

The Roadmap through Uncertainty: A Guide to Building Workforce Resilience

PRESENTED BY:

Andrew Shatté, Ph.D.

Co-Founder and Chief Science Officer

me**Q**uilibrium



Andrew Shatté, Ph.D.

- Chief Science Officer, meQuilibrium
- Research Professor, The University of Arizona
- Fellow, The Brookings Institution



Australian Government

Technological and societal change is linked to rapid transformations in the workplace – and what happens at work has the potential to affect emotional and psychological wellbeing.

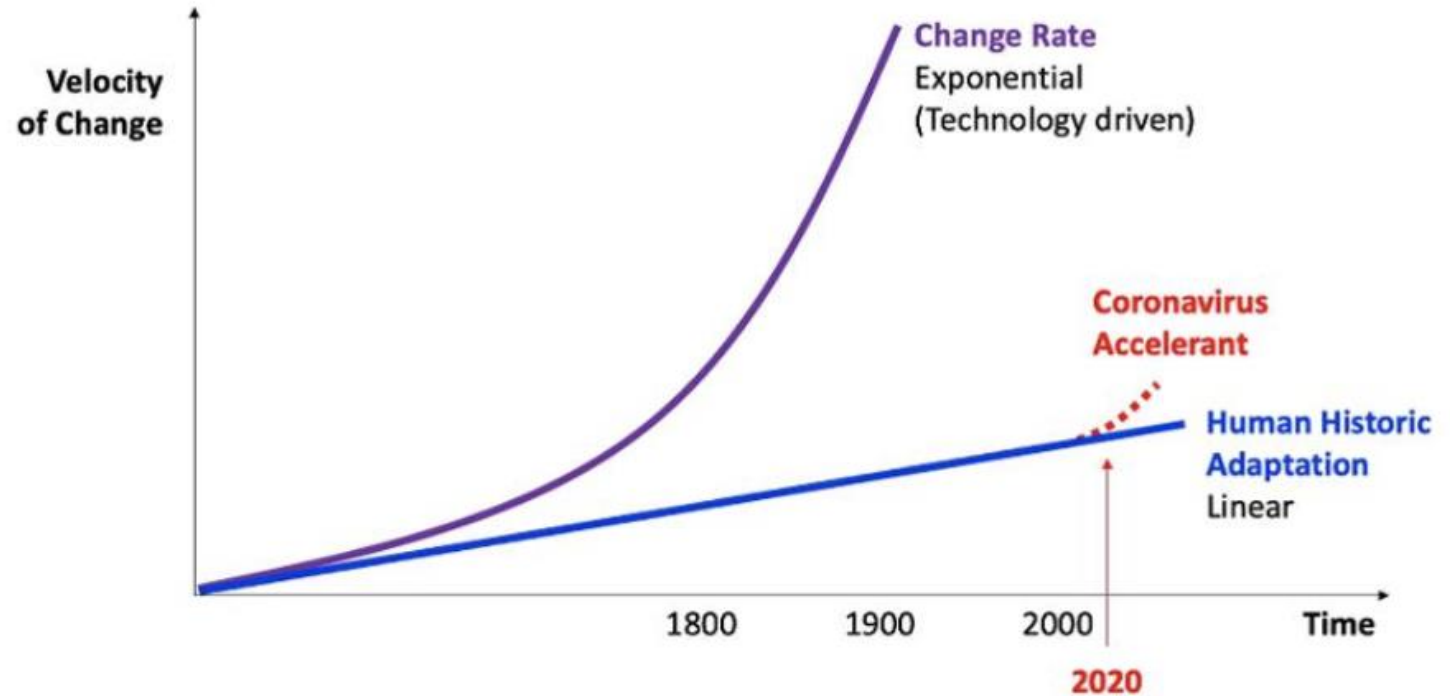
- Global Risks Report



The Future of Work

Accelerated by COVID-19

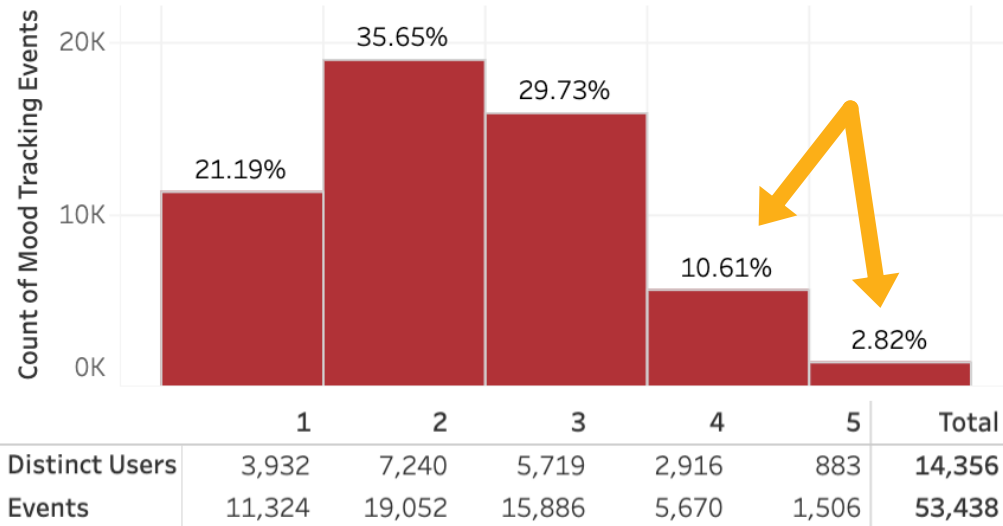
