

Managing Stress and Building Resilience

Stuart Lustig, M.D., M.P.H. | National Medical Executive Behavioral Health, Cigna

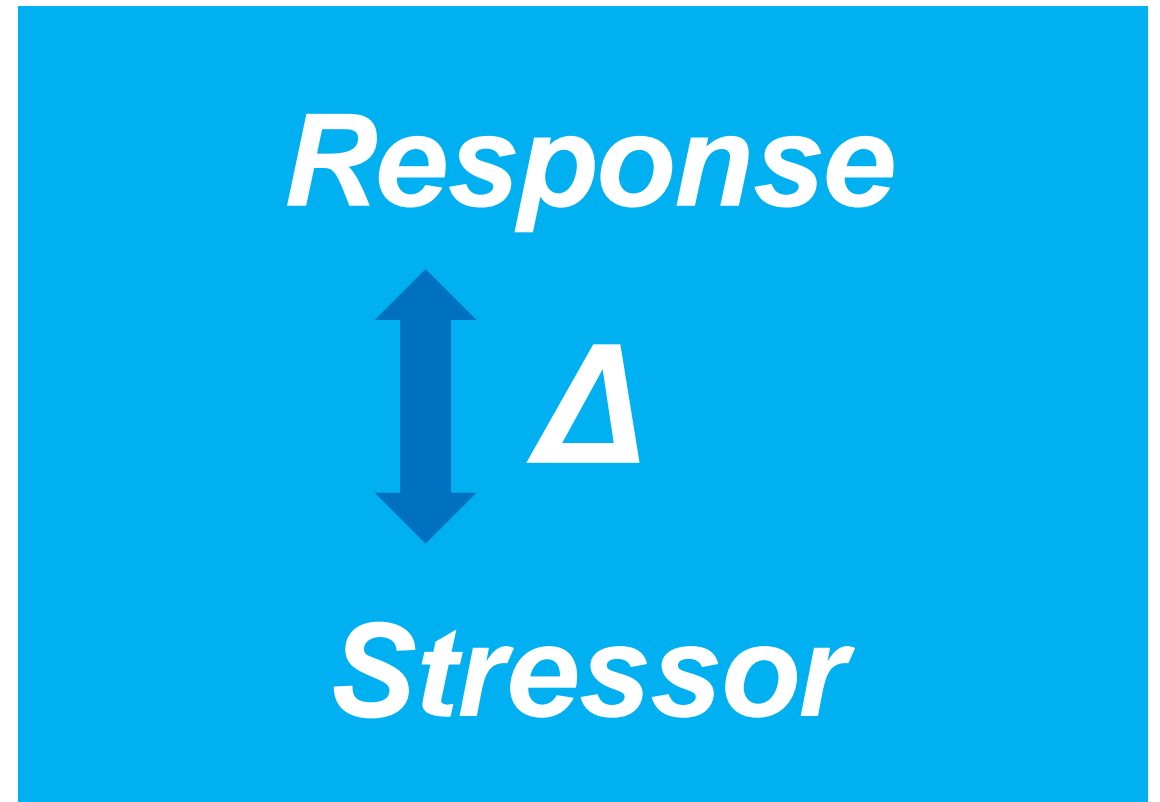
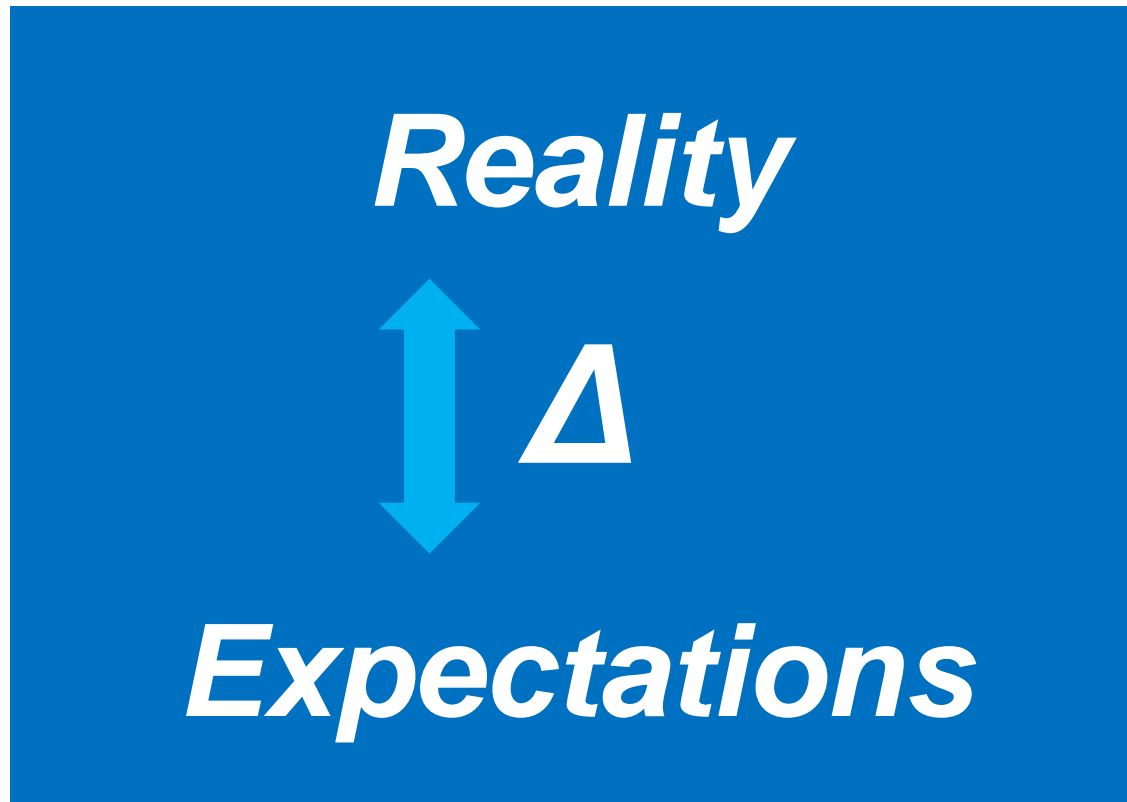
Together, all the way.®



