

How Organizations Can Support the Mental Health of a Hybrid Workforce

OverDrive Professional

Agenda

- Introduction
- Presenters
- The importance of mental health in the workplace
- Data from OD Corp partners on Mental Health Content use
- Infobase
- Edward Jones
- Q + A

Presenters



Steven Rosato
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Erin Lanham
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Edward Jones

The importance of mental health

- The estimated cost of depression and anxiety to the global economy is **\$1 trillion** (US) per year in lost productivity.
- For every \$1 put into scaled-up treatment for common mental disorders, **there is a return of \$4 in improved health** and productivity.
- Four out of five employees report that **workplace stress affects their relationships** with friends, family, and coworkers.
- Most employees are **leaving their jobs for mental health reasons**, including those caused by workplace factors like overwhelming and unsustainable work.

Ebooks vs. Audiobooks



Audio is a much more popular format

For the last 3 years, of the top 20 circ'ing titles, the majority are audio

40% of all Mental Health Titles in collections were audio

Audio = 60% of the titles that were circ'd

Audiobooks on whole averaged 91 Circs while Ebooks averaged 41 Circs

Evergreen Titles

Titles that are continually relevant and stay “fresh” for readers.

Each of these titles is

- At least 10 years old
- A top 50 selling **and**
- A top circulating title year after year

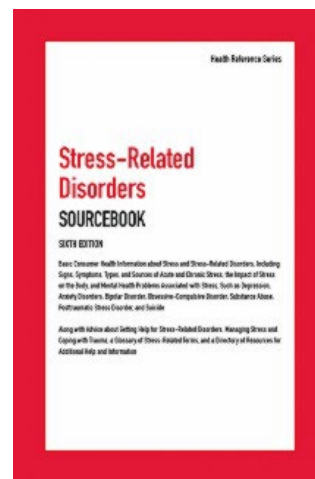
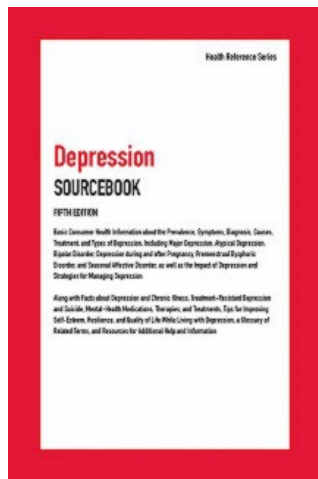
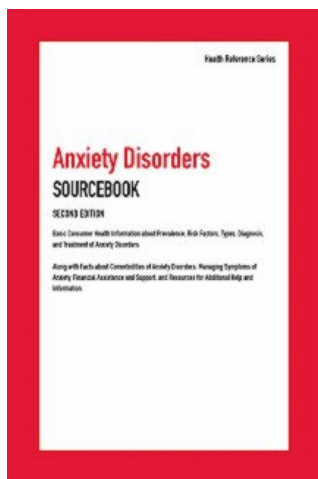


Jim Chambers Infobase



OMNIGRAPHICS

Omnigraphics, an imprint of Infobase, specializes in publishing health reference sourcebooks and other titles, including many about mental health and wellness, consistently recognized for uncompromising quality.



Remote and Hybrid Work Affects Mental Health

Among respondents to a 2021 study of how remote and hybrid working affects mental health:

- 70% of remote workers reported experiencing feelings of isolation.
- For more than 60% the absence of in-person interactions diminished their sense of team engagement.
- In-person interactions most missed include:
 - Face-to-face meetings
 - Office parties
 - Socializing after work

How Remote and Hybrid Work Affects Mental Health

- A 2021 Kaiser Family Foundation poll found more than 50% of workers experienced negative stress due to life and work changes caused by the COVID-19 pandemic.
- An American Psychiatric Association survey noted that more than half of the remote and hybrid workforce respondents experienced:
 - Feelings of isolation
 - Challenges disconnecting from work outside business hours

Sources: American Psychiatric Association, BusinessBecause.com

What Influences Remote Workers' Mental Health?

Factors include:

- Feeling a lack of support.
- Obstacles to forming a strong networks.
- Increased workload and temptation to work longer hours.
- Unsatisfactory home office setups.
- Lack of boundaries between home and office life.
- *Zoom Fatigue*: Back-to-back virtual meetings not possible in a physical office.