CORONAVIRUS ACCELERANT: Speeds Our Digital (Human) Transformation



www.heathermcgowan.com

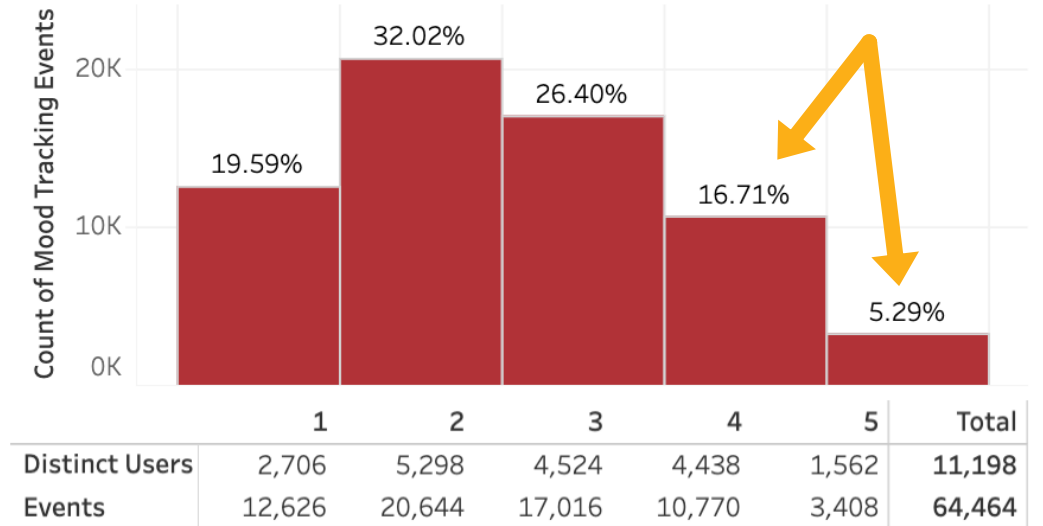
Significantly Higher Stress Levels

Comparison — Between 03/13/19 and 04/29/19



Percent of Events With High Stress: **13.43%**

Comparison — Between 03/13/20 and 04/29/20



Percent of Events With High Stress: **21.99%**

Scores indicate high and extreme stress scores are double 2019 levels for same time period.

Source: meQuilibrium member study

The Future of Work

The Call for Resilient Leaders

If leaders have a clear way forward, human beings are amazingly resilient. There is a documented **“rally effect.”**

