



Leading Through Grief

Transforming how leaders support
grievers in the workplace



workplace
healing

An innovative approach to healing in the workplace



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Overview

The boundaries between work and home in today's world continue to blur, but nothing quite obscures those wavering lines like grief. Grief causes temporary, neurochemical changes in the brain that can affect job performance and overall well-being. The risks are high for organizations that mishandle or ignore grieving and caregiving-affected employees. They are more likely to experience weakened employee morale, increased turnover and high rates of presenteeism and absenteeism, which costs them billions each year.

Executive leadership plays a crucial—and influential—role in how companies support and reintegrate grieving employees back into the team. Yet, few leaders receive empathy education or have access to effective professional resources that make a difference in enhancing employee well-being and corporate culture.

In this special report, we share the implications of mishandled or unacknowledged grief on workplace culture and financial well-being. We explain how the innovative Human Recovery Platform™ transforms the way grief is managed in the workplace, helping leaders, managers and care teams learn head and heart-based skills that measurably minimize the negative repercussions of grief and successfully support human recovery in the workplace.





The State of Grief in the Workplace & Implications

1 IN 4
employees is
grieving at
any given time

An average of
4 MILLION
American employees
experience the death
of a loved one
each year

56%
of employees
consider leaving their
job when they feel
unsupported at work
after a loved one's
death

**\$113.27
BILLION**
is spent by employers
due to reduced
productivity and
on-the-job errors

Life disruptions which include any grief event that impacts a person's ability to be emotionally present, especially in the workplace are inevitable.

From caring for an aging parent to suffering the death of a loved one, grief is prevalent in today's workforce. According to research conducted by the Grief Recovery Institute, one in four employees is grieving at any given time.

The downstream effects of grief on the workplace are extensive and expensive.

Turnover. Over half of employees will consider leaving their job when their employer does not provide support after a loved one's death. (*National Council for Palliative Care and Dying Matters*)

Presenteeism. Presenteeism occurs when an employee is present physically in the workplace, but not

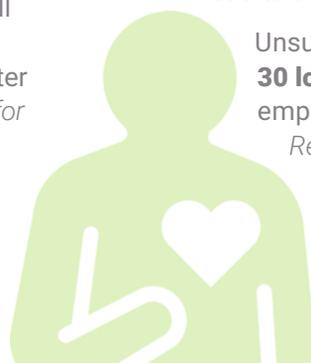
present emotionally and unable to perform tasks at normal capacity.

Presenteeism drastically affects productivity by 1/3 or more, costing employers **10 times more** than absenteeism in terms of lost productivity, translating into roughly **57.5 lost workdays** each year. (*Global Corporate Challenge Insights Report*)

Absenteeism. Health issues associated with grief like body aches, loss of appetite, migraines, fatigue, frequent colds/illness and chest pain can lead to absenteeism.

Unsupported grief can result in an estimated **30 lost workdays** each year and can cost employers **\$225.8 billion** each year. (*Grief Recovery Institute*)

Productivity loss. Grief costs employers an estimated **\$113.27 billion** in reduced productivity and on-the-job errors. (*Grief Recovery Institute*)



