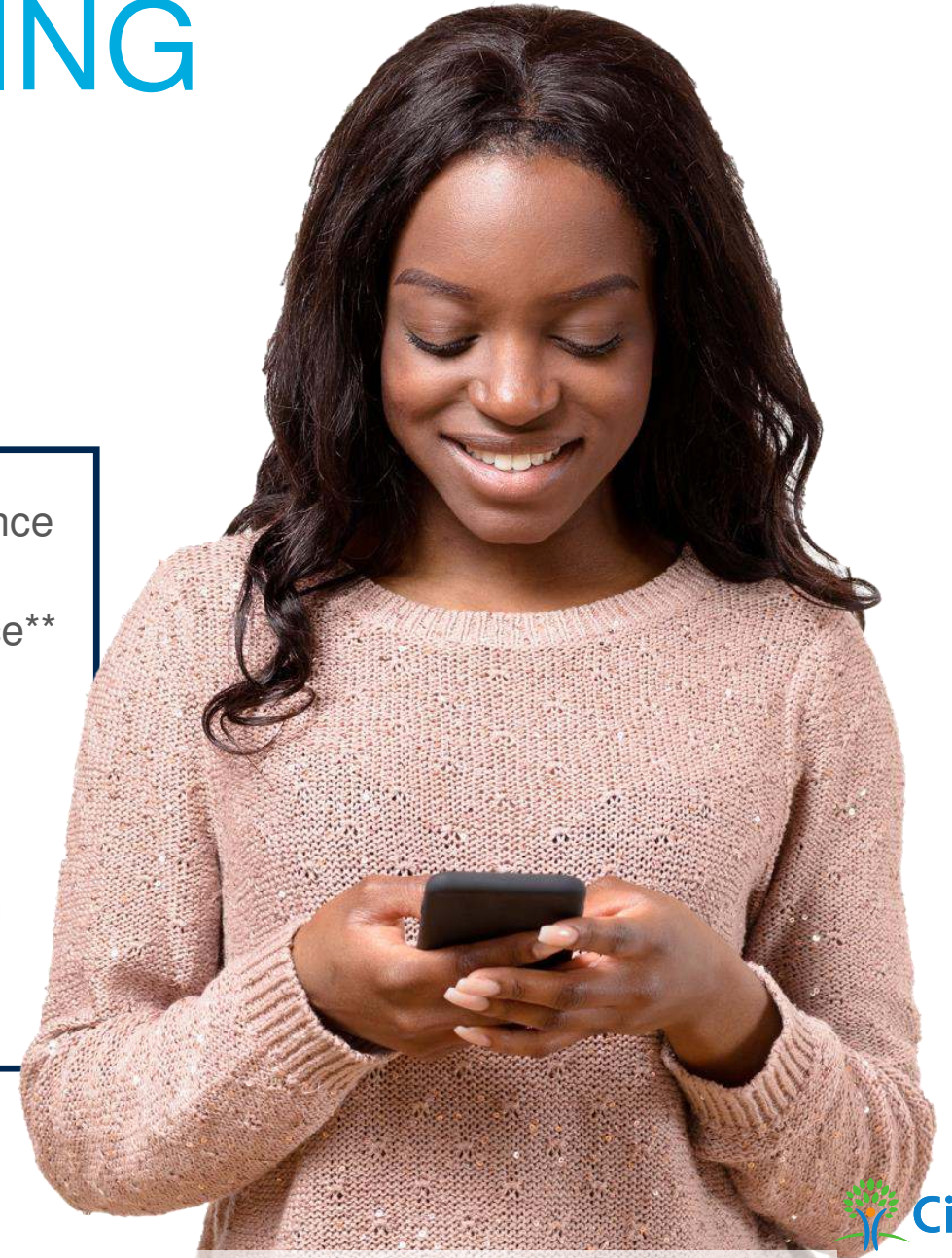
EMOTIONAL WELL-BEING CAPABILITIES

Programs and digital tools help improve emotional well-being and manage life events.

On-demand peer coaching and personalized learning help boost your mood and improve mental health**



Digital self-guidance tool to help increase resilience**



*Three visits per issue per year. Restrictions apply to fully insured business situated in New York.

**iPrevail and Happify offered through Cigna.

EAP SERVICES

INDIVIDUAL

Better health and productivity

- Includes employee household members
- Problem-solving consultations by phone
- Face-to-face or EAP counseling
- EAP and work/life support
- Identity theft guidance

HR/MANAGER

Better performance

- Management consultation
- Supervisory/management referrals
- Ongoing education and quarterly manager webcasts
- EAP Resources for Managers

ORGANIZATION

Better bottom line

- Strategic consultation
- Custom critical incident stress management
- Quarterly reporting
- Wellness seminars and management training

WELLNESS STRATEGY

For all aspects of your employees' well-being.



This information is for educational purposes only. It's not medical advice. Always ask your doctor for appropriate examinations, treatment, testing, and care recommendations.

Product availability may vary by location and plan type and is subject to change. All group health insurance policies and health benefit plans contain exclusions and limitations. For costs and details of coverage, contact a Cigna representative.

All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation, including Cigna Health and Life Insurance Company (CHLIC), Cigna Behavioral Health, Inc., Express Scripts, Inc., or their affiliates. Policy forms: OK - HP-APP-1 et al., OR - HP-POL38 02-13, TN - HP-POL43/HC-CER1V1 et al. (CHLIC).

