



Welcome to the
Overwhelmed Club:
Teaching Organizational
Resilience

WELCOA Summit 2023
Elevate Change
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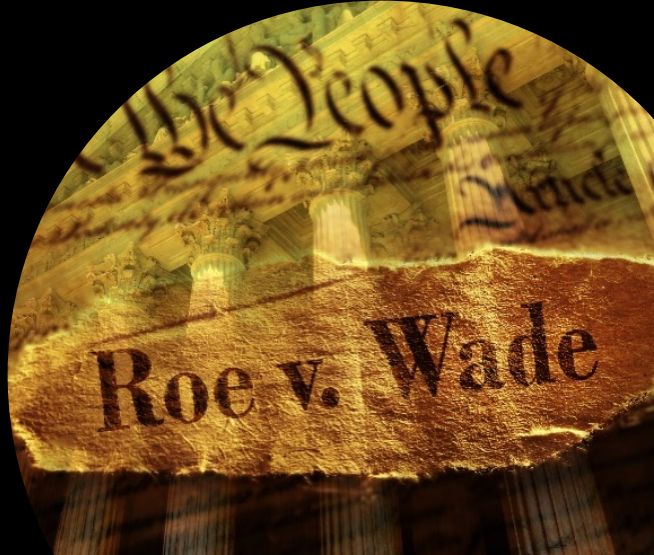
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The Past 40+ Months

“In the Post-COVID and work-from-home era, leaders need to do more than fine-tune their day-to-day tasks; they need to be ready and willing to rethink how they operate, and even why they exist. Leaders need to step back, take a breath, and consider a broader perspective.”

Kevin Oakes
Founder, I4CP



Gallup: State of Global Workplace (2023)

- 77% of employees are quiet- or loud-quitting
- 51% of global employees are actively looking for another job
- Engagement has declined in the US and Canada
- Europe has the lowest employee engagement scores
- Employee stress has increased
- Stress is higher among young workers and those in exclusively hybrid/remote locations
- Remote/hybrid workers are more engaged and more stressed



What Does the Data Say?

- 37% Increase in Unhappiness
- 44% of employees experience stress in most of the previous day
- 21% of employees are engaged at work
- 33% of employee are thriving in their overall wellbeing
- 12% decrease in employee engagement scores
- 42% of employees reported a decline in their mental wellness



