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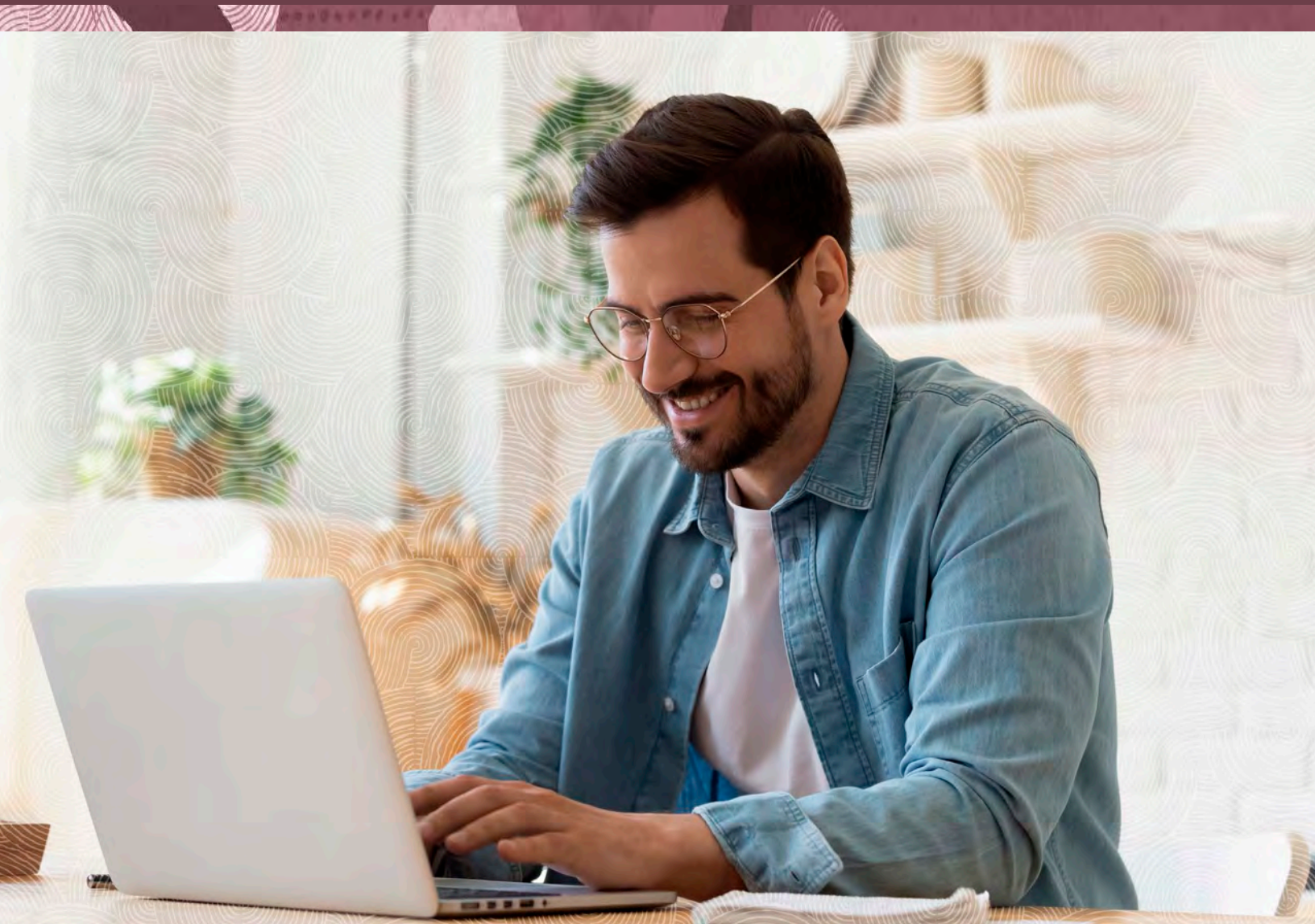
Addressing Employee Well-being in the New Workplace

In 2020, the world faced a pandemic that continues to impact us all in 2021. There are ongoing challenges that have greatly impacted the workforce and increased anxiety and stress as millions continue navigating uncertainty. Whether working remotely with varying distractions at home, trying to stay safe and healthy as an essential worker, or managing changing finances—workers are under more pressure than ever before.

Organizations realize they must address all aspects of employee well-being, including stress and anxiety, in order to avoid a decline in productivity and to prevent burnout. In the new workplace, the mental health of employees matters more than ever.

The 2020 AI@Work research[1] , conducted by Workplace Intelligence in partnership with Oracle, found that 70% of the workforce said last year was the most stressful year of their working lives. The learnings, from surveying more than 12,000 people in the workforce across 11 countries, reveal that mental health needs to be a top priority for HR and the organizations they support. In fact, 76% of respondents believe their company should do more to help. Here are three areas where employers can offer support.