- Gallup: *COVID-19: What Employees Need From Leaders Right Now*

The Power of Self Care

meQuilibrium

About Iceberg Beliefs



Only tip in
conscious
awareness



Most
subconscious—
under the water

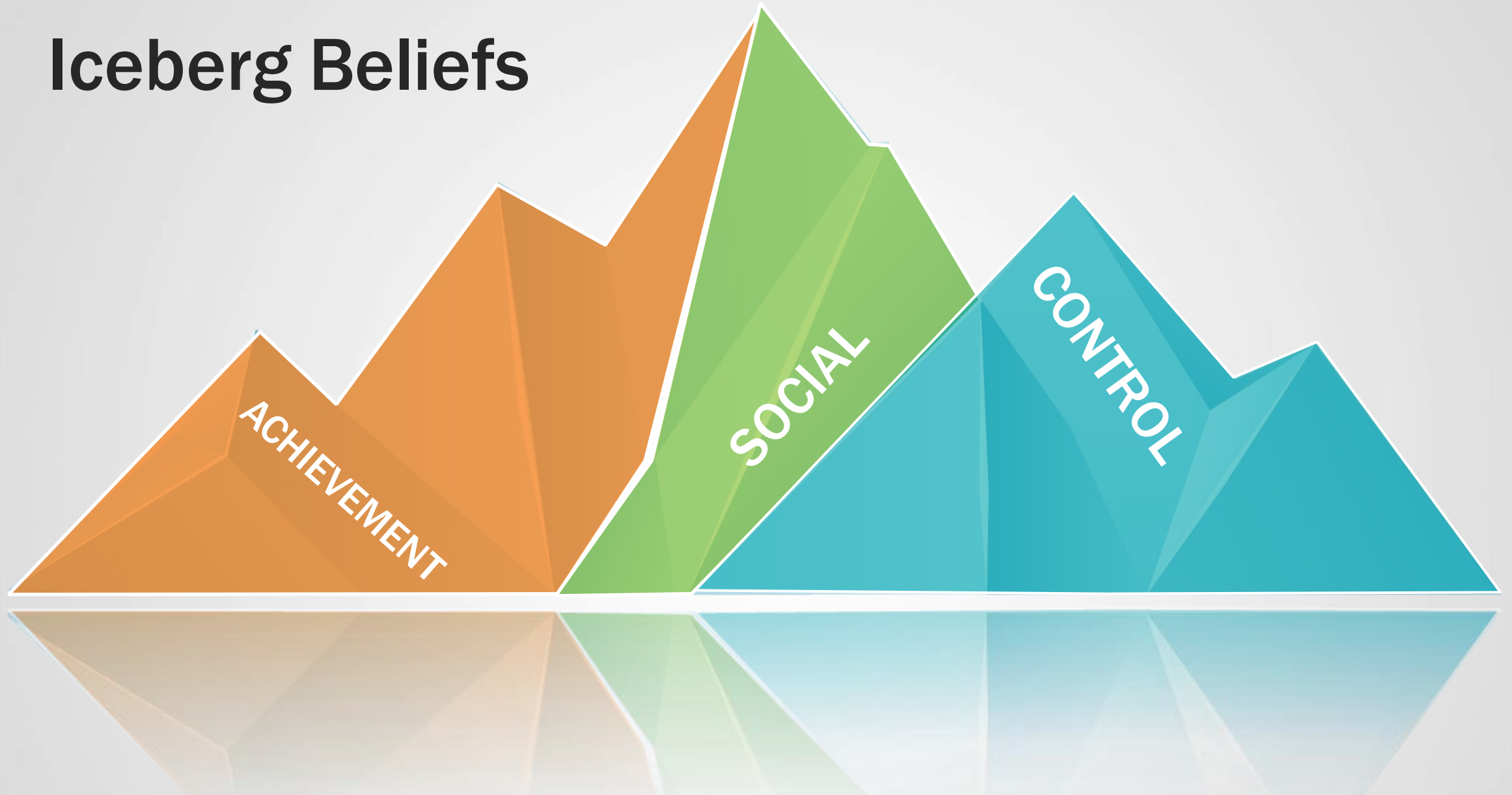


Fuel big
emotions and
big behavior



Should and Must
beliefs—rules
about the world

Iceberg Beliefs





Achievement Icebergs

“Being successful is what matters most.”

“Failure is a sign of weakness.”

“I must never give up.”

“I should get everything right.”

Social Icebergs

“I want people to always think the best of me.”

“Avoid conflict at all costs.”

“I should always be there for the people I love.”

“Avoid embarrassment at all costs.”

“I should be respected by everyone.”



Control Icebergs

“Only weak people can’t solve their own problems.”

“I must always be in charge.”

“Life should be fair.”

“If you want it done right, do it yourself.”



Sleep Icebergs

“Only the weak need sleep.”

“Lack of sleep is a work ethic badge.”

“Important people skimp on sleep.”

“Sleep is expendable.”

“Sleep is the enemy of work-life balance”



Work-Life Icebergs

Achievement Icebergs: Push us to work harder
“Being successful is what matters most”

Social Icebergs: Pull us home
“ I should always be there for the people I love”

Control Icebergs: Push at our “short-coming”
“I should be able to do it all”



Iceberg Beliefs

55%

I should get everything right.

20%

I must never give up.

10%

I want people to always think the best of me.

6%

If I can't do it well, I won't do it at all.

4%

Failure is a sign of weakness

2.5%

I should always be there for the people I love.