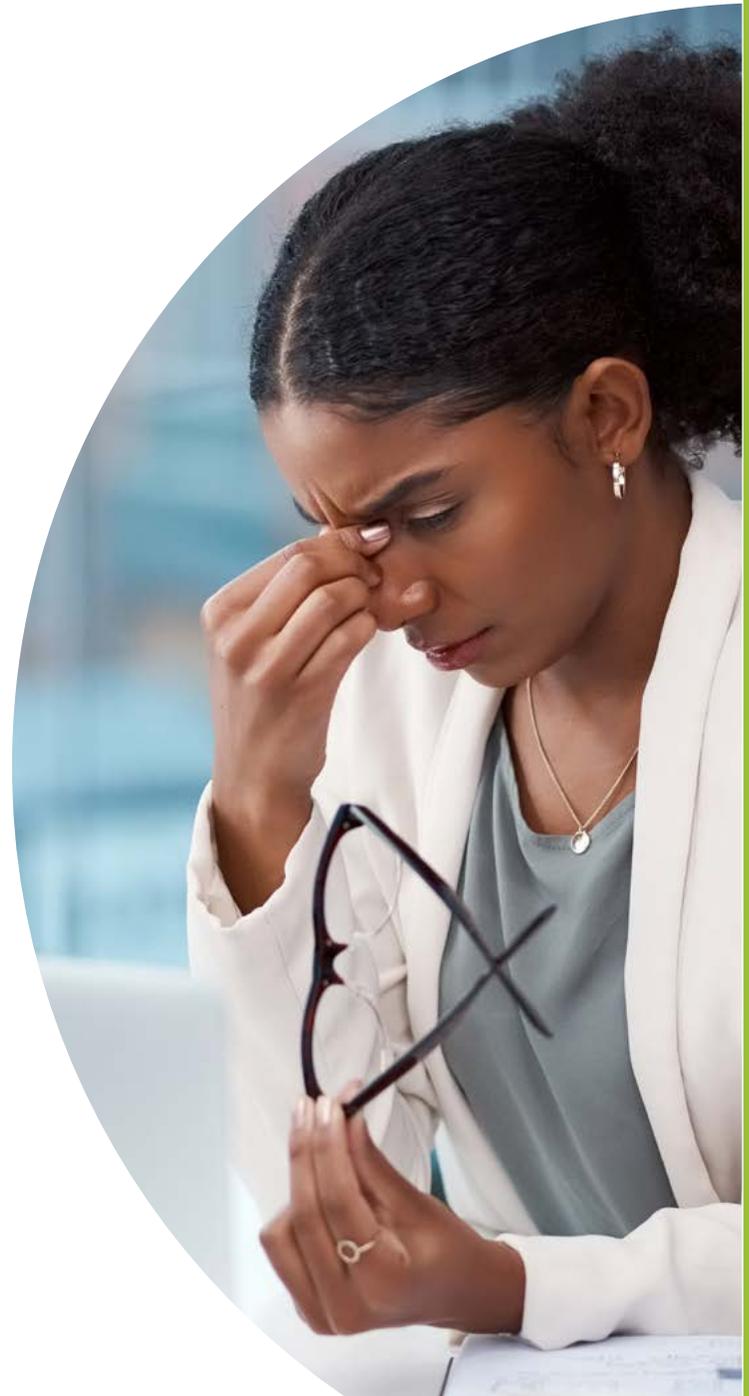
Ineffectiveness of Current Standard Operating Procedures

Limited bereavement leave. The standard bereavement leave is **three to seven** days.

Typical bereavement policies allow more time off for a core family member and less for an extended family member or friend—regardless of the strength of the connection. For example, if an employee is grieving the death of the grandmother who raised them, they may receive less bereavement leave than if their estranged parent had died.

Underutilized Employee Assistance Plans (EAPs). An EAP is a pre-paid benefit designed to offer short-term counseling, confidential assessments and follow-up services to employees experiencing personal or professional problems. Often a reactive resource, less than 6% of employees utilize their EAP. An employee may be:

- Unaware that their company has an EAP.
- Worried about confidentiality.
- Apprehensive about the stigma associated with seeking mental health assistance through their workplace.



Grief Support Shortcomings in the Workplace

"After my VP's husband died, she wasn't herself at work so I took her out to lunch. I'm not sure what else I was supposed to do. She eventually left the company."

– CEO

"After my father died by suicide, I returned to work after five days of bereavement. On my first day back at work, NO ONE in my workplace except the president of the company acknowledged my tragic loss. It was devastating."

– EMPLOYEE

"We don't know how to assimilate people back into the workplace. Colleagues, managers... we don't know how to bring them back in."

– HR MANAGER

"We don't really have anything that helps us deal with the long-term issues of tragedy or even on-going grief."

– HR LEADER

Through research and ongoing engagement with corporate leaders, HR executives and managers, we've learned about their worries, fears, frustrations and uncertainties when it comes to expressing empathy and addressing grief in the workplace. Common obstacles include:

Ambiguity. Unsure about what to say or do, leaders often make vague statements like "take as much time as you need." Although this sounds nice, it can be confusing to a grieving employee—and for most employees who need their regular income, it's simply not realistic.

