



# The Great Resignation

*It's Already Here. And it's About to Get Worse.*

Learn how industry-leading companies are leveraging total wellness to recruit and retain employees



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# State of the Union

*The state of the union between worker and employer has changed.*

## COVID Has Accelerated a Mind Change

Changing personal priorities, a review of work-life balance, pandemic burnout, and heightened expectations of a positive (dare we say, generous) employee experience is at the core of an increasing number of resignations many companies are grappling with today. Analysts saw a resignation trend starting to emerge before COVID, but the pandemic has accelerated this trend. And workers are not waiting for the pandemic to be over before they jump to greener pastures.

## Competition Has Upped the Ante

It's a tight labor market, and the stakes have never been higher. U.S. job openings are at their highest in over two years, and many companies nationwide are still short-staffed and struggling to fill positions.

Today's competitors have big name recognition, deep pockets, and a good story for your employees that are 'on the fence' or who may think 'the grass is greener' elsewhere. They are creative with their recruitment incentives, and significant sign-on bonuses and raffles are commonplace.

## Times Have Changed. So Has Your Workforce.

Boomers are no longer the lions share of the workforce - many are at or nearing retirement. Gen X, Millennials, and Gen Z now rule the roost. None of these groups expect or plan to stay with one employer for their entire career, and job considerations go way beyond the paycheck.



In 2021, Amazon opened over 250 new fulfillment centers, sortation centers, regional air hubs, and delivery stations in the U.S., and will open over 100 more buildings in September alone.

Amazon Announces Plans to Hire 125,000 Employees in Hundreds of Cities and Towns Across America

Company Press Announcement, September 2021

Employees feel a stronger affinity for their workplaces when their employers offer wellness programs. 78% of employees feel their employers have a responsibility to keep them mentally and physically well. 41% of employees say they would take a 10% pay cut for an organization that cares more about their wellness.

Staples Workplace Survey, 2019





# Recruitment Alone Won't Win the End Game

*Many companies focus exclusively on recruitment as resignations increase. More ads. More incentives. More interviews. More new hires that need to be trained. It's a reactionary strategy that can miss goals.*

*But recruitment alone will not win the end game of maintaining a strong workforce. Here's why:*

## Always Playing Defense

When you react to resignations by only recruiting replacements, you're playing defense the entire game. Occasionally you can make huge gains 'blocking and tackling' the situation, but often your significant efforts make small gains or even no gains. You hire someone that requires training. Or someone that costs more than the experienced person you lost. The individual that agrees to come on board doesn't 'fit' your organization and leaves after 3 months. You recruit for the same position for multiple months looking at the same pool of candidates. The list goes on.

**Many voluntary turnover costs never register directly on a spreadsheet.**

- Recruitment ads and fees
- Drops in productivity levels
- Training and ramp-up periods
- Constantly playing 'catch up'
- You lose your reliable problem solvers
- Morale tanks
- People who leave, recruit others



**U.S. businesses are losing \$1 trillion every year due to voluntary turnover.**

A 100-person organization that provides an average salary of \$50,000 could have turnover and replacement costs of approximately \$660,000 to \$2.6 million per year.

**Treat Recruitment as One Play in Your Playbook.**



# Winning the Turnover Battle

*You need your “A Team” on all shifts. What is your best strategy to maintain a tight workforce particularly as the economy picks up and your workers have other opportunities at their fingertips?*

Focus on Retaining Key Players.

Don't wait for your best employees to join a competitive team.  
Give them a reason to stay.

# 1

**Think Beyond Hourly Pay Rates** – Don't rely on your pay structure to keep your best workers. There will always be pressure on hourly rates but today, workers are not leaving jobs because of pay exclusively. And for many, pay is not the key reason for their departure.

# 2

**Get More Engaged with Your Workforce** – Communication plays a pivotal role in a positive work culture. It's important to understand what team members really want and need from their employer.

# 3

**Consider the Whole Person** – Consider all the needs of your team including their physical and emotional health. It will pay dividends in productivity levels and worker loyalty.

Pre-pandemic, health and wellness was identified by worker surveys as an employer differentiator.\* During Covid, health and wellness took a hit resulting in the workforce recalibrating personal priorities and expectations of employers for the long term. Post-Covid, employers will need to address this issue head-on.

# 4

**Create a Total Wellness Program** – Support your team and your business with an Employee Total Health and Wellness program. By keeping everyone healthy, your organization will see productivity levels increase, absenteeism and presenteeism decrease, more cohesiveness between HR and EH&S activities, and much more.

\*Staples Workplace Survey, 2019



# Think Holistically and Change the Outcome

*Health and wellness is very important to virtually every person in every generation on your team. In fact, a recent workplace trend is to offer onsite services, including healthy food options, fitness classes, and health screenings. Additionally, companies are now finding that an onsite physical therapist (PT) plays a vital role in their wellness programs and reinforces a safety culture.*

## The Gamechanger: Employee Total Wellness

Employee Total Wellness is a game-changer. A comprehensive program begins during the recruitment process and follows the employee through their entire company career. It helps create an open, inclusive team culture and is seen as a valuable benefit by all generations in your workforce. Plus, it pays for itself when you consider productivity levels, absenteeism, presenteeism, morale, corporate liability, compliance issues, and more.