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[1] As Uncertainty Remains, Anxiety and Stress Reach a Tipping Point at Work, Oracle 2020

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1. Navigating uncertainty during a pandemic

Not knowing what's going to happen next is often stressful for anyone and the current environment has continued to be unpredictable—with new processes to support safety, new policies around remote working, and new ways to get work done. Unexpected changes and uncertainty have taken a toll on the well-being of workers with 78% saying the pandemic has negatively impacted their mental health[2]. With employees in need of support, many organizations have increased communication around resources, such as Employee Assistance Program (EAP), to help their workforce navigate change and address anxiety. According to our research, 68% of individuals would prefer to talk to a robot over their manager about these issues and 82% believe that a robot can support their mental health better than a human. Providing employees with new ways to receive help is critical to the success of both the individual, and the business.

2. Managing the blurred lines between home and work

To ensure a productive workforce, it's essential to recognize a work-life balance between work and personal life. Roles and responsibilities have shifted—often with an expanded set of duties. Changes in market dynamics, organizational structures, and workplace processes have impacted nearly every individual in the workforce. It's not surprising that burnout is happening, with 52% of respondents reporting to work an additional five or more hours per week and 35% working ten or more hours per week[3]. And as employees struggle with a mounting workload, while simultaneously managing family commitments, these blurred lines are pushing stress levels to the brink. In fact, 85% said their mental health issues at work negatively affect their home life and 25% said they experience burnout from overwork as a result of the COVID-19 pandemic. Already feeling depleted, stress can be further intensified with remote work leading to 14% of workers experiencing loneliness and 25% suffering from depression due to a lack of socialization. Left unchecked, the poor well-being of employees can have a significantly negative impact on productivity, ultimately affecting the bottom line.

[2,3] As Uncertainty Remains, Anxiety and Stress Reach a Tipping Point at Work, Oracle 2020
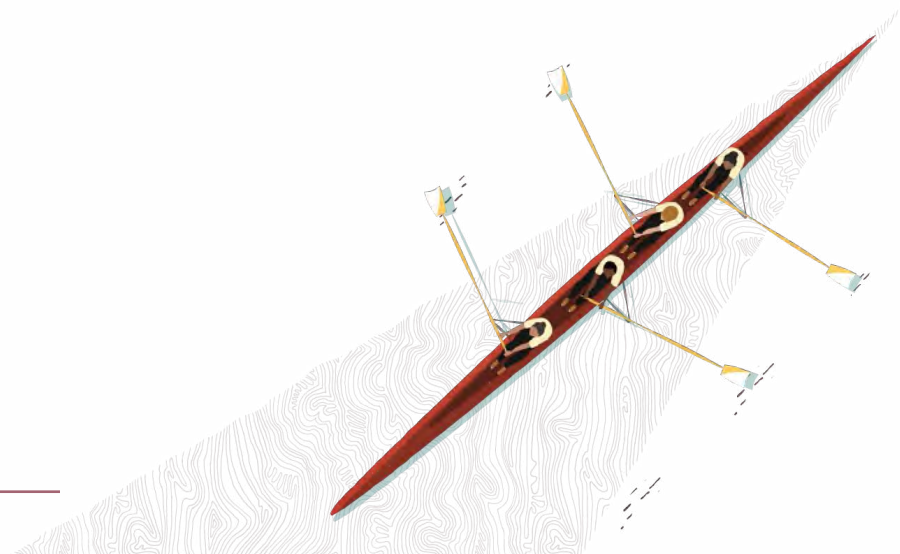
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3. Supporting new workplace requirements

A recent study by Gartner[4] found that HR leaders are prioritizing the building of critical skills and competencies in 2021. Upskilling and reskilling offers major benefits including improved business agility, employee productivity, and workplace engagement. However, HR faces challenges implementing programs to support these initiatives, including lack of visibility into skills gaps, inability to integrate learning into employee workflows, and the capabilities to scale skill development for a rapidly evolving organization. Added to those challenges is the widespread anxiety workers feel as budgets are slashed while their workload is rapidly increasing. With new responsibilities and

expectations requiring new skill sets, it's imperative to offer ways to help employees learn skills to support their career growth. To reduce the apprehension of a new role, the AI@Work research reveals that close to 90% of workers are seeking smart, supportive technology to provide information that helps accomplish job requirements, recommendations on skills, and guidance for prioritizing tasks. Without the right tools, employees often find themselves overwhelmed as they try to figure things out as quickly as possible. This causes the quality of work and productivity to decline, while anxiety and stress intensifies.

Delivering support, community, and growth

The results of the research highlight the importance of employee mental health. At Oracle, we are committed to helping our customers and the HR community provide tools that make the work experience better—something we call work made human. As organizations look to

address this challenge, we are focused on providing solutions that deliver the support, community, and growth that the workforce needs. Here are eight Oracle Cloud HCM solutions that will help employers support the needs of their workforce.


