

WORKPLACE TECHNOLOGY TRENDS

1st Quarter 2021

Using Technology to Support Employee Mental Health

Health and wellness have been a spotlight issue during the coronavirus (COVID-19) pandemic, with an increased emphasis on mental health. According to the Centers for Disease Control and Prevention (CDC), 1 in 5 Americans experience mental illness in a given year—a challenge that has been magnified during the pandemic. More so, multiple studies say that employees list mental health support from their employers as a high priority.

Fortunately, there are innovative ways for employers to support their workforce—and many solutions using technology are easily scalable, can create efficiencies and can provide improved care for employees.

Uses for Employers

The following are strategies that employers are using to leverage technology in support of their employees' mental health:

- Hosting virtual events to meet employees social needs and help teams feel connected.
- Centralizing wellness programs using an online portal to improve accessibility.
- Offering easily accessible mental health resources including telemedicine, employee assistance programs (EAPs) and counseling powered by artificial intelligence (AI).
- Using channels such as apps and webinars to provide content designed to help mitigate employee burnout, stress and anxiety.
- Distributing mental health resources to employees.

In addition to providing direct support, mental health efforts can help reduce any stigma and help employees feel more comfortable asking for help. Employers should consider what uses of technology can help support their workforce.

Rethinking Learning and Development

In response to COVID-19, many learning and development (L&D) efforts have shifted to virtual learning systems. However, both during- and post-pandemic, technology can help create efficiencies for training employees.

L&D Trends

Current L&D technology trends include:

- **Augmented reality (AR) and virtual reality (VR)**—These technologies can offer immersive training experiences, and they have started to receive expanded use in training for industries that rely on in-person or hands-on learning opportunities. However, AR and VR systems can be costly and may not be feasible for all employers.
- **Learning management systems (LMSs)**—An LMS is a digital interface that delivers learning opportunities to employees and allows comprehensive employee development management. LMSs can reduce barriers to learning opportunities such as schedule availability, location or varying learning styles. Generally, LMSs are an affordable and attainable option.
- **Online coaching**—Coaching and mentorship remain essential for employees who hope to advance their careers—and for employers striving to develop an effective internal talent pipeline. Online, or “virtual” coaching can make it simple for participants to join regardless of their location.

Employer Takeaway

Consider how these technologies can impact L&D efforts within your organization. Contact JP Griffin Group today to learn more about technology in the workplace.



www.griffinbenefits.com