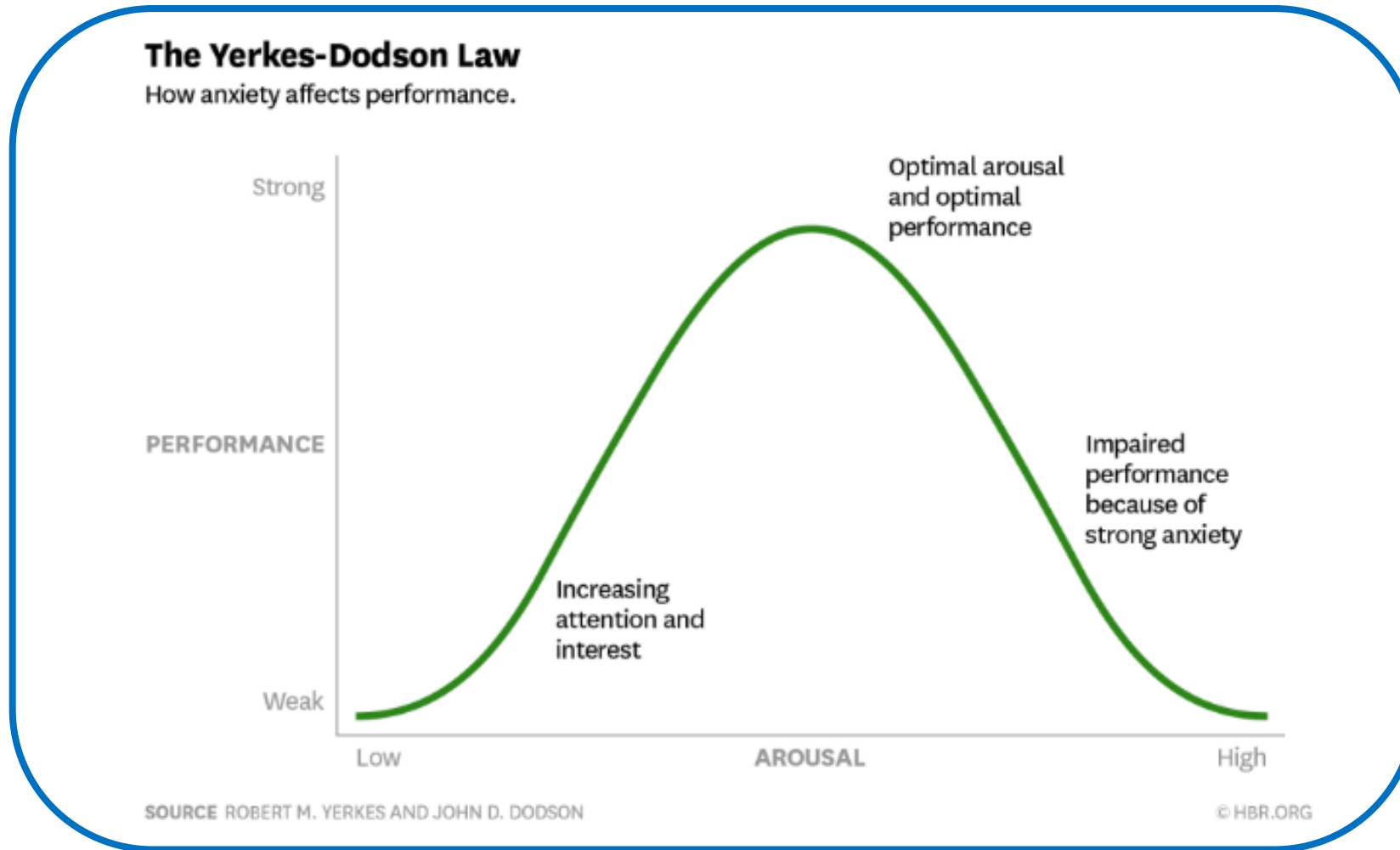
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STRESS