4 Top 5 Priorities for HR Leaders in 2021, Gartner 2020

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Oracle Digital Assistant

Whether working remotely, returning to work, or on the front-lines as an essential employee, workers need quick and easy access to resources that help manage ambiguity. With Oracle Digital Assistant, HR has the ability to support all employees anytime, anywhere and can scale the dissemination of critical or helpful resources such as EAPs or return-to-work guidance.

With Oracle Digital Assistant you can:

→ Support employee well-being throughout the pandemic with quick access to useful health resources

→ Chat with Oracle Digital Assistant through SMS, Slack, Microsoft Teams, Facebook Messenger, WhatsApp, and WeChat

→ Provide consistent and secure access to the HCM experience
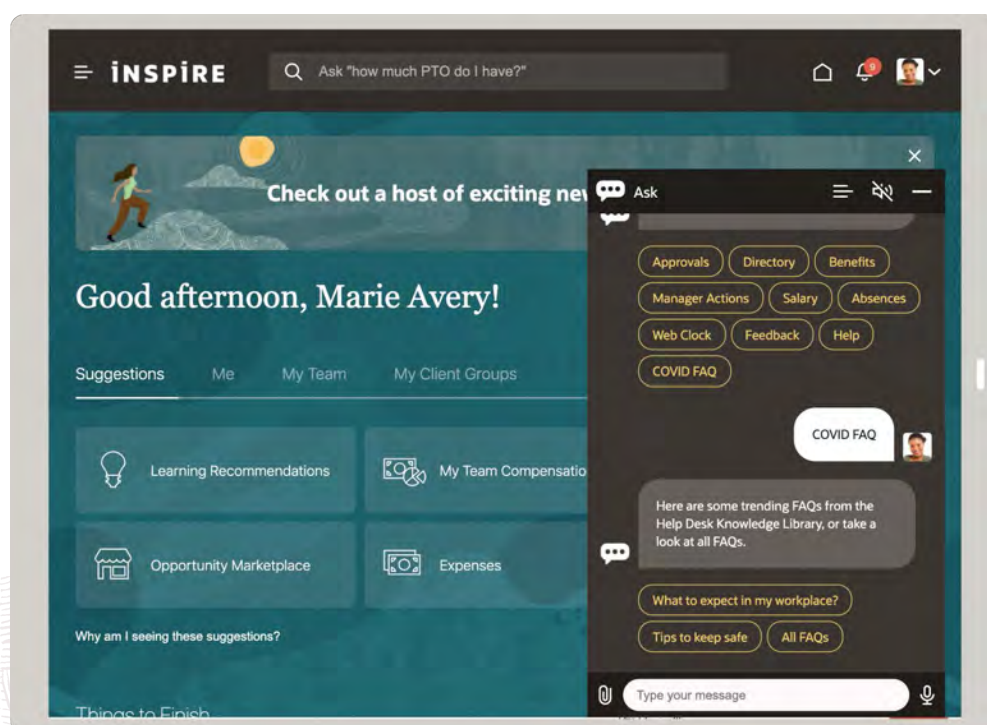
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Oracle Journeys

When employees are ready to return to the physical workplace or deal with organizational changes during a pandemic, it's critical to have a guide to help them navigate their way through the experience, making the process easier. With Oracle Journeys, HR is able to provide step-by-step instructions that offer a helping hand and build a sense of trust so employees feel confident and safe as they navigate the uncertainty ahead of them.

With Oracle Journeys you can:

→ **Provide step-by-step information including videos, forms, articles, insights, and more to navigate the experience**

