HAWORTH

Resilience in the Workplace

The pandemic has hastened the adoption of a new hybrid work model, which brings with it remote work, flexible schedules, and a reliance on collaborative technology. It has also revealed why stress levels are now so high among the workforce, with crammed meeting schedules, longer workdays, caretaking of others, financial uncertainty, and isolation. To feel and perform better, people need the help of workplace resources to manage stress.

Resources for Resilience

Haworth research identified aspects of the workplace that have the greatest impact on performance and well-being. Our findings show that providing resources in these key categories can help your organization create an environment that leads to a more resilient workforce.

Ambient Qualities
Controlled noise levels, daylight access, healthy air quality, comfortable temperature, inviting aesthetics, connection to nature/greenery

Legibility
Smart plan configurations and wayfinding with landmarks, visual access, architectural differentiation, and signage

User Control
Elements adapt to the user/activity, such as height-adjustable tables, adjustable ergonomic task seating, lighting, orientation/placement of workspace, and screens

Accessibility of Coworkers
Appropriate proximity and ease of interaction with coworkers— in person and virtually

Culture
Design, leadership, and "lived" values that promote trust and transparency

Resources & Stress

People rely on workplace resources to help them manage stressors effectively, avoid burnout, and perform their best.

Know what resources are important for your workforce through communication. Address threats to existing resources first, then build in resource gains.

Employees will leverage resources when needed, bounce back quickly, and be a key part of a future-ready organization.

Resilience in the Workplace

Top Resources for People in the Office

Three resource categories were found to be most influential to people working in the office—accounting for up to a 19% difference in performance. Here are some of the key resources in those categories:

Ambient Qualities
Access to daylight and natural elements, comfortable temperatures, and inviting design in the physical environment
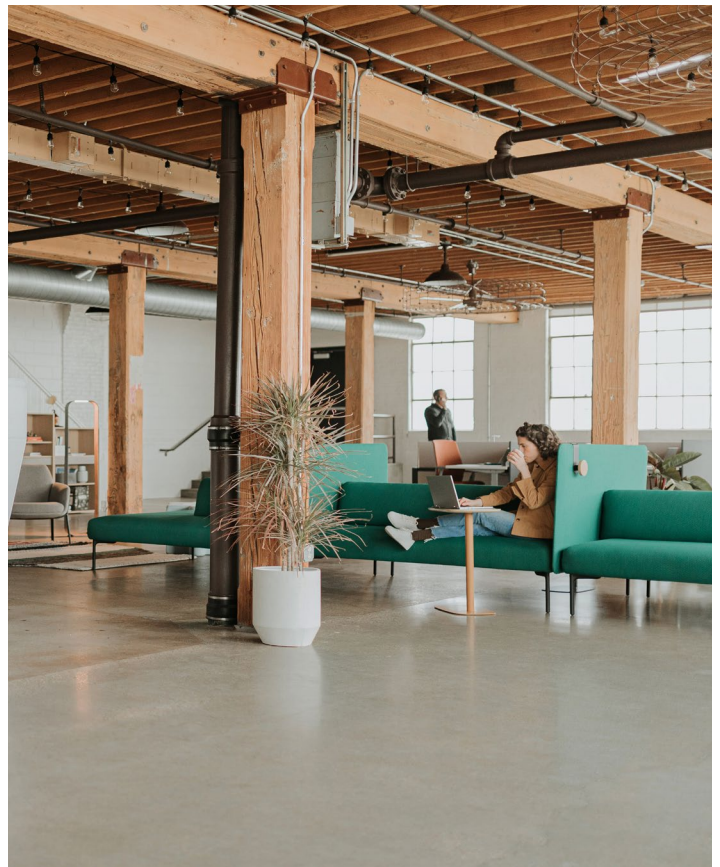
Legibility
Landmarks, visual access, architectural differentiation, and signage that enhance legibility allow for less friction throughout the day

Culture
An authentic organizational culture of trust and transparency with constructively challenging job demands

How Needs Differ for Off-Site Workers

Off-site workers place more importance on control over their space and being able to connect with their coworkers easily. The three most influential resource types for them account for up to a 23% difference in performance. Here are some of the things your company can do to provide resources that help off-site workers avoid stress and improve performance:

User Control
Offer comfortable, adjustable home office furniture options, such as ergonomic seating, height-adjustable desks, and desktop task lighting for remote employees gives them control over their space

Ambient Qualities
Give employees guidance on home office setups and how to use environmental elements to their advantage in creating a comfortable space

Accessibility of Coworkers
Ensure employees have the time, tools, and technology to connect and collaborate with coworkers

Attract & Retain Top Talent

When resources are lacking, it decreases an employee's resilience, or ability to overcome stressors. Over time, this leads to burnout, one of the most common reasons people leave a company.

42% of employees

have changed jobs due to stress*

* Source: Forbes, Monster.com survey, 2014

When companies provide social support and workplace resources, it can not only reduce stress, but also help people feel more engaged and empowered at work. When these resilient, engaged employees are also satisfied with their job demands, they tend to be more connected to their work and the company—making them less likely to leave. Additionally, potential employees who can see that a company takes meaningful steps to reduce job stress will feel more enticed to work there.

Want to learn more?
For more in-depth information on stress and how workplace resources help you build a high-performing, resilient, future-ready workforce, visit haworth.com/resilience for links to our ebook, white paper, Designing for Resilience presentation, and related Spark articles.

Haworth research investigates links between workspace design and human behavior, health and performance, and the quality of the user experience. We share and apply what we learn to inform product development and help our customers shape their work environments. To learn more about this topic or other research resources Haworth can provide, visit haworth.com.