A COGNITIVE CONSTRUCT

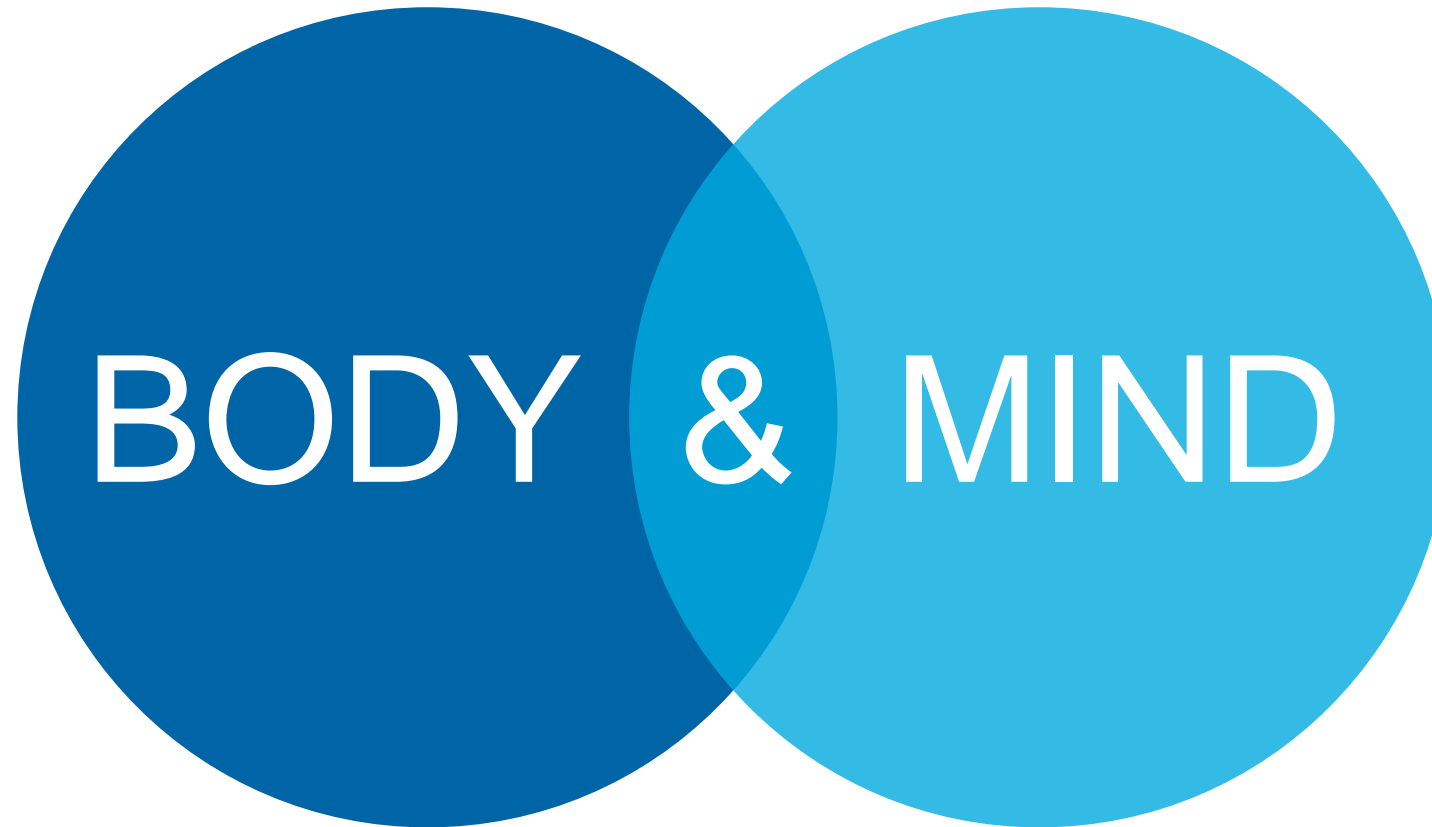


Some Stress is Good!



Gino, F. (2016). Are you too stressed to be productive? Or not stressed enough. *Harvard Business Review*.

