



## **Employee Wellbeing in the post Covid-19 era:**

*Innovative use cases that boost  
motivation and performance  
through mental health support*



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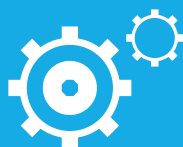
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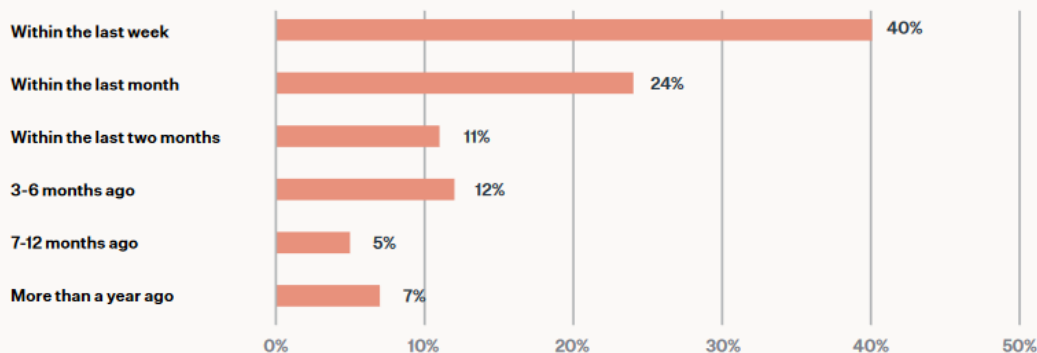
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# Introduction

The outbreak of Covid-19 has created rapid changes in the current workplace, challenging the wellbeing of millions of employees around the world. This study investigates key drivers affecting the mental health status of workers and gives insights on how to reduce burnout, sleep disorders and as a result to enhance motivation and productivity in working surroundings. Companies have increased their focus on their staff's wellbeing due to the situation inflicted by the pandemic. <sup>1</sup> In the wake of coronavirus crisis, employees are more keen to use their smartphones to improve their health condition. <sup>2</sup> 80 percent of them would be more likely to use an emotional or mental health application, if they could access it through their mobile devices. Due to Covid-19 related stress, 62 percent of employees reported losing at least one hour a day in productivity, with 32 percent losing more than two hours per day. In addition, 70 percent of this sample agreed they are significantly less productive. With men 27 percent more likely to lose hours of productivity.<sup>3</sup> In fact, the World Health Organization (WHO) estimated that depression and anxiety had an estimated cost to the global economy USD 1 trillion per year in lost productivity. <sup>4</sup>

**Figure 1. The increased percentage of employees who use technology-based emotional or mental health services after Covid-19. Ginger. (2020). Workforce Attitudes toward Mental Health.**



1. Pyhäjoki, A., (2020, May). Tech and apps that will transform your workplace wellbeing. Typelane.

2. Ginger. (2020). Workforce attitudes toward Mental Health.

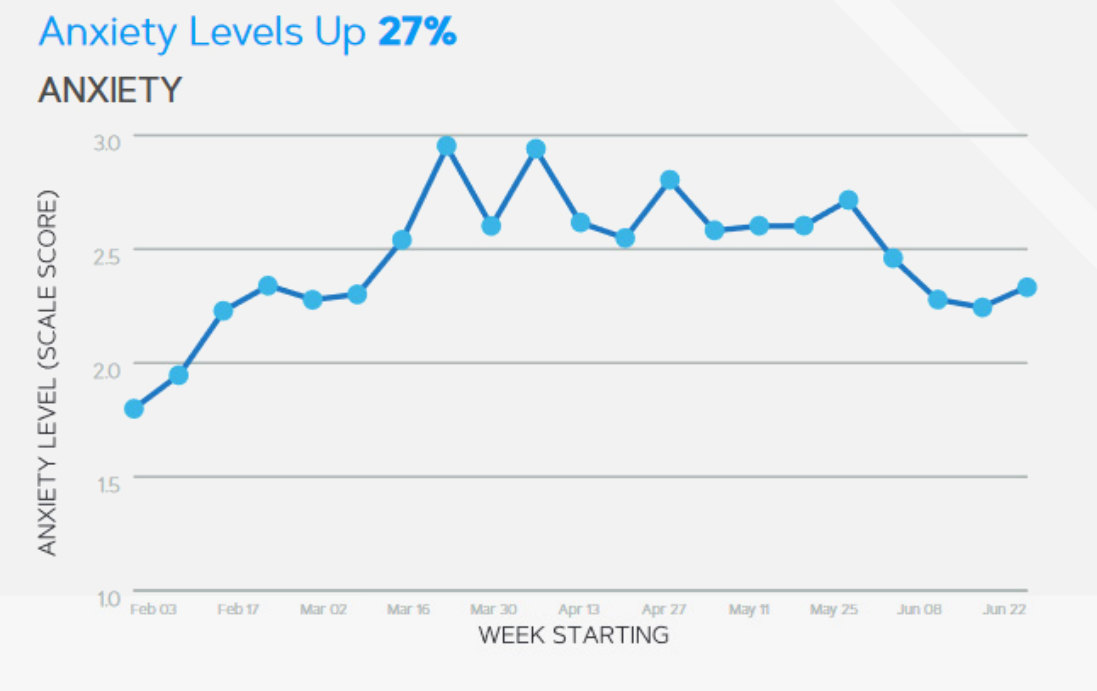
3. Bloomberg L.P. (2020, April). New data from Ginger shows nearly 70 percent of workers feel more stressed during COVID-19 than at any other point in their.