→ **Help employees get back to work safely through re-boarding journeys**

→ **Give workers the information they need exactly when they need it**
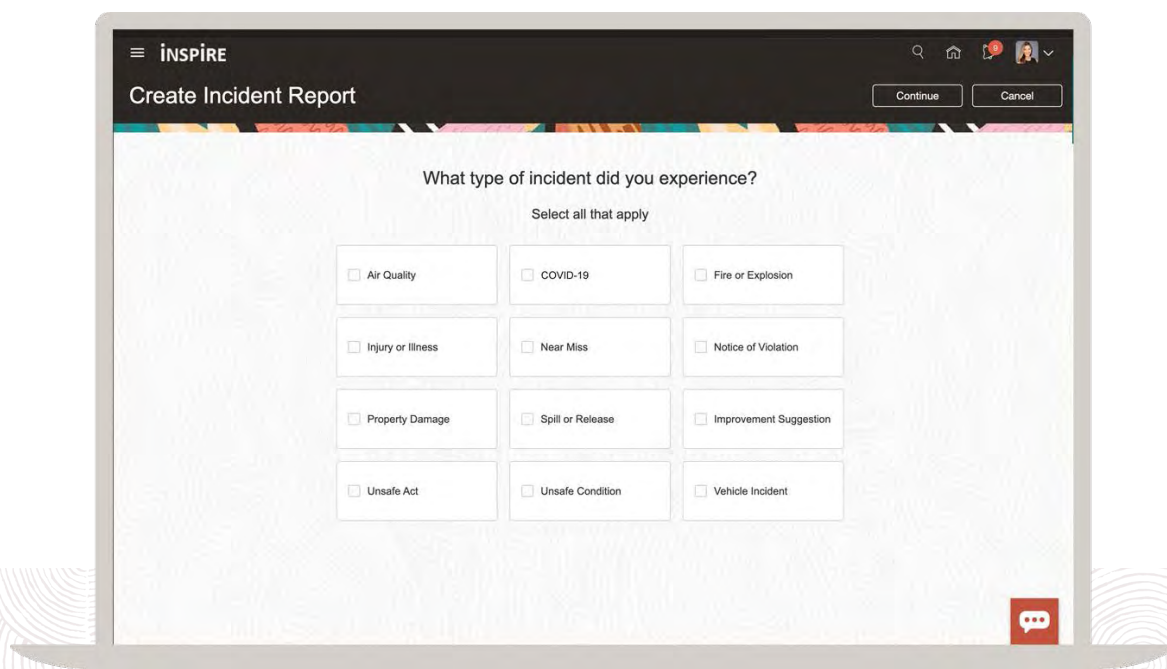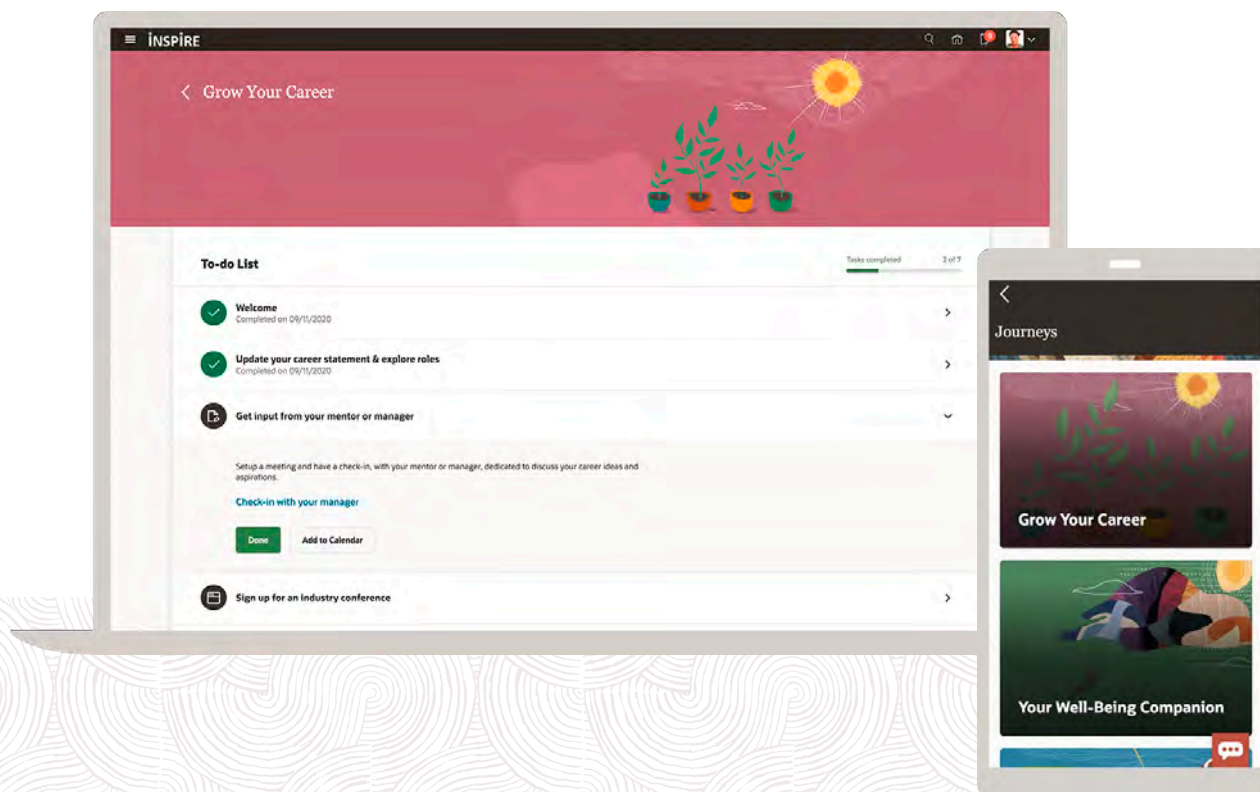
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Oracle Workforce Health and Safety

To reduce the impact of the pandemic on the business and workers, HR must update plans and processes to address specific exposure risks and quickly react to sources of exposure. The lack of precautions or attention to workers' safety can cause significant levels of stress. By leveraging Oracle Workforce Health and Safety, HR can effectively implement a strategy to promote workplace safety, thereby helping instill a sense of confidence and security in essential workers or those returning to work.