WE TAKE A WHOLE PERSON APPROACH TO HEALTH CARE.



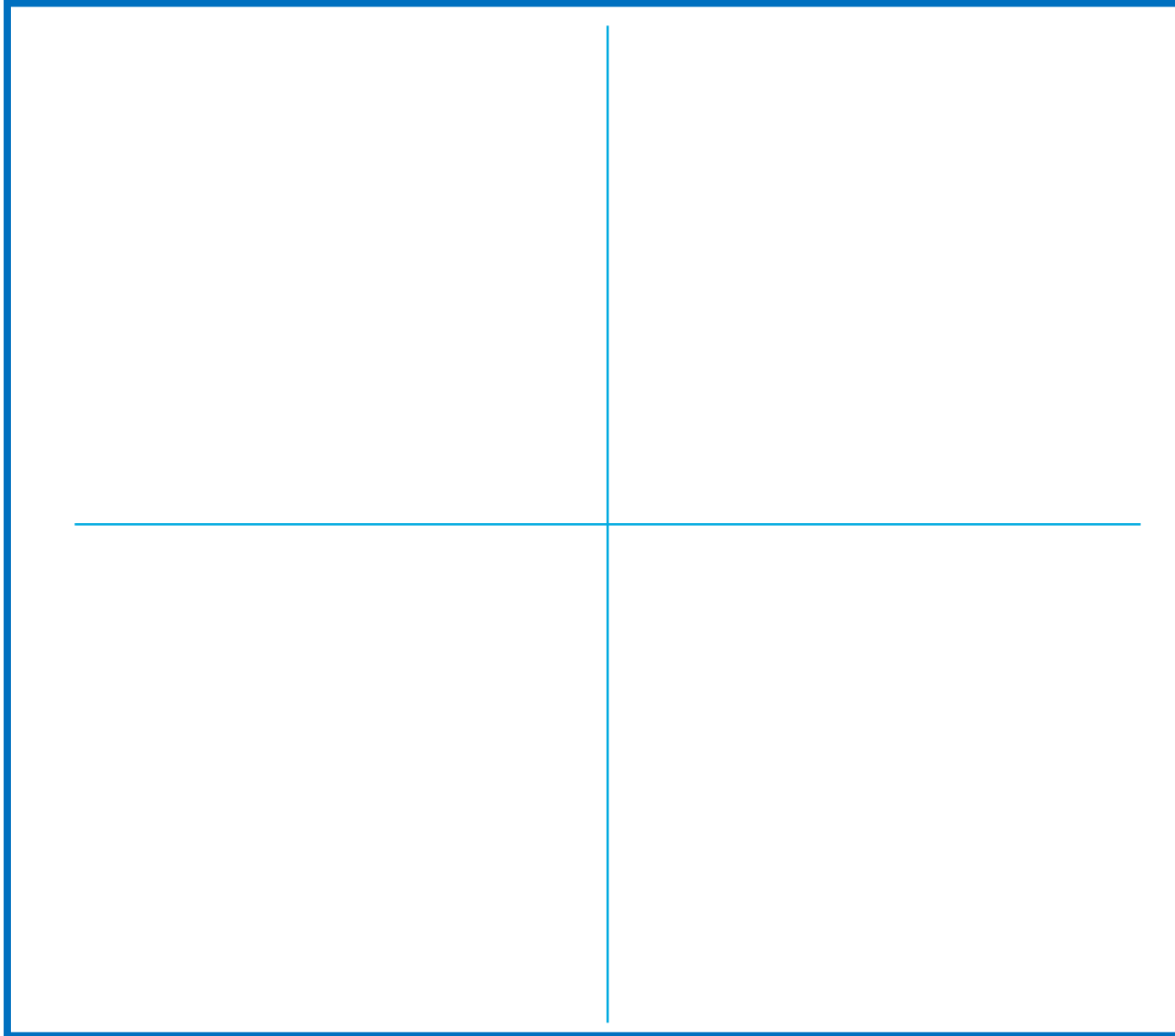
The body and mind are connected. An individual's emotional health can affect their physical **well-being**, and vice versa.

