

MENTAL HEALTH AND BURNOUT

An increasing priority
for employers across
Latin America

Burnout in the workplace has become more widely recognized throughout the region. While workforce transformation is not a new concept for global organizations, the pandemic has forced us to rapidly adapt our standard ways of working and how we engage with employees, to ensure employee retention and the long-term viability of the business.

Per a study recently developed by Gallup, **43%** of the world's workers are experiencing daily stress and are, therefore, at risk of developing burnout. **However, it was only recently that the World Health Organization (WHO) included it as an occupational disease, which means that companies must be even more prepared to address and manage burnout cases properly.** Lack of policies and protocols may aggravate risks for lack of proper employee support. Furthermore, many Latin American countries have undergone complex legal changes, which in many cases resulted in new regulations to protect employees in these situations.

In this document we share some practical tips to help you prevent and navigate through this matter in your organization and protect your employees.



The organization



Build emotional-safe spaces



Work on prevention

- Invest in stress management and mental health programs.
- Provide employee mental assistance.
- Have a "disconnection" policy and make it part of your culture.
- Train managers on work stressors and on the importance of fostering a respectful and safe workplace.
- Invest in self-care programs (nutrition, exercise, sleep hygiene).
- Define and communicate a clear mental health protocol.
- Implement a clear and fair performance management process.
- Encourage the use of mandatory leave and provide flexible work patterns.
- Encourage social interaction to increase employee engagement.



Empower employees

- Provide adequate job resources.
- Implement flexibility policies.
- Engage employees in decision making.
- Allow employees to be active crafters of their jobs.



Comply with legal obligations to protect employees' mental health



Reserve a time during performance assessments to allow the individual to provide his feedback on the workplace



The individual



Embrace vulnerability



Take ownership

- Be proactive with self-care.
- Stay grounded, be present.
- Work smarter, not longer.
- Free your mind, meditate.
- Stay healthy (exercise, nutrition, rest, sleep, hydrate)



Set limits & boundaries



Build support network



Align values & purpose

Your contacts in Latin America



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