With Oracle Workforce Health and Safety you can:

→ **Report and manage concerns and incidents**

→ **Streamline reporting with follow-up actions**

→ **Track incidents for teams and individuals**

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Oracle Anytime Pay

Some individuals might be carrying a heavier financial burden because of unexpected events such as an unemployed spouse or having to care for a sick family member. Employers can help workers adapt to different financial situations by offering the option to request and receive pay for hours worked when they are earned, without waiting for payday. This self-service access to payment is available through the Anytime Pay capability, part of Oracle Payroll.

With Oracle Anytime Pay you can:

→ Request and receive pay for hours worked when they are earned vs payday

→ Ensure accuracy and confidentiality by requesting earned wages from within Oracle Cloud HCM—no separate app or login required

→ Contribute to your employees' financial well-being while maintaining compliance
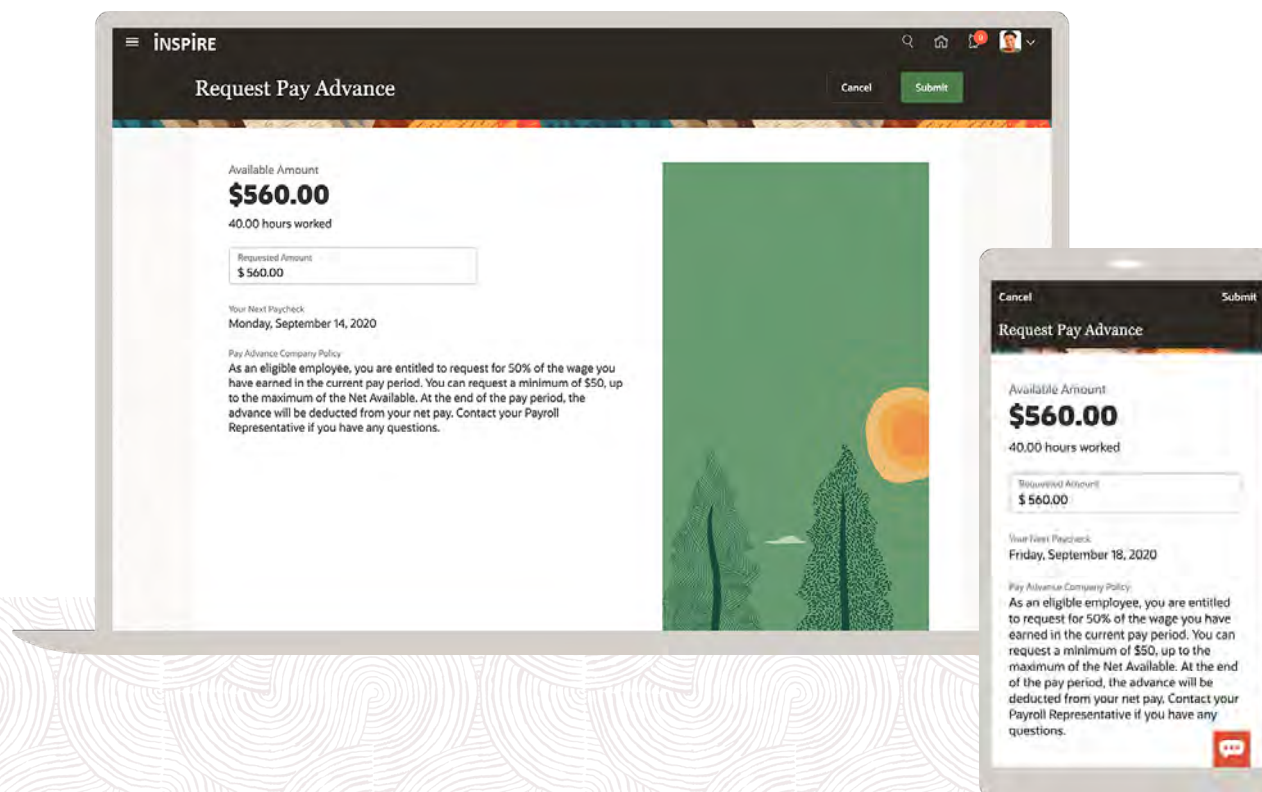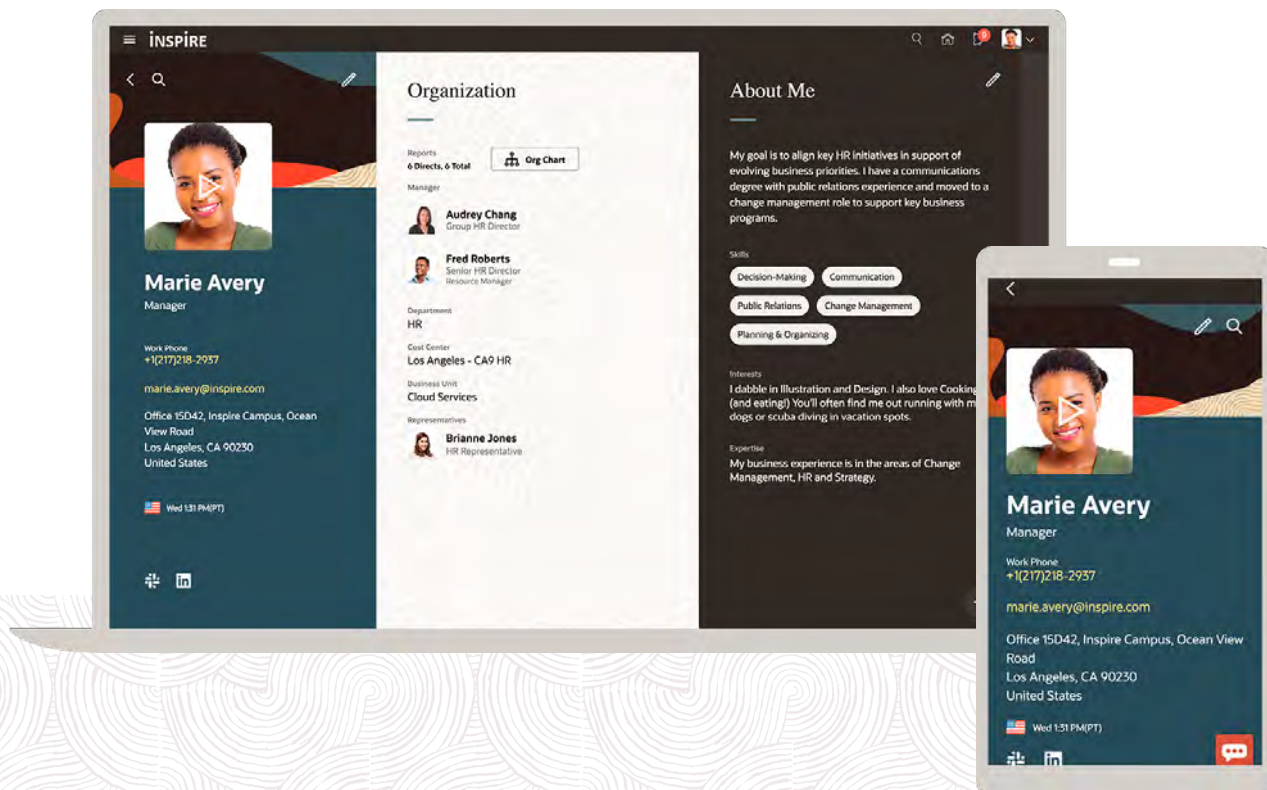
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Oracle Connections