STRESS TEST

5		53			34		10		
	49		25						66
	21		1		14		54		18
		61		45	62	50			70
33		37	13		6		30		22
	9			57		46			
		41			42		2		
29			17		26				38
	65			69			58		
	52				19				67
4			44				43		
		40		12	47				7
			8						
	24					15		31	
56		60							
			36		51		63		27
16						3			
		32					39		
	48								55
			20		23			11	
28									
		64		68		59			35



ONCE AGAIN WITH A PLAN



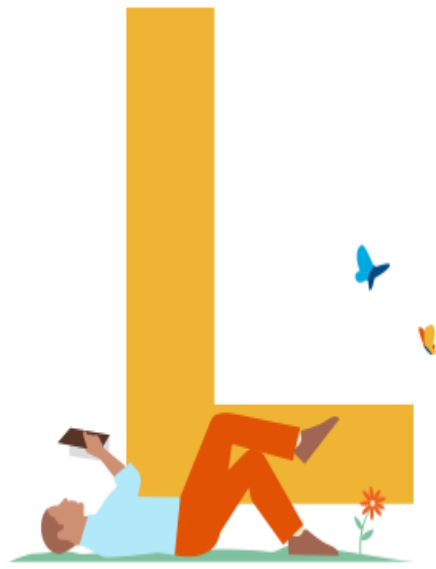
ONCE AGAIN WITH A PLAN

5		53				34		10		
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	65				69			58		
	52						19			67
4			44					43		
		40		12		47				7
			8							
	24						15		31	
56			60			51		63		27
				36			3			
16									39	
		48								55
				20		23			11	
28										
		64			68					
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PERIOD



LOCATION



ACTIVITY



NAME

PLAN is a sensible 4-step process to manage your stress

YOU NEED A PLAN TO CONTROL STRESS.



PERIOD.

Select a period of time every day to take a break.

- Wake up early and do something you enjoy
- Take a mid-morning stretch break
- Take a mini afternoon nap
- Give gratitude before going to bed



LOCATION.

Choose a location that's conducive to taking a break.

- Go to a local nature spot
- Find a peaceful room in the house that is distraction free
- Close your eyes and imagine being at your favorite vacation spot



ACTIVITY.

Choose an activity you enjoy that can help to relieve stress.

- Do any activity you enjoy such as exercising, reading or cooking
- Do a mini mindful activity such as focused breathing, stretching or walking
- Take time out to give gratitude
- Listen to music that relaxes you or lifts your mood



NAME.

Name helpful individuals you can talk with.