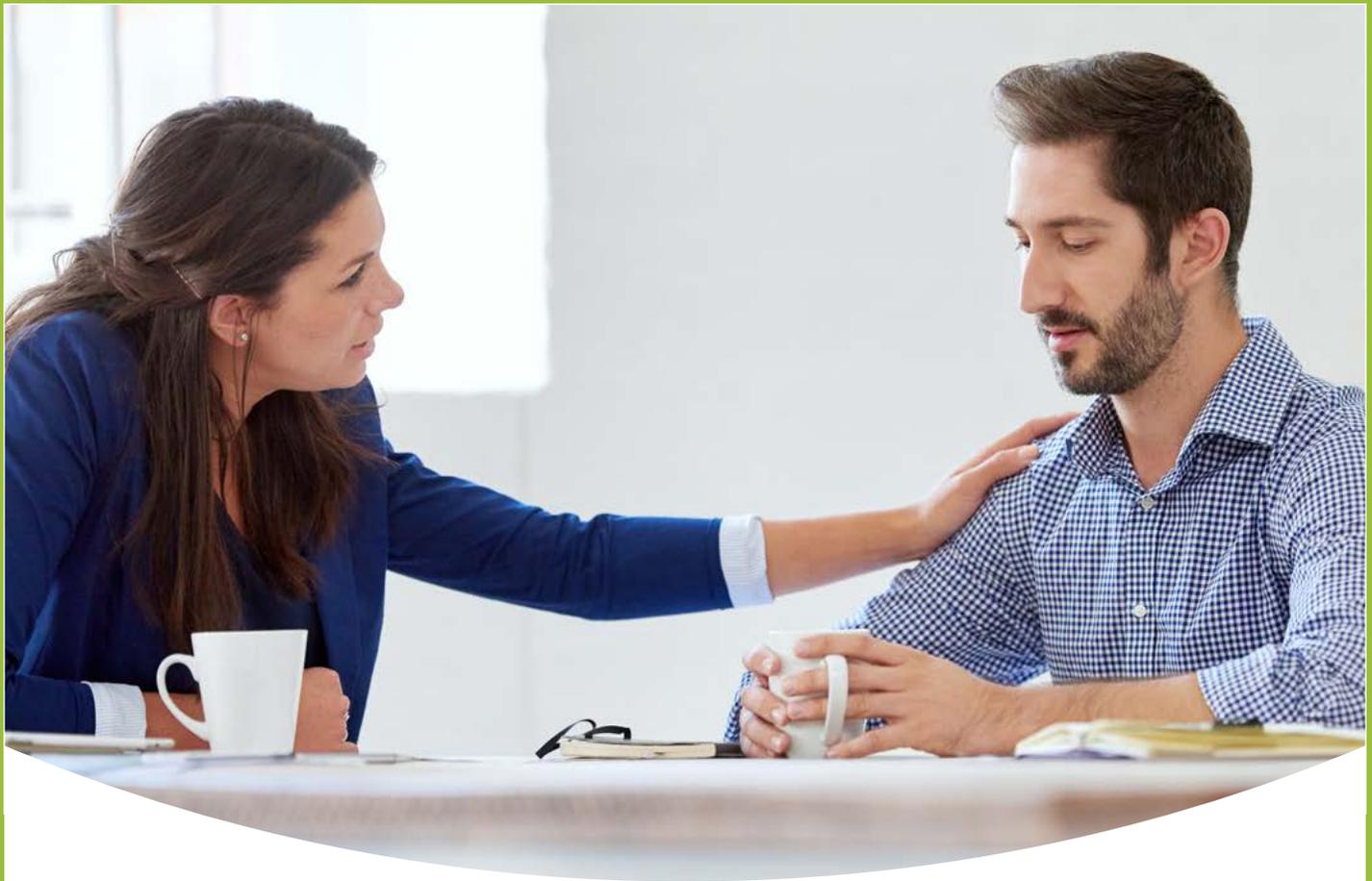
Awkward to absent communication.

Supervisors and team members feel overwhelmingly ill-equipped when trying to determine how to best address an employee's life disruption. They often worry about doing or saying the wrong thing so they don't do or say anything at all.

Employee privacy. Many executives want to help but aren't sure how, especially since the grieving process is seen as a uniquely individual experience. They may wonder how to provide appropriate support that still respects their employee's privacy. This uncertainty and apprehension can lead to a business leader ignoring their employee's life disruption or only minimally acknowledging it.

Mishandled timing. Corporate leaders express apprehension about when it's appropriate to sensitively re-engage an employee while also meeting department and corporate goals.





Empathy in the Workplace Matters

Empathy is integral to employee engagement, retention and performance.

- 92% of employees say they are **more likely to stay with an empathetic employer.**
- 84% of CEOs believe that a company's **financial performance is tied to empathy in the workplace.**
- Nearly 75% of employees are **willing to work longer hours for an empathetic employer.**

“If you take care of your employees, they will take care of your business.”