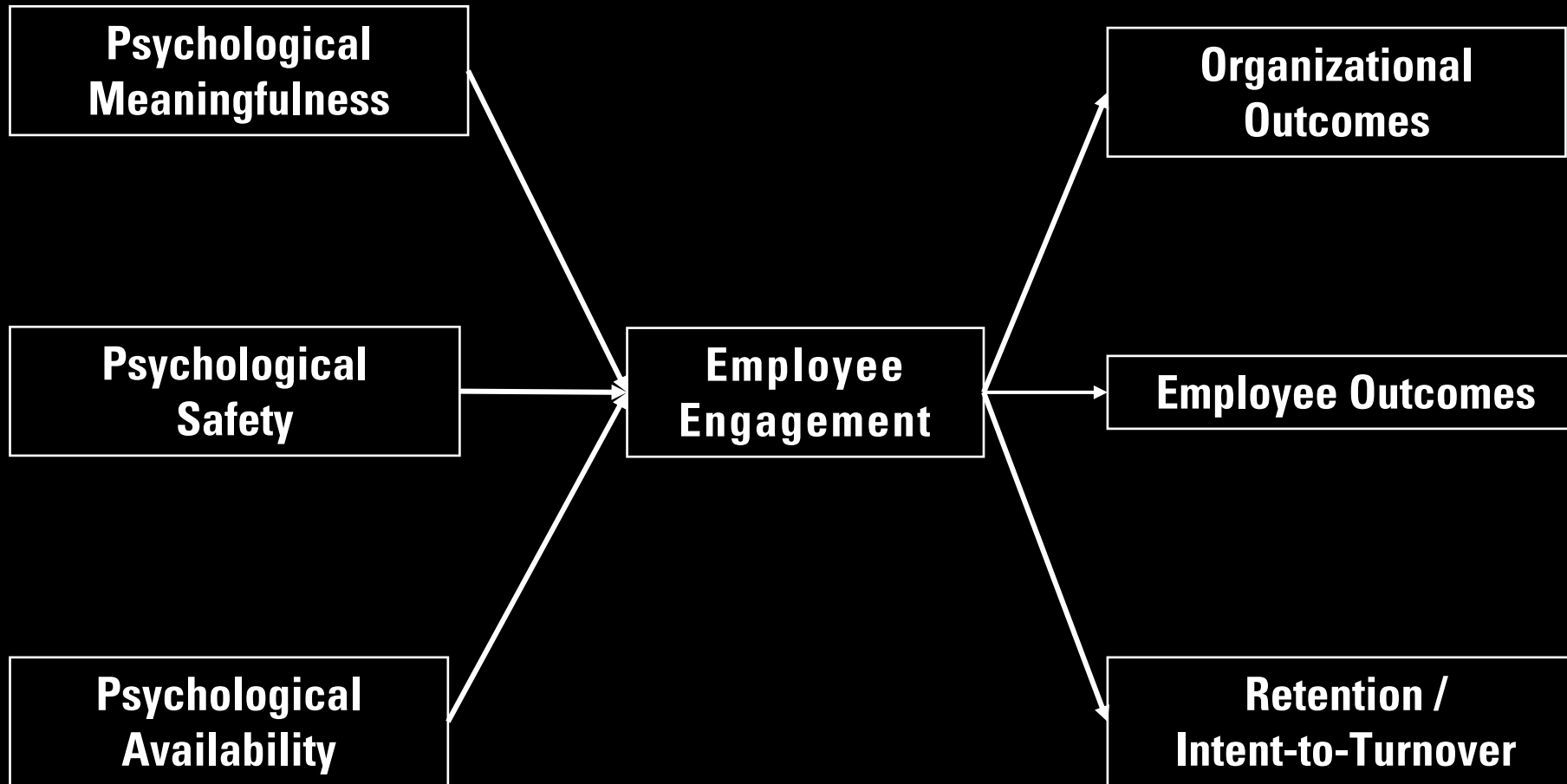
Gallup, State of the Global Workplace 2022 Report

Gallup Global Emotions 2022

US Employee Engagement Slump Continues, Gallup (April 2022)

Using Digital Tech to Support Employees' Mental Health & Resilience, McKinsey

Employee Engagement Conceptual Model



An individual employee's cognitive, emotional and behavioral state directed toward desired organizational outcomes."