4. Hutchins Coe, E., Enomoto, K., (2020, April). Returning to resilience: The impact of COVID-19 on mental health and substance use. McKinsey & Company.

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The recent survey **“Mental Health Index: US Worker Edition”**, contains data drawn from a weekly randomized sample of 500 working Americans taken from a larger pool of Total Brain platform users. Data is pulled from neuroscientific brain assessments by using standardized digital tasks and questions from the Total Brain platform. Participants include workers from all walks of life and regions, job levels, occupations, industries, and types of organizations (including public and private). The mental health outcomes from February 3 to August 2, 2020 showed an alarming increase in stress and anxiety. Additional findings from Total Brain’s clinically-validated brain assessments show that millennials are among the most emotionally vulnerable groups during pandemic crisis.<sup>5</sup> Employees in the US aged between 20-39 have 101% higher risk of depression and a 132% greater risk of general anxiety disorder than their middle-aged counterparts (ages 40-59) and more than 100% higher risk of depression than their colleagues ages 60+.<sup>6</sup>

**Figure 2. Anxiety levels among working Americans have increased 27% since February 2020. Data insights & impact report a state of constant crisis: 3 ways Americans are coping. (2020). Total Brain Inc.**



5. Data insights & impact report a state of constant crisis: 3 ways Americans are coping. (2020). Total Brain.

6. TechHR. (2020, August). 102% upsurge in risk for depression among U.S. workers since February.

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**Due to remote working measures, mobile connectivity and visual communication have been given more attention.** Through technology trends, employers make informed and innovative decisions for the organization. <sup>7</sup>Mental and emotional health applications are one of the most common types of employee wellbeing technology that seen a surge in popularity due to the pandemic.<sup>8</sup>

A modern workplace implies that businesses should be using data to build wellbeing strategies that deals with the direct risks that their workforce faces. *It will be an opportunity to learn though Covid-19 crisis, reshape relationships and execute revised benefits schemes that will better respond to a constant changing workforce.* <sup>9</sup>

	2020	2019	2018
Stress management program to build resilience	85%	58%	66%
Mental and emotional health apps	82%	52%	68%
Onsite meditation or mindfulness class	80%	56%	63%
Onsite services with a mental health professional	78%	57%	63%
Referral to offsite, in-person mental health professional	76%	61%	n/a
Telephonic, virtual or online visit with a mental health professional	75%	56%	55%

**Table 1. How likely employees could use mental health services offered by their employer through a third party. Alight Solutions. (2020). 2020 Employee wellbeing Mindset Study. The state of employee wellbeing.**

7. Reeds, A., (2020, September). 6 futuristic HR technology trends amid COVID-19 crisis. The HR Observer.

8. Alight Solutions. (2020). 2020 Employee wellbeing Mindset Study. The state of employee wellbeing.

9. Aon plc. (2020, March). COVID-19 Outbreak: Supporting employee wellbeing.

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**Section 1**  
**Five key drivers affecting**  
**employee wellbeing**





**1.**

Managers are the key enablers of employee experience and performance



**2.**

Company culture as a wellbeing strategy

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In general, a holistic approach in employee wellbeing offerings include both mental and emotional support. Employers are expected to invest money and efforts in the provision of preventive corporate wellness and move from the reactive one.

*“Don’t let an acute mental health issue be the catalyst for considering this aspect of wellbeing,”*

**says Pronk.**

“Employers should ask themselves, ‘What do we need to do differently to make sure that our employees and their family members have access to the right types of solutions?’”<sup>58</sup>

Nevertheless, the future is uncertain, as only 9 percent of the global workforce has access to some form of wellness programs at work. As Global Wellness Institute states, most of the world’s 3.4 billion workers are unwell. They live with serious economic insecurity: 74% make less than USD 13/day; 45% are in low-skill/manual jobs; 77% are in part-time or unstable jobs. They’re aging at an historic rate: 18% of the workforce will be over 55 by 2030. They’re unhealthy: 52% are overweight/obese, and 76% report they’re struggling with their wellbeing. It is crucial to move from “information age” to “wisdom” economy in relation to hierarchical management structures, so employees can master autonomy and accountability. Long-term, stable jobs will give way to an increasing engaging corporate culture in the workplace that nurtures collaboration, creativity, empathy and constant learning. Those values demand the highest level of mental and emotional wellness.<sup>59</sup>

Finally, mental health applications need to be compliant, functional and meaningful to play a significant role in healthcare, rather than simply being novelties. Consumers have concerns about relying exclusively on mobile devices that could be damaged, run out of power or lose their signal, for critical healthcare services, such as monitoring and medication reminders. The technology needs to be more reliable to meet basic needs and ensure a healthier and scientific-based healthcare advice.<sup>60</sup>

58. Aon Plc. (2020). The impact of mental and emotional health on employee wellbeing.

60. Dunne, E., (2014, February). The unrealised potential of mHealth. Journal of Mobile Technology in Medicine.

59. Global Wellness Institute. (2016, January). The future of wellness at work.

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