- Discuss how you can improve your response to the stress
- Speak with someone such as your manager or a coach about creating a healthy worklife balance
- Reach out to trusted friends or family members who have been helpful in the past
- Consider counseling if the stress is impacting your physical or mental health

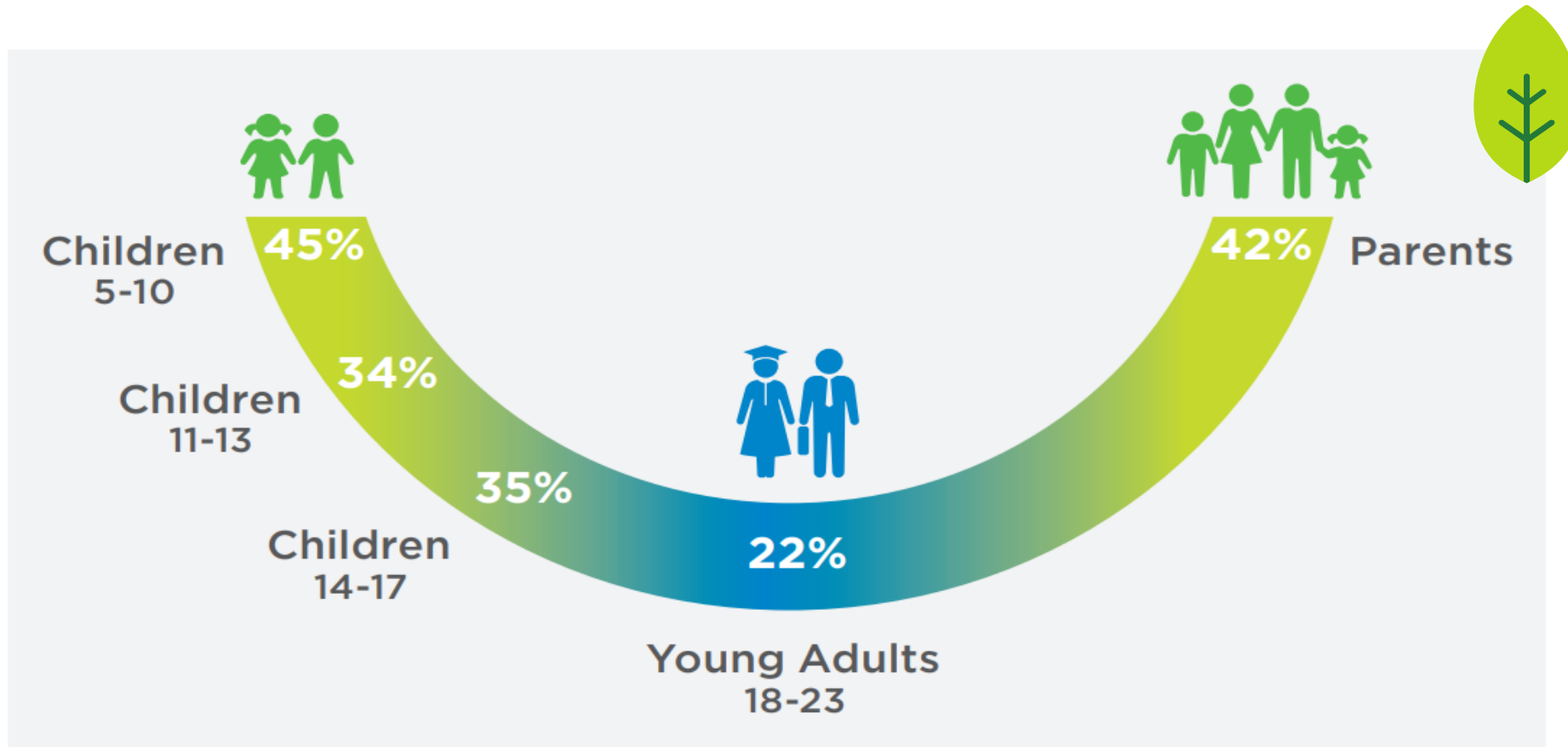


Resilience is at risk in 3 in 5 Americans

RESILIENCE:
our ability to
quickly recover
from challenges



Cigna Resilience Index



Low resilience is impacting today's youth

CHILDREN WHO:

spend less than
5 hours
per day on social media/video games have higher resilience

feel they belong are
25x
more likely to be resilient and more likely to feel happy in general

