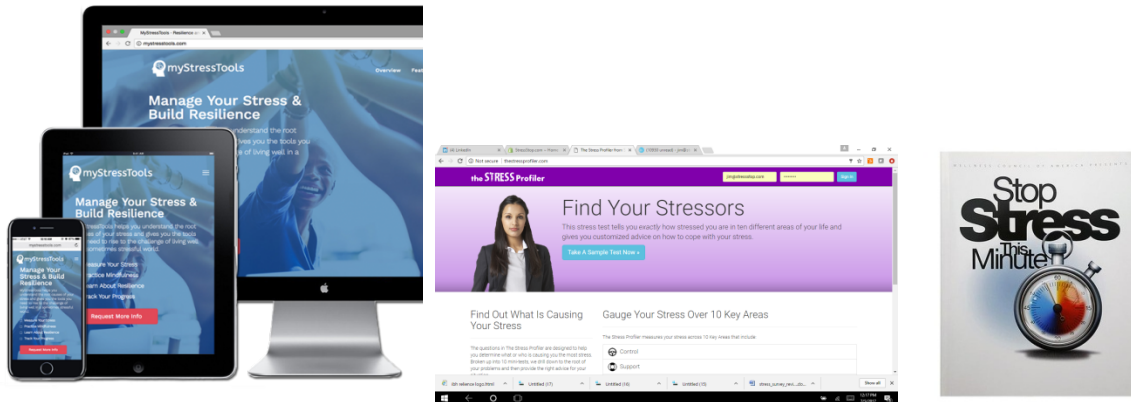


Lower stress and build resilience with state employees: A Pilot Study



One of our biggest clients, Integrated Behavioral Health (IBH), a nationwide EAP provider, recently conducted a pilot study to see if they could help a small group of Montana state employees (working in the prison system) lower their stress and build resilience. Dr. Eric Gustafson and Dr. Rae Hadley have been in charge of the study which combines weekly telephonic coaching sessions and a heavy reliance on both our online resources MY STRESS TOOLS, and THE STRESS PROFILER as well as several of our workbooks including: THE EMPLOYEE STRESS REDUCTION AND RESILIENCE HANDBOOK as well as STOP STRESS THIS MINUTE.

Our resources were made available or handed out to every person in the study.* Here are the initial findings of that study.



Initial Findings

For participants in the IBH LivingSmart Resilience Coaching pilot study:

- 1. Overall participants' resilience scores improved by almost 10% from the initial survey to the follow-up**
- 2. Average hours of reduced absenteeism per participant in past 30 days: 14 hours**
 - a. Compared to the initial survey, participants receiving coaching decreased the hours a personal problem took the employee from job tasks by an average of 14

hours over the past 30 days.

b. The 14 hours saved over 30 days includes time the personal problem impacted employee absenteeism through:

i. Missed time off

ii. Being late for work

iii. Having to leave early from work

iv. Needing to be on the phone, email, or internet while at work

c. The 14 hours per month is a direct improvement on productivity expected to remain constant, as the participant has acquired lasting resilience skills to address personal problems.

d. 14 hours per month hours increase in job productivity is a very high return on investment for the employer

3. Every participant completing the program reported a high level of benefit.

4. Each participant recommended the program for other employees wishing to improve stress management and resilience skills.

Stress Profiler Scoring

Pilot Follow-up Results

Every Post- Test score decreased. Average was 37.4 point decrease overall.

Test items with significant area of stress improvement noted:

Increased:

Support

Control

Stress Outlets

Willingness to get help

Time relaxing

Goal setting

Self-esteem

Flexibility, handling change

Sense of completion each day

Time for self

Relaxing, socializing

Relaxing activities

Spirituality in life

Talking to significant other

Decreased:

Tension headaches

Drinking/anxiety meds to calm

Neck/shoulder tension

Getting annoyed

Holding grudges

Waking up at night worrying

Worrying about family

Fear that was hindering growth

Sleep trouble

Feeling overwhelmed

Having to be right in arguments

Overeating when stressed

Running late

Worrying about getting sick

Doubt about things turning out OK

Trouble making decisions

Skill Improvements Specifically Reported by Participants by Interview:

1. "Relaxation techniques – specific breathing techniques"
2. "Ability to stay in the moment – 'mindfulness'"
3. "Stopping negative thinking patterns"
4. "Increased altruism – community service work"
5. "Response skills to disruptions and changes"
6. "Reframing perceptions"
7. "Improved self-talk"
8. "Focusing on what I can control"
9. "Bringing self back to the present – less past regrets and future worry"
10. "Less triggered by negative events"
11. "Less emotional reactivity"
12. "Reduced unrealistic pressure on self"
13. "Improved problem-solving action, and less just being mad"

*** Resiliency Pilot Study statistics**

14 participants completed 6 months of coaching, average # sessions: 10.8

19 control subjects completed pre- and post- surveys

2 employers in NW combined in pilot from 5/15 – 11/15

Incentives provided to complete surveys and to complete coaching program for 6 months.

Phone coaching sessions were 20-30 minutes long, with the initial session approximately 45 minutes.

Participants reported spending between an average of 30 minutes to 2 hours per week practicing. Of those reporting (10), the average minutes per week of completing assignments and skill practice was 75 minutes.