Building A Resilient Workforce

MAXIS Conference - March 2013

Gary Barnes – Director – Asia Pacific AXA ICAS International

Providing a fresh approach to global Employee Assistance Programs









The Bad News...

	Event	Probability	Affects
	Death	1 in 1 / 100%	Everyone
	Car Accident (P)	1 in 4 / 25%	Family / Friends
	Serious Illness (P)- At age 40 - At age 50	1 in 5 / 20% 1 in 2.5 / 40%	Family / Friends
>	Debt Issues	1 in 1 / 100%	All at some time
	Legal Issues	1 in 1 / 100%	Family / Friends
	Children Issues	1 in 1 / 100% of parents	Family / Friends
	Drink / Drugs / Smoking / Eating (P	Everyone	
	Sleep / Diet / Cholesterol / Blood Pressure / Teeth Cleaning (P) Everyone		

This is all at home – <u>before</u> even coming into the workplace



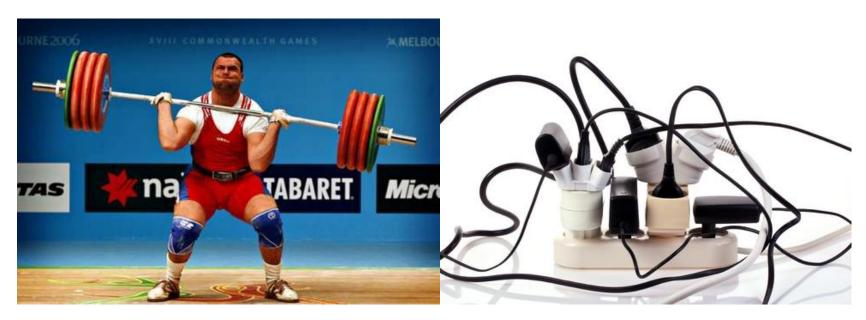
The Bad News... In the workplace

Workplace Events	Probability	Affects
Accident / near miss (P)	Likely / occasional	workplace & home
Pressure of the job	Likely / occasionally	workplace & home
Changes at work	Highly likely / inevitable	workplace & home
International / cross cultural moves	Likely / occasionally	everyone

Worldwide Events	Probability	Affects
Travel incident (P)	unlikely / occasionally	work & home
Pandemic / epidemic disease (P)	unlikely / occasionally	everyone
Earthquake / tsunami (P)	unlikely / occasionally	everyone
Terrorist attack (P)	unlikely / occasionally	everyone



When is enough, enough? /





And when is it too much?
And do you have any
choice in when it all
happens?

The Good News...

CONTRARIAN VIEW: LOWERING THE BAR ON IMMIGRATION COULD IN FACT STRENGTHEN THE SINGAPORE CORE COMMENT&ANALYSIS-12

TODAYONLINE.COM



6 hot news

FAIR EMPLOYMENT

Mental illness a roadblock to jobs

Those with mental illnesses choose to keep silent for fear of losing jobs or being denied one

quent medical appoir

Another woman her real name), hid h tion and landed a job months ago. Genevi early 30s, told TOD ployers are still in had not sought medi her "extreme mood past out of fear that **WESET YOU THINKING**

12%

OF PEOPLE HERE STRICKEN BYMENTAL HIMESS LIET ME ACCORDING TOTHE SINGAPORE MENTAL HEALTH STUDY PUBLISHED

IN 2011

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HOT NEWS . 6 **MENTAL ILLNESS A ROADBLOCK TO JOBS**

TODAY • WEDNESDAY 13 FEBRUARY 2013



ut their illness in the n, they will not get ev don't declare and

hibits employers from discriminating against people with mental illness.

Nevertheless, in all three places, y found out, they can employers are allowed to ask for medical info whon the illness limits the an-

ELIZATHOMAS elizathomas@mediacorp.com.sg

SINGAPORE - During Ms Yee Yung Jen's

The Good News...





The Good News...

- Resilience can be built and developed through experiences – both negative and positive
- People broadly act the same the world over
- Industry type has very little affect on outcomes

Bereavement

- Shock
- Denial
- Depression
- Guilt
- Anxiety / disorganisation
- Anger / aggression
- Acceptance / moving on

Job Loss / Layoff

- Shock
- Denial
- Bargaining
- Anger / aggression
- Disorganisation
- Depression
- Re-organisation / acceptance / moving on redefining / standards



The Even Better News...

- Individual resilience can be built
- Team resilience can be built
- Workforce resilience can be built

Equipping people with the skills and behaviours to bounce back after a set-back or crisis at work is vital for both the individual and the organisation



Factors of Resilience for Individuals

Emotion Regulation

Manage their internal world, stay effective under pressure

Impulse Control

To manage emotional impulses, ability to delay gratification

Causal Analysis

Identify causes of adversity, move beyond habitual thinking styles

Self-efficacy

To perceive self worth and see themselves as effective

Realistic Optimism

Ability to stay positive about the future and be realistic about it too

Empathy

The ability to read and understand other people's behaviour

Reaching Out

Make the most of positive aspects of life, take on new challenges



Let us take a

Holiday



Business Trip





Team and Managers' Resilience

Your guide to Manager Support







Tips for building resilience

Being resilient is about functioning in a healthy manner when faced with risk or stress. People who are resilient are able to withstand considerable difficulty and bounce back from difficult events. Resilience is not to be mistaken for simply being seen to act tough or to pretend everything is fine when it's not: it's about having the inner resources to assess a situation, look at what is needed and take appropriate positive action.

Manager Consultancy

The best way to support employees experiencing difficulties is to deal with issues as soon as possible and provide the individual with positive support to help resolve the difficulty without delay. You can do this in two ways:

- Speaking to an AXA ICAS professional and receiving practical and expert assistance in dealing with all kinds of line manager and supervisor issues.
- 2. Encouraging employees to call the employee support service.



At an Organisational Level

- A good return on investment
- Lower employee turnover
- Higher productivity
- A flexible, adaptive workforce

Through building the resilience of individuals

- Better ability to carry out its strategic business plan
- Better ability to respond successfully to external pressure, change and adversity
- Better management awareness and actions
- Better team responses



Future planning or 'future proofing"

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- Change will happen
- External factors will affect your business and may fundamentally change it
- Accidents in the work place
- Recruitment and roles at risk / redundancy
- What would you do in a critical incident situation?
- Everyone will be affected at some point in time
- Through training, support and regular awareness sessions from an Employee Assistance Programme provider your organisation will become more resilient



Questions

Things turn out best for the people who know how to make the best of the way things turn out. John Wooden

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