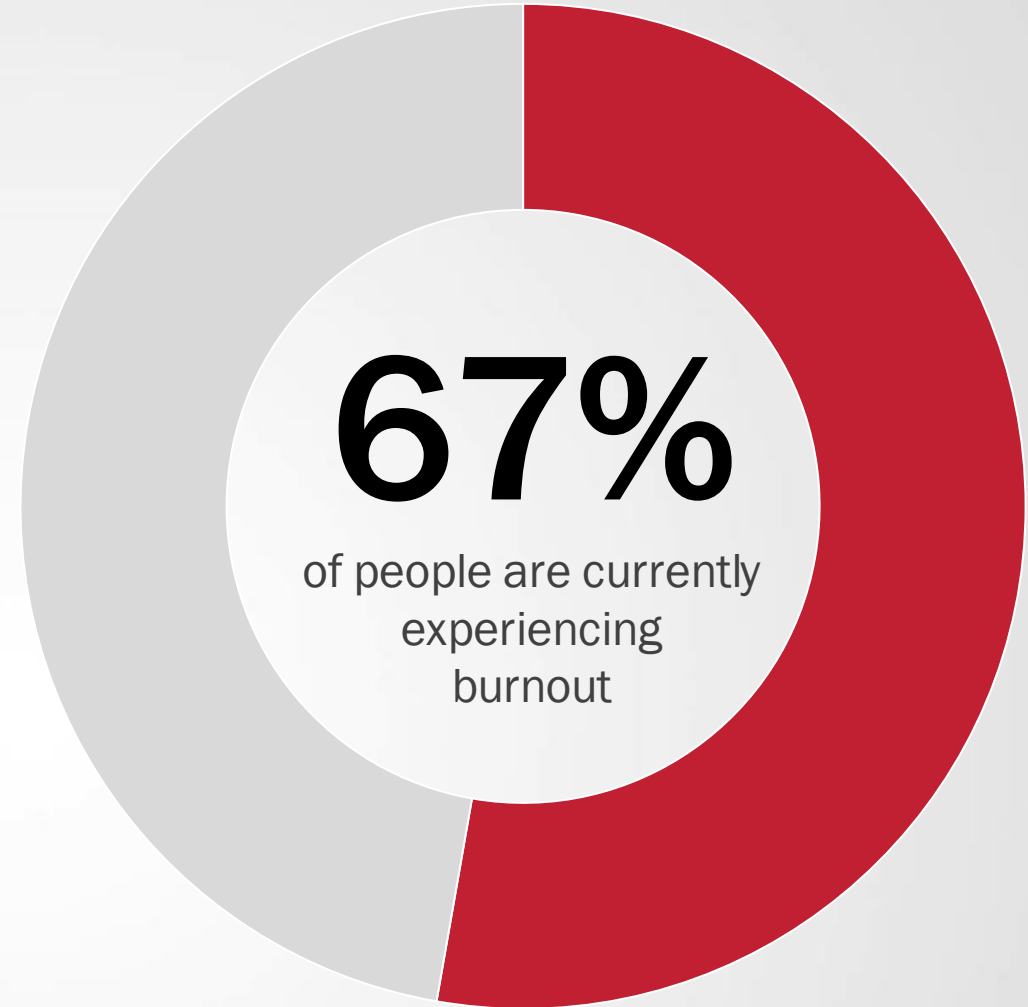
1%

I should avoid conflict at all costs.

Self Care

What is Burnout?

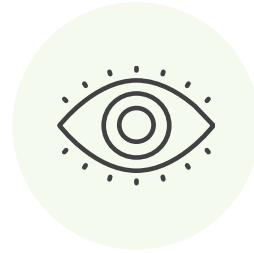
Burnout occurs when the demands being placed on you exceed the resources you have available to deal with them.



Self Care

Risk Factors

Please see your healthcare provider or reach out to your EAP if you suffer from chronic physical, mental, or emotional exhaustion.



