

Ways That Employers Can Help Their Employees Become More Resilient

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The past 2 years have been very challenging for both employers and employees alike to recover from. The onset of COVID-19 has caused the world to re-evaluate how we approach a lot of environments, especially the workplace. In addition to balancing regular life challenges, finding childcare, adjusting to working from home, or even being stressed about the possibility of catching a life-threatening illness, people have expressed feeling more overwhelmed with the onset of COVID both on and off the job.



The workplace has undergone evolution to keep up with the times of the pandemic; making drastic changes to the workplace so that people can do their jobs more effectively, and as safely as possible without compromising their own health.

In uncertain times like this, it is more important than ever to be for the workplace to help their employees to foster their resilience.

What is resilience?

Resilience is the ability to emotionally cope, survive, and thrive despite challenges caused by adversity, changes in environment or circumstances, uncertainty, trauma, tragedy, or other sources of stress.

Why is it important for employees to be resilient at work?



As previously mentioned, the times are rapidly changing and there's no indication that life is going back to the way it used to be pre-covid anytime soon. In addition to the pandemic, companies also undergo regular changes such as updating software, change in structure, downsizing, new management, technology improvements etc. Change is inevitable.

Despite change, companies want to retain their workers and be known for having a great work culture. Therefore, it's in a company's best interest to keep employees around who can manage the changing environment, have a positive attitude, and be a productive worker while at work.

Recruitment and retention is less of an issue when employees have more resilient workers. A resilient employee has a positive impact on the other employees that they work with and therefore increase the positive work culture among their peers as well as work productivity. During pandemic, employees have left their jobs in high numbers leaving positions that have not been filled by corporations.

The Attitudes of Resilient Employees:

According to (Maddi & Koshaba, 2005), there are 3 types of attitudes that resilient employees have. They are:

Commitment

This employee views work as being important and deserving of their full attention. These employees avoid unproductive behaviors and stay focused on being productive at work despite what is going on around them.

Control

Employees with a control mindset work from a solution-focused perspective. They try to find positive solutions to everyday work problems and typically avoid a negative mindset.

Challenge

Employees who have a challenge attitude, view change and challenges from a glass half full perspective. They are open to change and try to learn from them.



How Employers Can Help Employees Become More Resilient:

There are steps that employers can take to help their employees be more resilient. According to (Maddi & Koshaba, 2005), positive traits of employers that foster resilience in their employees include culture, climate, structure, and workforce.

The culture of a resilient company is one that cares about their employees and customers. A resilient culture is evidenced by a company displaying resilient attitudes in their mission statement and their actions towards employees and the community that they serve.

The climate of a company speaks to the authenticity of their values. A resilient company who values the climate of the company will listen to, implement actions, and reward employees. In other words, if the company says that they are going to take steps to improve their work culture, they implement action. An employer with a positive climate recognizes employee efforts, offers praise towards employees, and is committed to providing a supportive, nurturing environment to their staff.

Companies who structure their employees into teams where they can pool together their resources have also been highly successful in helping their employees be resilient. Within the teams, staff members have access to leadership and the support of each other to help them do their jobs effectively.

Within the workforce, there are steps that employers can take to select resilient employees. Companies who are invested in retaining employees will often screening them during the hiring process for resiliency. Resilient employees are more likely to stay with the company.



References:

Maddi & Koshaba, 2005. Resilience at work. American Management Association.

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