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Why Employee Resilience Matters in Challenging Times

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The business landscape has changed dramatically since 2020, and there's no going back. Part of this reality is a continuously evolving environment where uncertainty runs rampant and organizations must constantly transform and reinvent themselves to stay relevant and competitive.

This landscape presents an opportunity for *resilient employees* to thrive, drawing on their ability to convert a challenge or failure into an experience of growth and quickly move beyond it (Polk, 1997).

Building resilience among your workforce leads to measurable benefits, including higher productivity, increased job satisfaction, and reduced absenteeism. By investing in resilience, businesses can enhance employee well-being while laying the foundation for long-term organizational success.

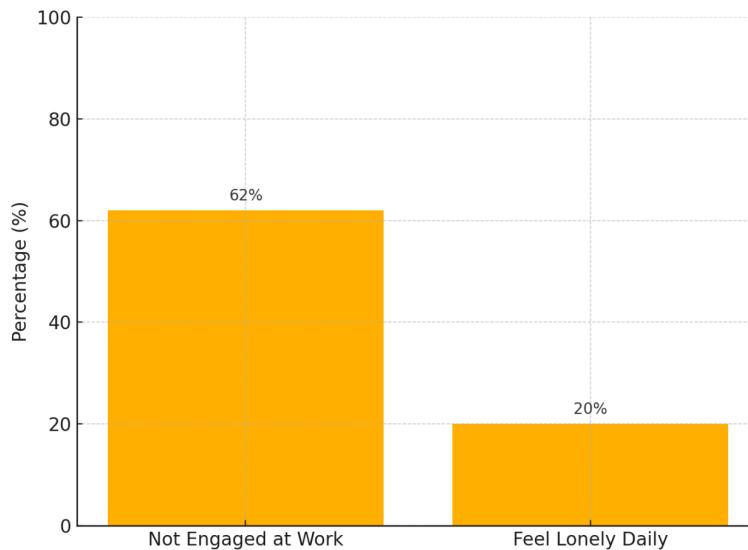
Linking Resilience and Productivity

Resilient employees are more likely to maintain high levels of performance (Britt et al., 2016) and exhibit higher productivity. A study by Shatté et al. (2017) found that employees with higher resilience levels were more engaged and productive, even in difficult work environments.

This ability to stay focused and deliver results, despite external pressures, highlights the direct correlation between resilience and productivity. Employees who can bounce back from setbacks are more likely to approach their tasks with renewed energy and a problem-solving mindset, which directly benefits the organization.

Does Resilience Relate to Job Satisfaction?

Resilient employees also report higher levels of job satisfaction, which is linked to both personal fulfillment and organizational loyalty. The volatile, uncertain business environment, combined with the rise of remote and hybrid work models, has led more employees to experience feelings of isolation and disengagement—62% report not being engaged at work, while 20% said they feel lonely daily (Gallup, 2024).



Source: Gallup (2024)

These experiences of loneliness and disengagement inevitably impact individuals' work satisfaction.

When employees feel equipped to handle challenges, they experience less burnout and stress, leading to a more positive outlook on their roles and responsibilities. Grant and Kinman (2013) found that employee resilience acts as a buffer against stress, which increases overall job satisfaction and in turn reduces turnover intentions. This means that fostering resilience can enhance individual well-being and maintain a motivated and satisfied workforce.

The Connection to Reduced Absenteeism

Absenteeism, a step further than disengagement and a phenomenon associated with the phrase "quiet quitting," is a significant concern for many organizations. The link between employee resilience and reduced absenteeism is well-documented (Shatté et al., 2017). Resilient employees' ability to manage stress leads to fewer mental health days and less burnout.

Avey et al. (2006) found that employees with higher levels of Psychological Capital (PsyCap), a combination of resilience, optimism, hope, and self-efficacy, moreover, were less likely to miss work due to stress or disengagement.

When organizations intentionally work to help employees build resilience, they often see reduced rates of absenteeism, as employees feel more capable of managing their workload and stress levels.

Strategies for Building Resilience

So how can organizations foster resilience among their employees?

In [our white paper](#), "A Positive Psychology Approach to Helping Your Employees Become More Resilient," we present a four-step process to

help individuals on your team build resilience based on the principles of positive psychology. Here's a quick overview:

1. Promote a Supportive Work Environment
2. Provide Ongoing Employee Development
3. Facilitate Transparent Communication
4. Encourage a Culture of Learning and Resource Sharing

For detailed guidance on this process, [download our white paper here](#).

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