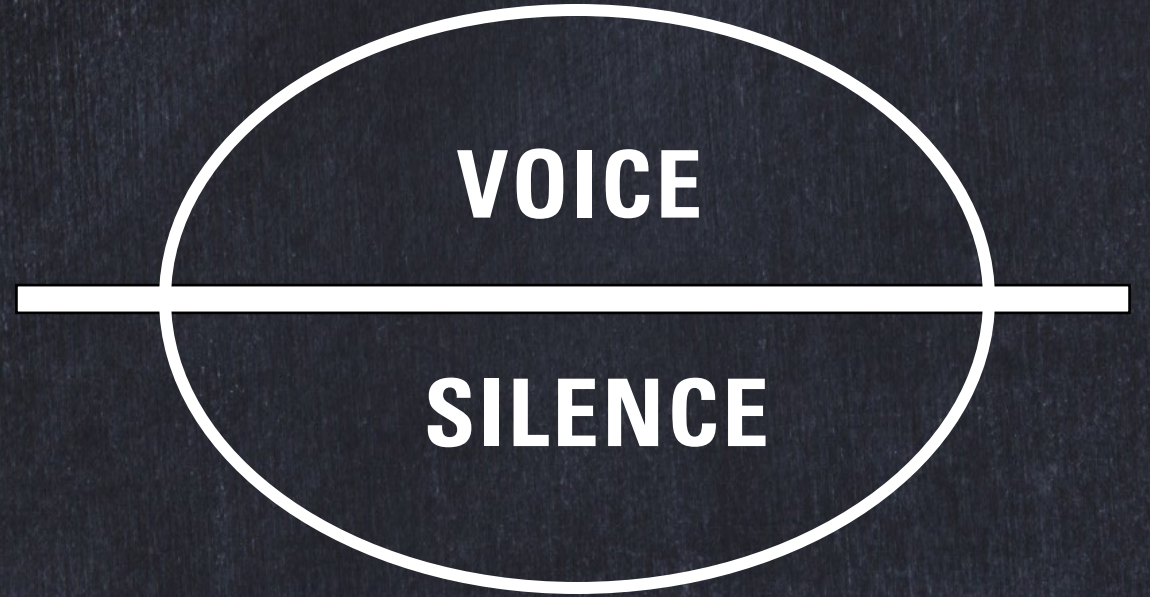
--Dr. Brad Shuck

Valued

Empowered

Safe

Confident



Useless

Fearful

Drained

Insecure

US Surgeon General's Framework for Workplace Mental Health & Well-Being



Protection from Harm

- Prioritize workplace physical and psychological safety
- Enable adequate rest
- Normalize and support mental health

Connection & Community

- Create cultures of inclusion and belonging
- Cultivate trusted relationships
- Foster collaboration and teamwork

Work-Life Harmony

- Provide more autonomy over how work is done
- Make schedules as flexible and predictable as possible
- Increase access to paid leave
- Respect boundaries between work and non-work time

Mattering at Work

- Provide a living wage
- Engage workers in workplace decisions
- Build a culture of gratitude and recognition
- Connect individual work with organizational mission

Opportunity for Growth

- Offer quality training, education and mentoring
- Foster clear, equitable pathways for career advancement
- Ensure relevant, reciprocal feedback

Emotional Intelligence

Resilience is defined as the capacity to recover easily and quickly from unpleasant and damaging events. It falls under the umbrella of emotional intelligence, the ability to identify, understand, and manage emotions.





Resilience (through Psychological Safety)

Building Organizational Resilience

- **Integrity:** Ethical leadership and courageous candor
- **Innovation:** Fearless collaborative creativity
- **Inclusion:** Authentic respect and belonging

Human-Centered Culture (Connection)

- Clarity
- Feeling Valued
- Empowerment
- Confident
- Authentic
- Vulnerable



What Can You Do?

“You are the most important person in your life. This may sound harsh, but no one is coming to save you; your focus on moving forward has to be coupled with your focus on looking within – it’s a decision for you from you.

The relationship you have with yourself is the most important relationship you will ever have – how you communicate with yourself is everything.”

-- Joslyn Thompson Rule, Peloton Instructor

How to Move It: Reset Your Body



Self-Care

Self-care requires looking beyond superficial fixes to feel better. Self-care requires embracing and practicing internal work:

- Setting Boundaries
- Practicing Self-Compassion
- Aligning Your Values
- Embracing Your Power

--Dr. Pooja Lashkmin

Real Self-Care: A Transformative Program for Redefining Wellness (Crystals, Cleanses and Bubble Baths Not Included)





Practicing Self Care

“My morning runs have been a gamechanger for me...focusing on mind, body, and soul, is a truly and holistically beautiful benefit for me.”

--Sy Smith, Professional Singer



For Organizational Leaders

- **Focus on Self First**
- Assess Organizational Wellness as a System
 - More than Just Wellness
 - Seek Multiple Perspectives
 - Ensure Alignment to Values, Mission and Vision
 - Create Clear and Concise Messaging
 - Establish Key Metrics and KPIs
- Ensure Wellness Policies are Equitable
- Communicate Creatively and Often
- Foster a Voice Culture





For Supervisors and Managers

- **Focus on Self First**
- Emotional Intelligence (EQ360) Assessments
- Exhibit Trustworthiness
- Communicate!!!
- Lead by Example
- Connect with People
- Look for Efficiencies
- Be Flexible (Results > Time & Attendance)
- **Reflect!!!**

For All Employees

- **Focus on Self**
- Develop Wellness Routine
- Create Rituals
- Create Boundaries and Be Flexible
- Share Your Thoughts
- Constantly Assess Where You Are
- Try New Things
- **Look Out For Each Other**



Embrace the Valley



If You Need
Someone to Talk
To...



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Q & A