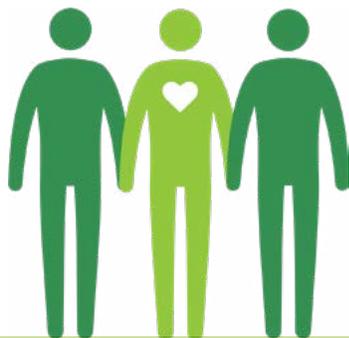
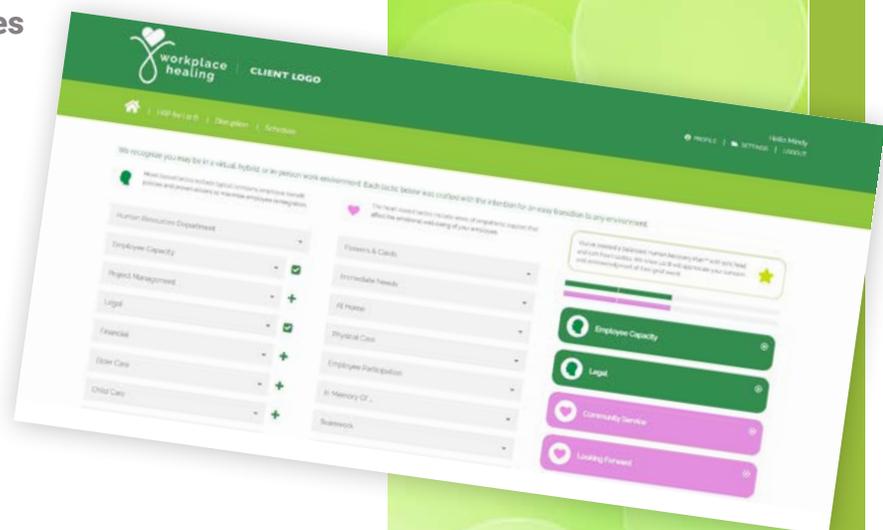
– RICHARD BRANSON,
VIRGIN PULSE

The Solution: Workplace Healing's Human Recovery Platform™

Unlike anything currently available in the marketplace, the Human Recovery Platform™, a B2B SaaS, is an on-demand, intuitive empathy education platform leaders can use to effectively support a grieving employee. Relying on the innovative balance of head and heart-based initiatives, the Human Recovery Platform helps corporate leaders, Chief Human Resources Officers, managers and generalists, and care teams transform grief support in the workplace and preserve corporate culture and fiscal well-being.

- ♥ Re-engage grieving employees
- 🧠 Restore productivity
- 🌱 Amplify social impact
- ♥ Strengthen corporate culture
- 🧠 Retain employees

The Human Recovery Platform helps you select and execute a balance of head and heart-based tactics customized to your grieving employee's personality and circumstances.



Key Attributes of the Human Recovery Platform™



On-demand 24-7 platform. Know what to say and what to do at the right time. Within minutes, create an actionable plan you and your team can feel confident about that will engage your grieving employee with healing empathy and meaningful, well-timed actions.

Action-oriented employee engagement. Strengthen connection within your team with the Human Recovery Platform's (HRP) purposeful and intentional head and heart-based tactics and demonstrate to your grieving employee that they aren't alone.

Maximize your ESG. Fulfill the "Social" criteria of ESG. HRP strengthens your corporate culture and employee well-being by showing leaders, managers and care teams how to offer support to grieving employees with empathy, compassion and considerate dialogue.

Ongoing leadership education. Workplace Healing provides live and recorded educational sessions to help clients continue to build skills and strengthen their empathy muscles.

Intuitive software with a human touch. We provide each client with an Advocate offering additional expertise, guidance and education to leaders, managers and care teams.

Proactive solutions. HRP is an effective empathy education solution forward-looking companies use to strengthen employee benefits and enhance the health and well-being of their employees.

"The Human Recovery Platform's suggestions for care are so helpful, especially for those who are uneasy or not familiar with how to care for someone facing a loss."

– HUMAN RECOVERY PLATFORM
CLIENT PLAN BUILDER



Supporting Grief Recovery: Stories from Inside the Workplace



"Workplace Healing provided incredible support for our organization with the tragic loss of one of our team members. We were in shock mode and not sure of the correct action steps to take. The Human Recovery Platform™ and our Workplace Healing Advocate provided immediate guidance and clear direction for our leadership on communication and next steps. Our team members felt empathy, compassion and support during this difficult time."

– MARILEE SCHEID, DIRECTOR OF LEARNING & DEVELOPMENT, COHEN-ESREY



"Workplace Healing serves an invaluable role in helping employees manage life's various disruptions. We can provide resources to our employees that may not otherwise be readily available to them, as well as offer the support of a caring team. Ultimately, we care about the people with whom we work and want to help them conquer life's challenges."

– DARRIN ANDERSEN, PRESIDENT AND CEO OF QC HOLDINGS, INC.