The pandemic has people feeling more isolated as they are working apart from each other, making it incredibly important to help employees stay connected. With Oracle Connections, no matter where they are, people can find others through the org chart and reach out to connect after watching their intro video and learning more about their interests or projects.

With Oracle Connections you can:

→ **Find out more about teammates, colleagues, and connections**

→ **Share quick insights about yourself and build your internal brand**

→ **Provide updates on your role, your location, your pronouns, and unique talents**
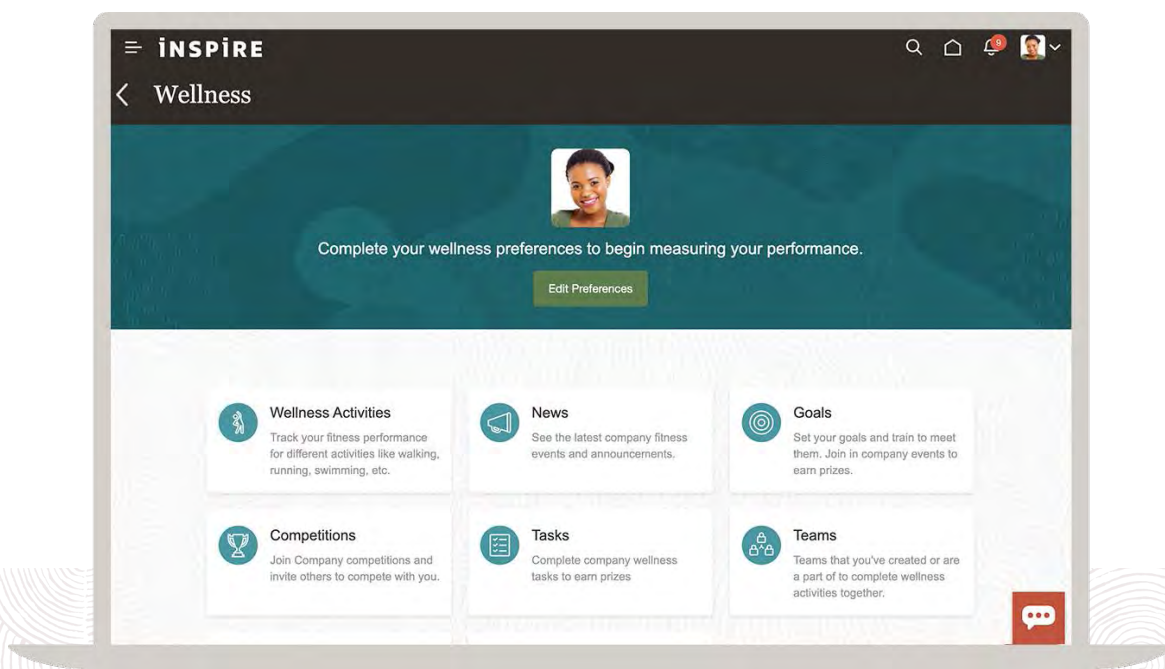
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Oracle Work Life

With Oracle Work Life for Wellness, Volunteering, and My Brand, HR can foster community spirit, even with a remote workforce. Promoting volunteering and team competitions can help alleviate employee stress by having them shift their focus on a community activity, giving them a break from daily stressors. Responses from surveys can help managers recognize and address trending issues, such as burnout.

With Oracle Work Life you can:

→ Improve employee wellness and reduce organizational healthcare costs

→ Raise employee morale through volunteering projects

→ Track, measure, and evaluate trends and patterns of wellness activities

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Oracle Opportunity Marketplace

When navigating short-term needs, HR can help employees feel more connected, motivated, and in control of their career by giving them the power to explore and apply for open projects or roles. With Oracle Opportunity Marketplace, HR can democratize opportunities beyond traditional and informal networks by sharing information about short-term gigs.

With Oracle Opportunity Marketplace you can:

→ Find resources from within to fill short-term talent needs

→ Socialize opportunities across the organization vs. leveraging informal networks for talent

→ Provide an open, inclusive marketplace where anyone can participate
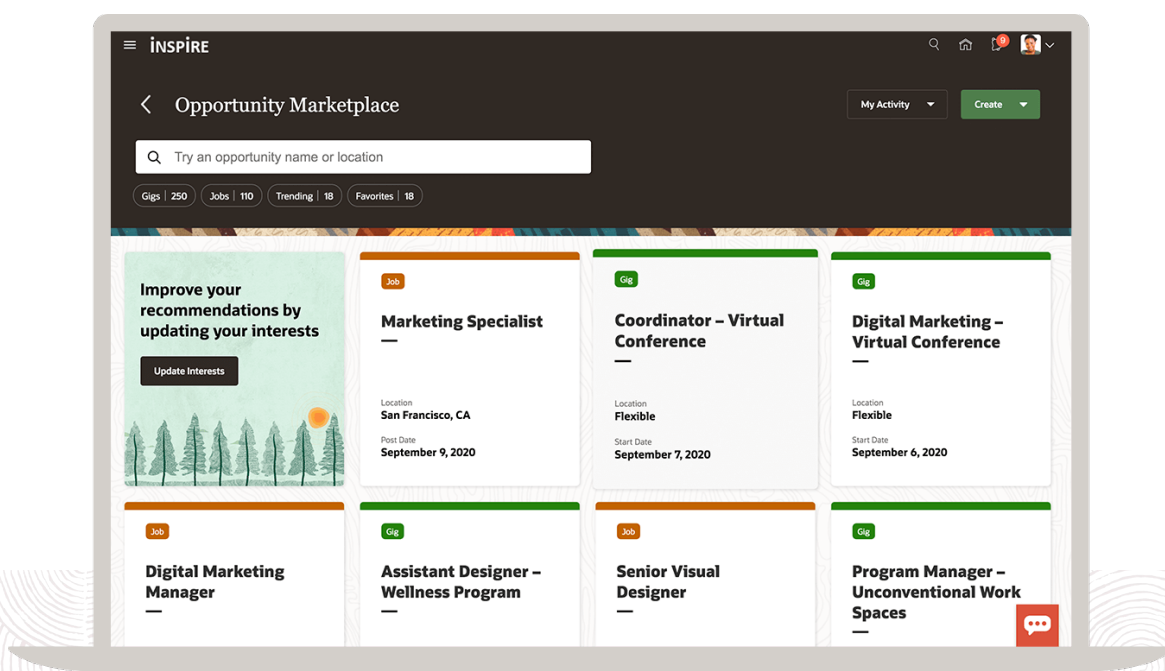
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Oracle Learning

Many employees have been asked to take on new roles or responsibilities that go outside of their skill set and comfort zone. With Oracle Learning, HR can reduce the anxiety of the unknown by preparing employees with personalized learning paths and recommendations. After following dynamic learning assignments, employees will feel more confident and ready to take on their new role.

