

Stress & the Bottom Line



R.I.P.
Jonas Januskas

Agenda



- **The big picture: Stress across Europe and the U.S.**
- **Absenteeism to presenteeism and beyond: Key areas in which the effects of stress are manifested**
- **Stress and KPI: Direct and indirect costs of stress on an organization**
- **Pay now or pay later: Proactive & reactive stress management strategies and ROI**

The big picture: Stress across Europe and the U.S.



Workplace
Stress: Is
there an
epidemic?



Job Stress: State of the Nation



25%

#1 Stressor



40 %

Very/extremely stressful

66%

Difficulty focusing on tasks

75%

More stress than one generation ago

Perception is our reality!

The Bottom Line



\$ 300.000.000.000! 

(€268.000.000.000)

Job Stress: European Union



80%

Workplace stress among top concerns of eighty percent organizations!

Job Stress: European Union



Average of 22% suffering from work-related stress



Most stressed

55% Greece

**38% Slovenia,
Sweden**

37% Latvia

35% Poland

32% Lithuania

Less stressed

12% UK

**16% Germany,
Ireland, Netherlands**

17% Czech Republic

18% France, Bulgaria

The Bottom Line



€ 25.400.000.000!



(~87.700.000.000 *LTL*)

Stress Manifests Itself In...



Absenteeism



Presenteeism



Stress Manifests Itself In...



Lower Productivity



Declining / Poor Performance



Stress Manifests Itself In...

Employee Turnover



40% of turnover related to stress

The cost of replacing an employee is 120-200% of the salary in that position!

Stress & Key Performance Indicators



- **Financial Metrics :**
 - Increases **health care costs**
 - increases **personnel costs** (i.e. temporary replacements)
 - increases **cost of goods sold** & reduces **profit margin** (both also KPIs)

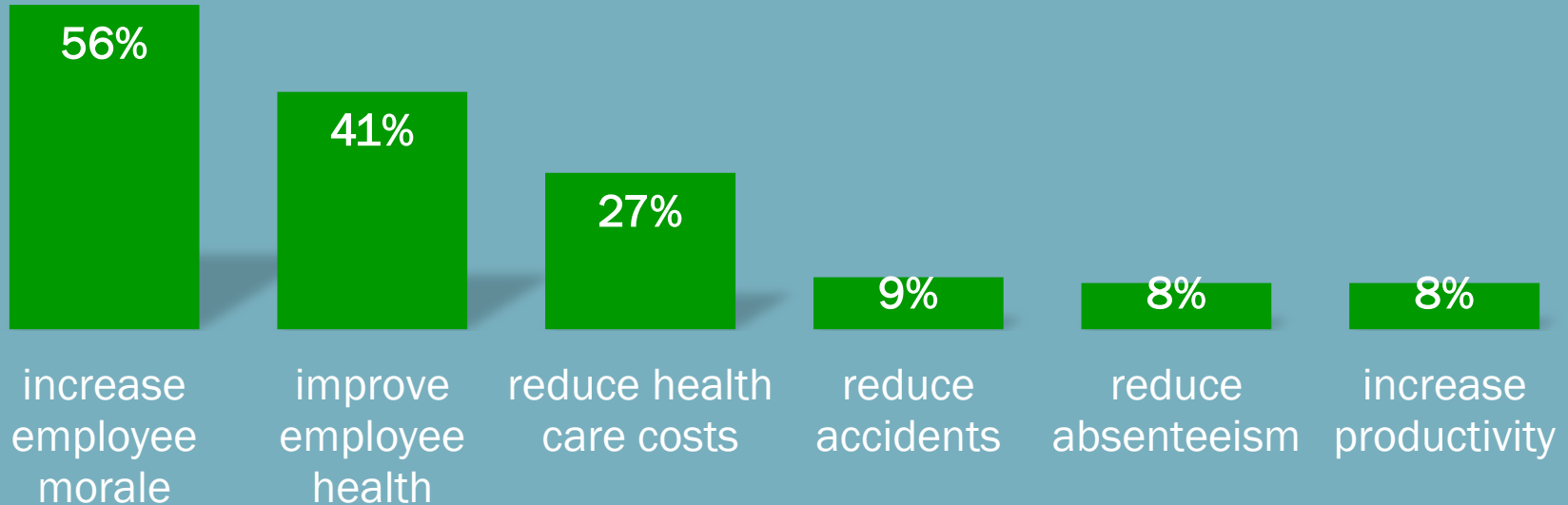
- **People Metrics:**
 - increases **employee turnover rate (ETR)**
 - lower % responses to open positions, lower **Employer Attractiveness**
 - decreases **employee satisfaction** which leads to negative **employee engagement** (impacts customer perception of service, product quality and the organization)

- **Customer Metrics:.**
 - lower **customer satisfaction**
 - lower **customer retention**
 - lower **Net Promoter Score (NPS)** – likelihood customer will recommend your services/products

Less Stress, More Benefits



BENEFITS = ROI



Pay Now or Pay Later



\$1 Prevention = \$6 Rehabilitation!



€1 Prevention = €13 Rehabilitation!



\$ - \$\$\$

Primary
Prevention

\$ - \$\$

Secondary
Prevention/Intervention

\$\$\$\$ 

Tertiary Prevention/
Rehabilitation

Proactive to reactive stress management & wellness / well-being strategies

Strategic Wellness & Well-Being



Your Next Steps:

- **Audit the situation**
- **Inquire and assess needs (get expert guidance)**
- **Evaluate options**
- **Implement!**



RIP...

costly workplace stress!