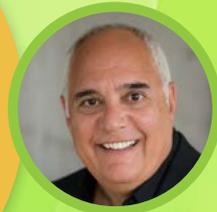


"As an HR professional, I understand the value of employee engagement as it relates to productivity and job satisfaction. Providing support for employees when they are struggling with a life crisis assists in the work/life re-balancing process. This type of investment impacts retention, productivity and commitment to the organization."

– LIZ BARNARD, A CERTIFIED SENIOR PROFESSIONAL IN HUMAN RESOURCES MANAGEMENT (SPHR/SHRM-SCP)

With grief costing employers billions of dollars each year in lost productivity, Workplace Healing's Human Recovery Platform fills a gaping void, providing leaders with the vital resources and training they need to better support employees who have experienced the loss of a loved one."

– JIM PAGLIA, CEO OF BRANDS THAT STAND/IN'S & OUT'S



The ability for corporate level executives to address grief and recovery from trauma such as death is essential for the workplace of the future, in particular as more companies become remote or hybrid and teams more distributed."

– HEIDI LEHMANN, ENTREPRENEUR



The Workplace Healing Story

Workplace Healing was born from a personal tragedy followed by a difficult re-entry to corporate life. Through personal experience and comprehensive research, we know that mishandled or unacknowledged grief not only harms individuals, but it also weakens a corporation's cultural and financial well-being.



Mindy Corporon, Co-Founder

Mindy Corporon, Co-Founder of Workplace Healing and the Human Recovery Platform™ is a thought leader, international inspirational speaker and author focused on implementing empathy leadership training. Her work encourages innovative organizations to embrace a collaborative corporate culture balancing a head-based environment with empathetic heart-based support for employees affected by life disruptions.

An entrepreneur and former CEO of a successful wealth management firm, Mindy began her career as an office assistant. Reaching the pinnacle of her professional career, Mindy was in the middle of raising two talented boys when tragedy struck. Mindy's father and oldest son were murdered by a white-supremacist intent on killing Jews.

Mindy's life purpose changed from guiding people financially to creating space for people to learn about our differences and discover commonalities. Mindy is the author of *Healing a Shattered Soul* (2021) in which she takes readers inside her family's struggle, the support of their faith community and her commitment to courageous kindness.

Along with her family, Mindy started SevenDays® Inc., a foundation overcoming hate by promoting kindness and understanding through education and dialogue. The Foundation engages local and regional communities, businesses, cities, and schools in SevenDays® Make a Ripple, Change the World, offering kindness resources for K-12 educators.



Lisa Cooper, Co-Founder

Lisa Cooper, Co-Founder of Workplace Healing and the Human Recovery Platform™ assists corporate leaders in recognizing the delicate balance of head and heart in the workplace and the importance of empathy after an employee's life has been disrupted by grief.

As a former marketing professional, Lisa has always had a gift for communicating. She earned a reputation in the advertising industry for driving creative solutions to clients' business problems as she led the marketing campaigns for Fortune 500 companies and small businesses alike. She built upon her corporate success by launching a consulting practice and sharing her expertise teaching graduate-level marketing classes.

Her mother's death sparked a life transformation that produced her most rewarding professional accomplishment. Based on her personal experiences with grief and hope, Lisa was motivated to help others ease the pain of loss and help their grieving hearts to heal. Lisa wrote about her experiences and relationship with her mother in *You Are My Voice: How Love's Voice Never Dies* (2014), an inspirational memoir.





Our Vision

We will strengthen national and international corporate culture, restore productivity and increase re-engagement for a grieving employee.

Know Exactly What to Say and What to Do

Learn the empathetic leadership skills necessary to confidently support a grieving employee for a stronger, more engaged workforce.

[Schedule a demo today.](#)

Workplace Healing is the innovator of the Human Recovery Platform™, a B2B SaaS, which helps corporate leaders retain valued employees and preserve morale by transforming the way they support team members affected by challenging life disruptions. With its practical, intuitive design, the Human Recovery Platform is a first-to-market, 24/7 leadership solution that guides busy professionals

to easily and strategically balance the head-based corporate environment with heart-based support. By thoughtfully acknowledging an employee's life disruption with meaningful words and practical actions, leaders effectively strengthen long-term employee engagement, retention and productivity. Learn more at WorkplaceHealing.com.

Some of the notable clients who trust Workplace Healing's Human Recovery Platform™ include:



ENTERPRISE
BANK & TRUST



LOCKTON



Mariner
WEALTH ADVISORS



Terracon
Explore with us



COHEN
ESREY

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