With Oracle Learning you can:

→ **Create dynamic learning assignments**

→ **Develop consistent learning plans and track compliance training**

→ **Drive upskilling and reskilling efforts with personalized learning recommendations**

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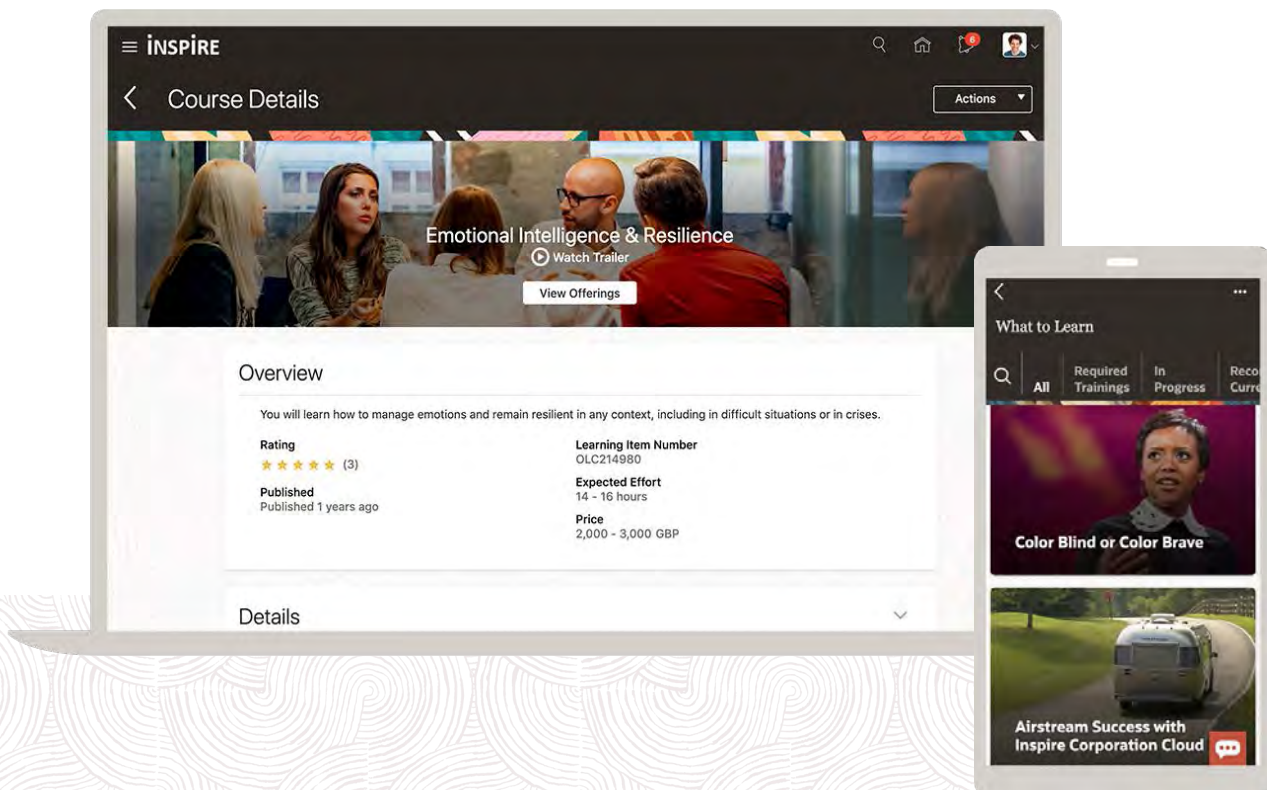
Conclusion

As employees navigate uncertainty, manage the blurred lines between home and work, and support new workplace requirements, HR leaders are stepping up to help. Organizations must prioritize the well-being of their employees. Forgoing a focus on employee mental health can result in a negative impact on the business with productivity plummeting, poor decision-making increasing, and employee anxiety and depression worsening. Supporting employees with greater awareness and access to resources, fostering a safe, healthy, and connected workplace, and facilitating growth and development are foundational to addressing this challenge. These needs can be supported with Oracle technology, in a way that is private and easy for employees to access, and scalable for HR to deliver in a consistent fashion.

We are here for support as you address employee well-being in the new workplace.
Learn more about how Oracle can help.

Connect with us

Call **+1.800.ORACLE1** or visit **oracle.com**. Outside North America, find your local office at: **oracle.com/contact**.

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