Employee Total Wellness takes a holistic approach to health by considering all aspects (physical, emotional, environmental and more). At its center, it focuses on what the employee needs and wants to maintain their health and wellness on the job and in their personal life.

## A Primary Focus: Musculoskeletal Health

Musculoskeletal (MSK) wellness is the foundation of an Employee Total Wellness Program. That's because MSK disorders such as sprains and strains that affect the human body's movement, are the costliest and most common workplace injuries. Back pain alone costs employers more than 6 billion dollars each year and leads to more than 264 million lost workdays each year.

And, the long-term effects of MSK injuries on workers are devastating with the loss of wages, depression, anxiety, and the inability to move without chronic pain.

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Each year, companies spend billions of dollars as a direct result of worker injuries, with over 260 million workdays are lost.



# WorkWell Programs Addresses Your Entire Team's Journey

*WorkWell is an industry leader offering comprehensive health and wellness solutions that address your workers' MSK needs -- the foundation of an Employee Total Wellness program. Our expertise provides a positive and consistent experience and addresses workers at all stages of their employment journey—from hire to retire, and all stages in between.*

## Recruiting New Players

### Situation

With the tight labor market and increased competition, particularly in the distribution space, many companies are lowering their requirements and bypassing certain hiring processes to get people onboarded quickly. And this practice is putting their organizations at risk.

### WorkWell Solutions

#### **Post Offer Employment Testing (POET)**

POET is the post-offer/pre-hire physical abilities examination that tests the candidate's ability to perform the physical aspects of the job.

#### **Functional Job Descriptions**

Define what those physical aspects are including lifting and carrying, pulling, gripping and more.

### Benefits

- You have the information to make informed hiring decisions
- Evidence-based, compliant information from trained medical professionals leads to informed hiring decisions.
- You hire the right people that can safely do a job.
- Turn-key managed service model frees up resources.





## Supporting Seasoned Professionals

### Situation

We all have occasional aches and pains. But your workers should not 'work through' or dismiss pains that affect their jobs or personal lives. MSK pain can become chronic and can lead to additional health issues as well as absenteeism, presenteeism, and voluntary resignations.

### WorkWell Solutions

#### Managed Onsite PR Clinics

Include onsite clinics staffed by physical therapists with advanced specialized training in the prevention and treatment of MSK injuries. They provide early intervention for aches and pains, proactive training and coaching, ergonomic assessments, and so much more.

### Benefits

- Delivers real results using proven, proactive preventative programs and individualized treatment plans.
- Builds trust and engagement across your organization; workers appreciate help/advice from onsite PTs for work/nonwork-related injuries.
- Reclaims productivity levels.
- Reduces the need for outside medical appointments that cause added disruption and time away from job.
- Facilitates faster recovery times as injuries are caught early.
- Injuries and related costs are controlled.







## Transitioning Team Players off The Bench

### Situation

It is critical that employees have help safely transitioning back to work after an injury. A post-injury management plan is needed to align the employee, provider, and supervisor with an open communications plan and set expectations for light duty during the transition.

### WorkWell Solutions

WorkWell Onsite PTs create return-to-work plans and testing to help employees return to work faster. Since the PTs are onsite, they understand the job environment and take a team approach to modify work, develop accommodations, and set expectations for light duty to meet supervisor expectations.

### Benefits

- Validates if a worker can safely resume their duties.
- Objectively determines and documents if a returning employee requires transitional work duties or job modifications.
- Gets everyone on the same page (worker, supervisor, PT) and sets expectations by creating a post-injury management plan.
- Assists in workers compensation and disability determination cases.
- Injuries and related costs are controlled.





## Why WorkWell Employee Health and Wellness Programs Win

**The impact of a comprehensive Employee Total Wellness program can be felt across your entire organization. With WorkWell Health and Wellness Programs, everyone experiences a win including your employees, human resources, recruitment, EH&S, and risk management.**



# About WorkWell

WorkWell helps organizations prevent and treat sprains, strains, and back pain by delivering comprehensive and scalable musculoskeletal health programs as part of their overall safety and wellness programs. We partner with employers to keep employees safe, healthy, and productive by identifying workplace risks, implementing early intervention and proactive ergonomics, providing employee testing and treatment, and ensuring safety compliance.

Our prevention, treatment, and training programs are delivered by our network of 10,000 credentialed physical therapists who are experts at delivering all aspects of a comprehensive musculoskeletal wellness program. To learn more, visit us at <https://www.workwell.com> and follow WorkWell on [LinkedIn](#), [FaceBook](#) and [Twitter](#).

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