Sources: American Psychiatric Association, BusinessBecause.com, Forbes.com

Other Factors in Remote Workers' Mental Health

- A May 2021 American Psychiatric Association survey noted only one in five employees reported that their employer offered additional mental health services since the start of the pandemic, down from 35% the previous year.
- Another APA survey found that only 56% of employees said they can talk openly about mental health with coworkers and supervisors—down from 60% in 2020.
- Employees report struggles to obtain mental health care.
- Stigma surrounding mental health remains a major issue in the workplace.

Sources: American Psychiatric Association

How Can Employers and Leaders Address Mental Health Concerns?

- Normalize mental health care and well-being to reduce stigma.
- Set and recognize boundaries between work and homelife.
- Allow time off for mental health care.
- Foster in-depth discussions during meetings and schedule regular team check-ins to keep open the lines of communication.
- Train and guide managers on how to discuss mental health and job expectations with staff.
- Introduce policies, such as requiring a ten-minute break between meetings, or implement meeting-free days each month to reduce the pressure of being constantly online.

Sources: American Psychiatric Association, BusinessBecause.com, Forbes.com

SOURCES:

- [APA 2021 Public Opinion Poll: Workplace](#)
- [As Americans Begin to Return to the Office, Views on Workplace Mental Health Are Mixed](#)
- [How Working From Home Is Impacting Our Mental Health](#)
- [New Research Shows Remote And Hybrid Workers Suffering Physical And Mental Health Dilemmas](#)
- [Remote Workers Report Negative Mental Health Impacts, New Study Finds](#)
- [Stanford GSB Lecturer Shares Zoom Presentation Tips](#)

Erin Lanham
Edward Jones

Edward Jones: Tools & Resources

- EAP
- Courageous Conversations
- Online Courses (DDI)
- Virgin Pulse
- Edward Jones Digital Library
 - Listed with Mental Health Awareness tools

Why a digital solution made sense

- Business Case – **Location**
 - Pandemic: most associates working remotely
 - Today + Future: increasingly remote workforce with flexible work arrangements.
 - Branch Office Associates – distributed across the US & Canada:
 - » 19,000+ Financial Advisors
 - » 23,000+ Office Administrators
 - Home Office Associates:
 - » 10,000+ increasingly remote workforce
 - Campus-based – three campuses
 - Hybrid
 - Home-based (full-time at home)

Why a digital solution made sense

- Business Case - **Content**
 - Wellbeing and Learning (and learning about wellbeing)
 - Diversity, Equity, and Inclusion
 - Personal Challenges, Parenting, Wellbeing & Life Balance, Continuous Learning, Mindset
 - Book Clubs – connection during remote work
- Formats:
 - Audio – most popular
 - eBooks (OverDrive reader or Kindle in US)
 - Curated by Firm Library and DEI team
 - Associate recommendations are reviewed for fit within collection

Wellbeing topics & top titles

Collection topics:

- Resilience, Thriving
- HBR Working Parent Series
- Self-Care
- Mental Toughness, Avoiding Burnout
- Adaptability
- Breaking Bad Habits (and Adding Good Ones)
- Finding Motivation



Usage

- Launched April 2021
- User Adoption
 - Almost 3,000 users in first year
 - 6% eligible associates – continues to grow
- Ease of use
 - The Libby app is very intuitive
 - Most of our support questions revolve around usernames and authentication.

Feedback

What an incredible resource for development! The ability to access these books (and specifically the audiobooks) from any device allows me to **dive into this knowledge at anytime.** -FA

Thank you for choosing Libby as the platform so I can **keep all my book reading/listening in one place.** - Home Office Associate

Okay, this is cool! I really like that we've added something like this to allow associates to further educate themselves -BOA

This is a wonderful resource to help me reach my goals. -FA

Considerations

- Developing your "Help" Process
 - Who will users contact for questions?
 - Will you provide instructions on initial setup, and who will design these instructions?
- Spreading the word amongst a distributed workforce
 - **Tip:** Champions and users will spread the word in their circles

Contact

Q + A

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Thank you!

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