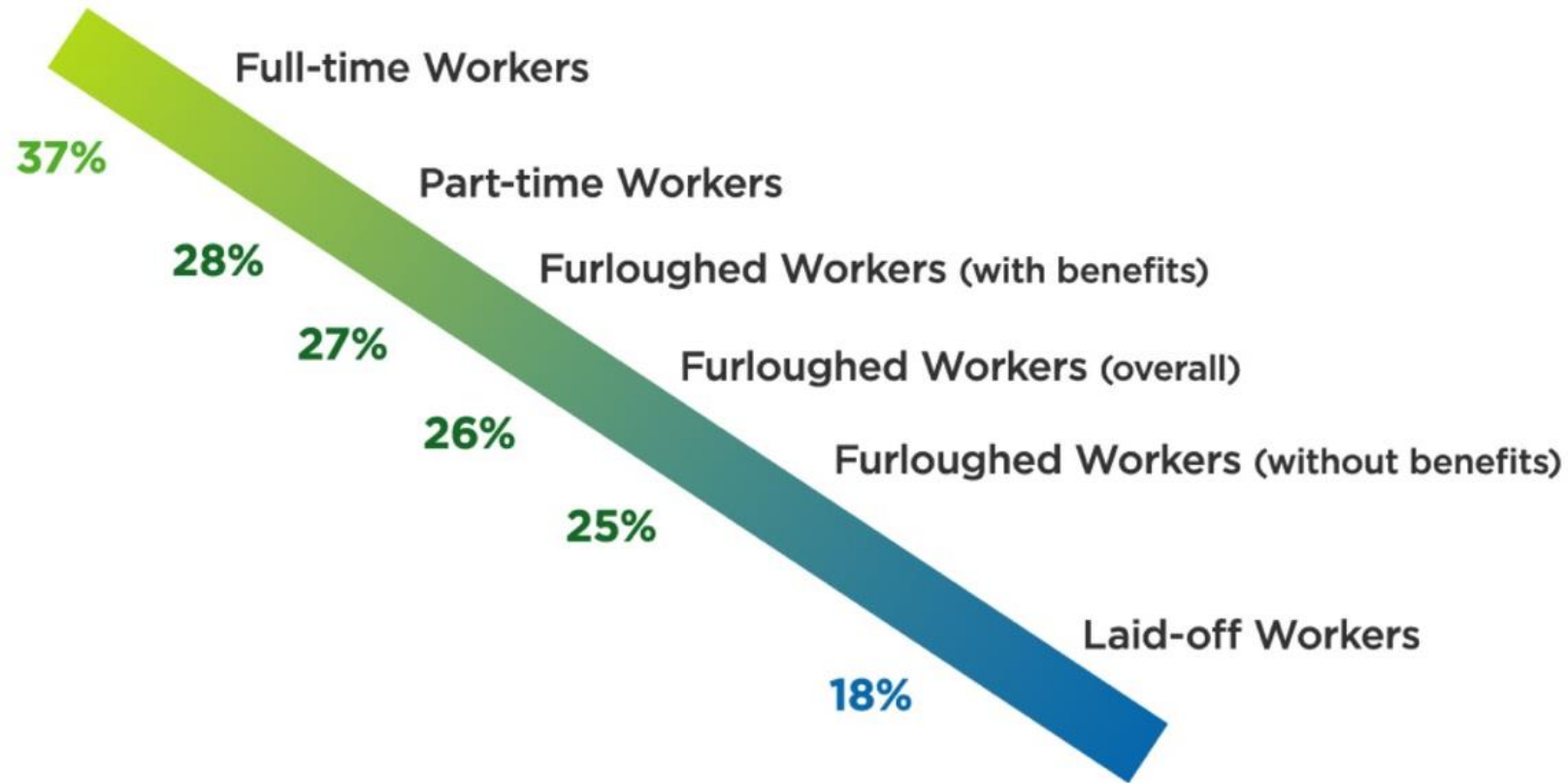
CHILDREN WITH LOW RESILIENCE ARE:

4x
less likely to say that people want to spend time with them

5x
less likely to feel they have opportunities to apply abilities in life



Employment status is a key determinant



Resilience among full-time workers

2/3

of full-time workers do not have high resilience

4 in 10

say they only sometimes feel they belong in their community, or don't belong at all

5x

less likely to feel they have opportunities to apply abilities in life

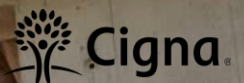
6x

more likely to be unsatisfied with their current job



Source: Cigna Resilience Index: 2020 U.S. Report.