**Sleep
Deprivation**



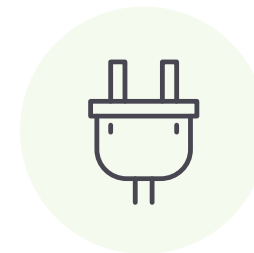
**Hi levels of
work-life conflict**



**Relationship
stress**



**Chronic anger
and/or anxiety**

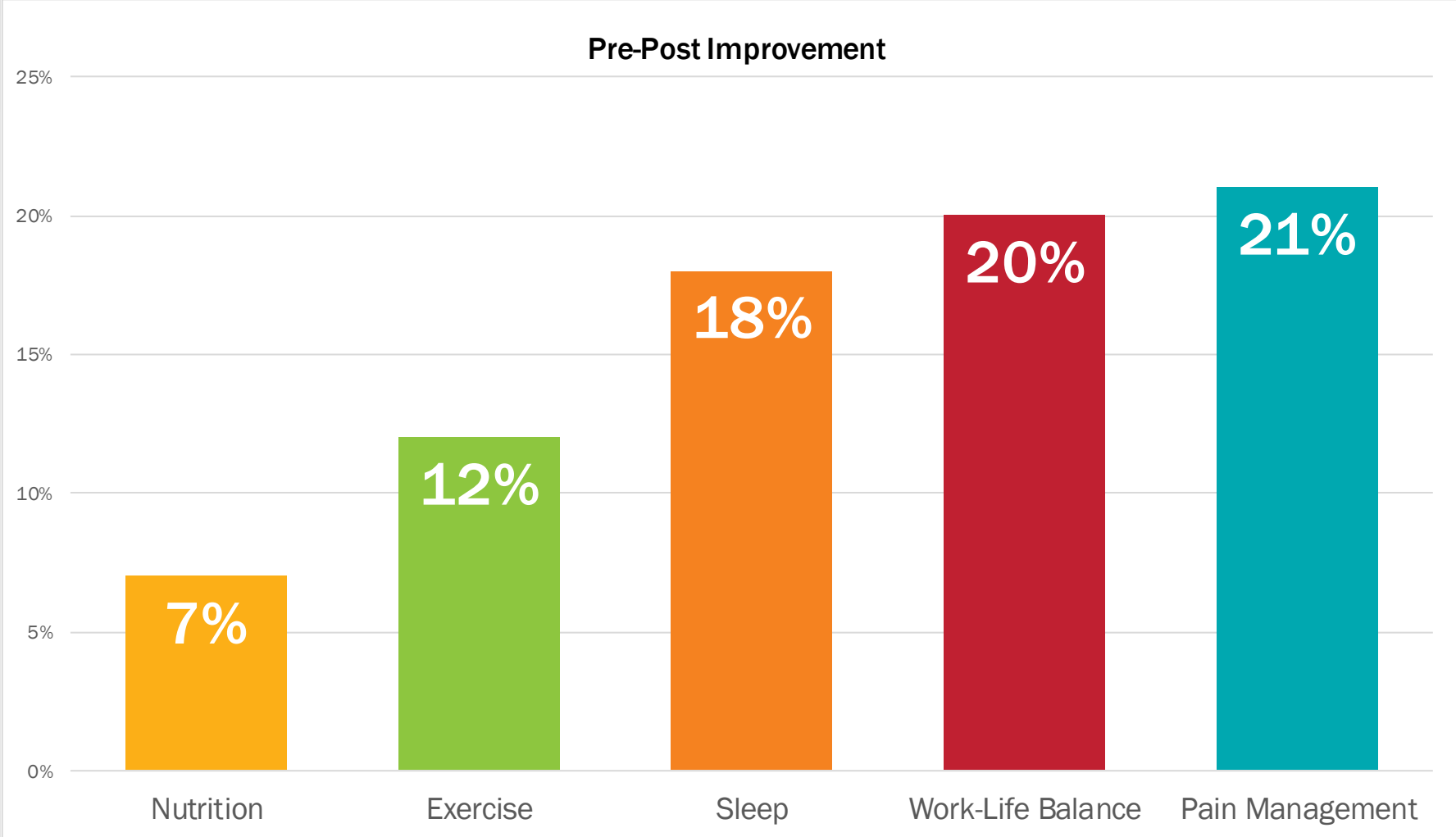


**Difficulty
“unplugging”
after work**



**Regular use of
alcohol and/or
other drugs**

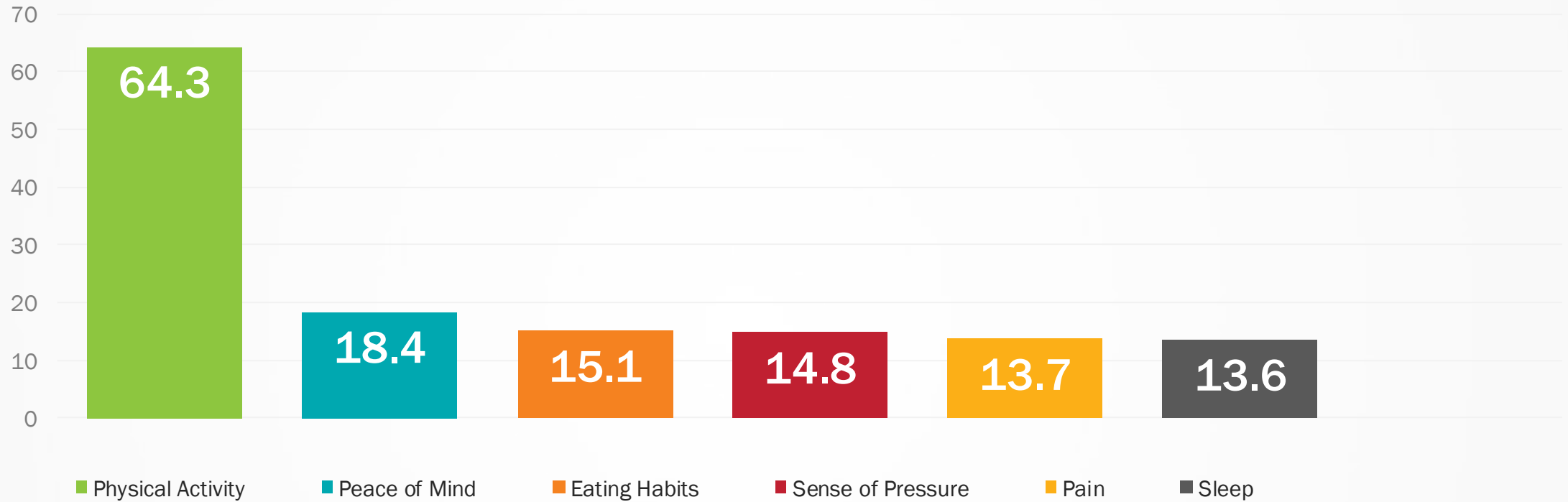
Boosts in Self-Care when Icebergs improve



Source: meQuilibrium members study

Self Care Halo Effect

Physical Activity - Lowest to Start



Source: meQuilibrium members study, 1000 individuals over several months

The Power of Calm

meQuilibrium

Your organization was going through transformational change *before* COVID19.

Now everything has changed.

You're working from home, your children are home from school, and you're in tight quarters. Your financial stress has amped up. The project that was mission critical for your organization now depends on unreliable remote meeting technology and the future of your work now seems even more uncertain than before.

Thoughts?

Emotions?



Emotion Radars

Violation of Rights Anger	Future Threat Anxiety	Lack of Resources Frustration
Loss Sadness	Violation of other's rights Guilt	Loss of Standing Embarrassment
Fail to meet own Standards Shame	Not good, not bad No Reaction	All's well Deliriously Happy

Early Detection is Key

ASK YOURSELF THE FOLLOWING:

WHAT
EMOTION?



WHAT
RADAR?

The Power of Positivity

meQuilibrium



Leading to the Positive

How Are We Calibrated?