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The costs of low resilience

**WORSE
PHYSICAL +
MENTAL HEALTH**



Children and adults who have reported behavioral health challenges tend to have lower resilience

**HIGHER STRESS
+
ANXIETY LEVELS**



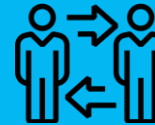
Populations suffering from higher stress and anxiety tend to have lower resilience

**LOWER FEELINGS
OF SELF-WORTH +
SELF-ESTEEM**



Feelings of not fitting in and not having opportunity to apply abilities in life were most common among people with low resilience

**LOWER
PERFORMANCE,
ASPIRATIONS +
ACHIEVEMENT**



Less-resilient workers are less likely to say that getting and improving qualifications/skills are important; children expressed similar feelings about academic achievement

**LOWER JOB
SATISFACTION
+
HIGHER
TURNOVER**



Full-time workers who are unsatisfied with their current job are less resilient than workers who are satisfied

**WEAKER
RELATIONSHIPS
+
LACK OF
COMMUNITY**



Workers with fair or poor coworker relationships are less resilient than workers with good coworker relationships

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A positive workplace culture benefits workers' resilience

COMMUNITY

Full-time workers who feel included in the social aspects of work are more likely to have high resilience **(42% resilient vs. 18% resilient)**

INCLUSIVITY AND AUTHENTICITY

40% of full-time workers who do not feel the need to hide their true selves at work are considered to have high resilience, compared with **32%** of those who do

COMPANY CONTRIBUTION

Full-time workers who agree that their company contributes to the greater good are significantly more likely to be resilient than those who disagree **(41% vs. 18%)**

Physical and mental health impact resilience

And vice versa

Activities that correlate with higher levels of resilience include:

- Daily exercise
- Family time
- “Me time”
- Stress-reduction activities

PHYSICAL HEALTH



Full-Time Workers with Good or Better Physical Health



Full-Time Workers with Fair or Poor Physical Health

MENTAL HEALTH



Full-Time Workers with Good or Better Mental Health



Full-Time Workers with Fair or Poor Mental Health

Building your resilience at work

HOLISTIC HEALTH



Focus on mental and physical health and a good work-life balance

SOCIAL CONNECTIVITY AT WORK



Improve the quantity and quality of communications and relationships with coworkers and peers

INCLUSIVE AND DIVERSE WORKPLACE



Create diverse racial, cultural, ethnic and social backgrounds to improve workplace morale and strengthen resilience

TRANSPARENT TWO-WAY COMMUNICATION



Facilitate proactive conversations between employees, managers and leadership

TECHNOLOGY



Help find the right balance between overuse and under use of digital communication tools (chat, phone, video, etc.)

ACCESS TO RESOURCES AND TOOLS



Offer Employee Resource Groups, paid parental leave, mental health resources and more

Four steps to help build resilience

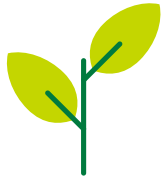
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**Ground yourself
in the situation.**

Write down your
ideal outcome

R



**Recognize what
you can control.**

Commit to one thing
you can tackle today

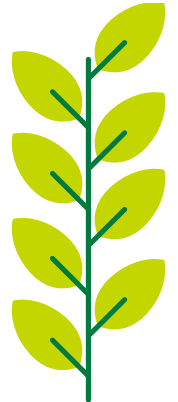
O



**Organize the
resources you need.**

Visit CignaResilience.com
to access expert resources

W



**Work with your
community for support.**

Remember that asking for
help is a sign of strength

Learn more, take a questionnaire and assess resilience levels at **CignaResilience.com**

Helping people cope with challenges in a positive way

Cigna is committed to helping build resilience in the communities we serve by continually advancing our services to support mental health needs.

We provide the right care at the right time through:

- An extensive national network, including virtual behavioral services and centers of excellence
- 24/7/365 crisis and emergency support
- On-demand peer coaching and resiliency tools
- Employee Assistance Program (EAP) to help with concerns, big or small
- and much more

[CIGNARESILIENCE.COM](https://cignaresilience.com)



Questions?



Resources for continuing the stress management journey

To learn more about stress, the PLAN, and to assess your own stress levels:

<https://www.cigna.com/takecontrol/tc/stress/>

More in resilience:
[Cignaresilience.com](https://www.cigna.com/resilience)





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