- It's 3 a.m.
- Not even-handed

How You Can Help



Find 3 positive things in the day



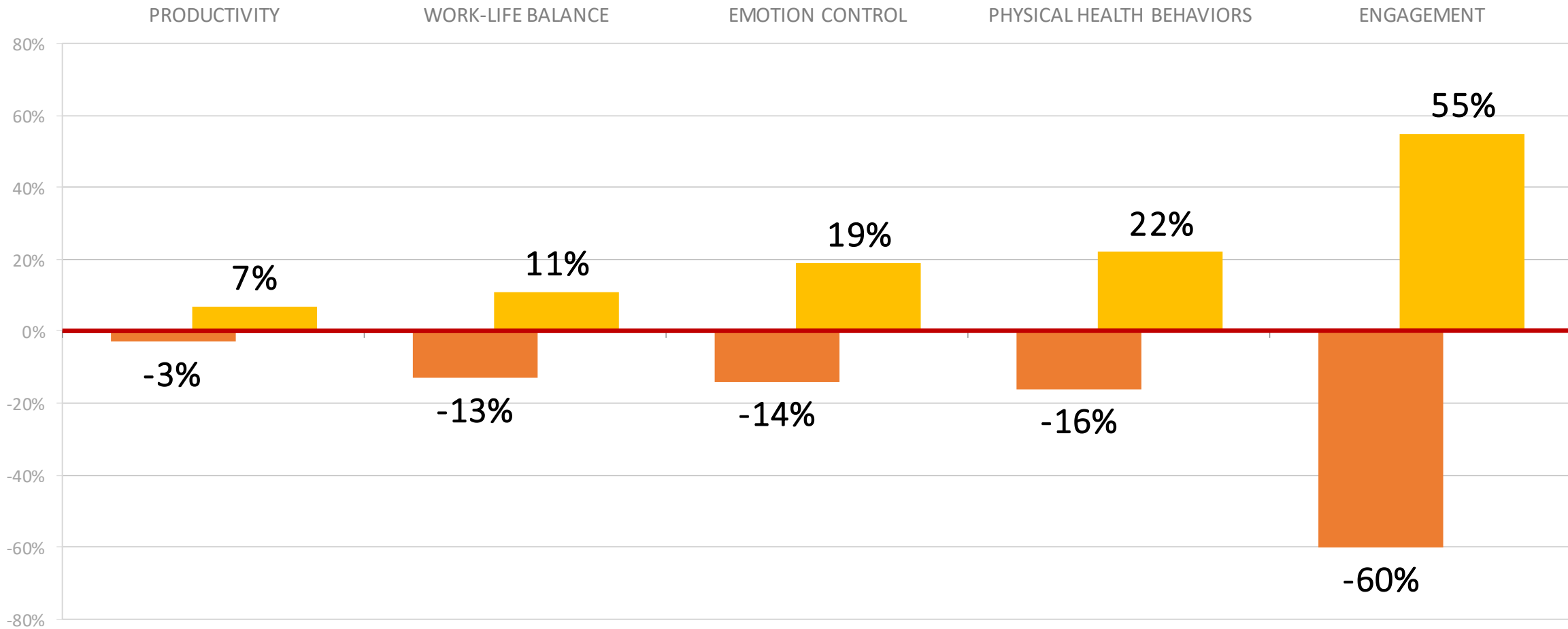
Create 3 positive things in the day



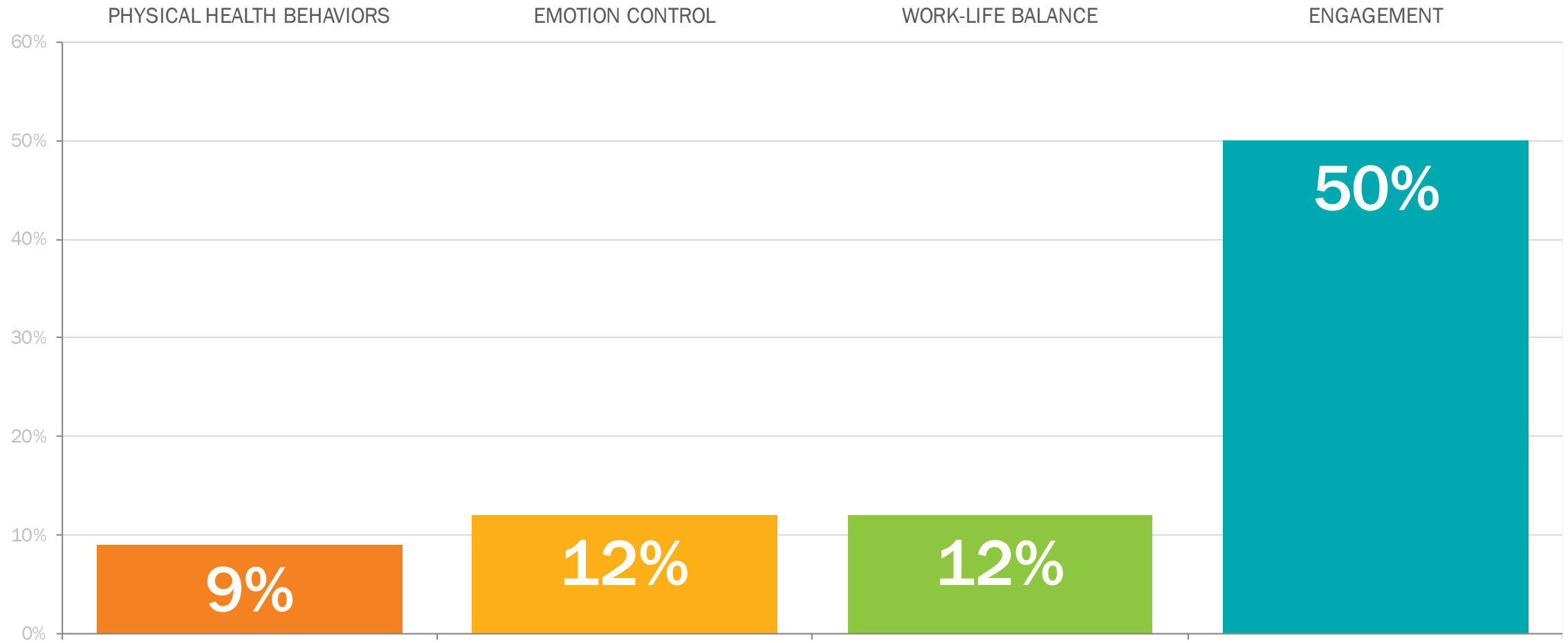
Live the physiological, cognitive, behavioral, and motivational aspects of the positive emotions

Positivity Has Broad Impact

Below the norm on Positivity Above the norm on Positivity



Downstream Impact of Positivity Boosts



Job • Empowerment • Love • Appreciation

Positive Expectations

● Passion

Hopefulness

● Enthusiasm

Contentment

● Optimism

Meaning, Mission, and Purpose

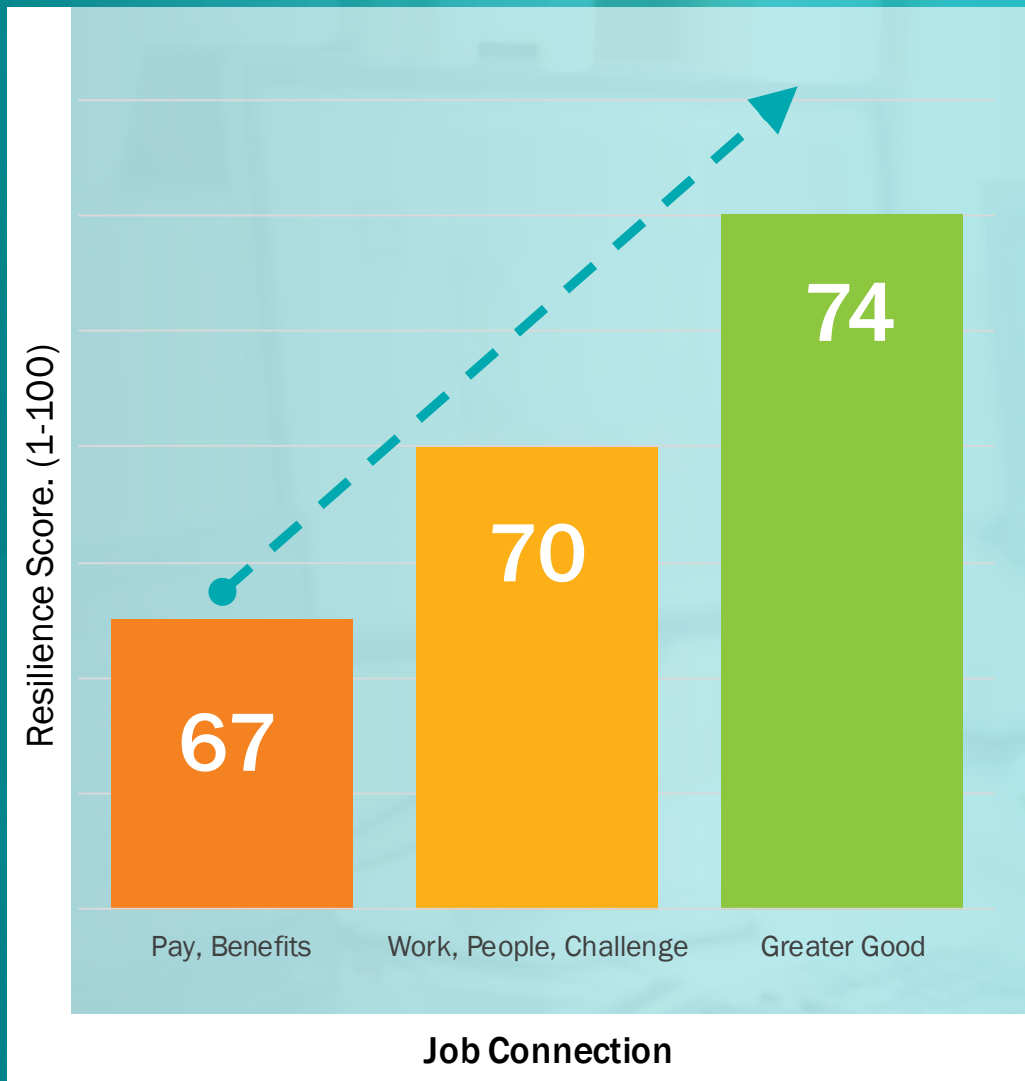
Contributing to
Something Larger
than Self

Work &
Colleagues

Pay &
Benefits



Resilience and Purpose





Creating Meaning

“

Ever more people today have the means to live, but no meaning to live for.

He who has a ‘why’ can bear any ‘how.’

”

– Viktor Frankl

- Holocaust survivor
- “The Will to Meaning”

meQuilibrium

QUESTIONS?

Dr. Andrew Shatté

Co-founder and Chief Science Officer

The Roadmap Through Uncertainty

Thank You!

