



## COVID-19

### THE IMPORTANCE OF CHECKING-IN

#### Every day the world is changing.

The pandemic that has swept across our planet has changed our world, impacting on almost every aspect of our daily lives from how we work to how we live to how we see our loved ones – often through a computer screen.

Even as the pandemic shows signs of slowing down, the fall-out has resulted in yet more change – the evolving creation of a ‘new normal’ at home and at work.

And when we live in constant change, it can have an impact on our well-being and the well-being of those that we love. “Dealing with a crisis is very personal and many people will experience high levels of anxiety, confusion and maybe even a sense of dread,” says Dr. Puihan Joyce Chao, clinical psychologist at Dimensions Center.

#### The new normal isn’t easy for everyone.

Even as the threat of COVID-19 appears to reside, the aftershocks will long continue to be felt. Working from home has made many people feel as if they’re ‘always-on’ (76% say they experience this), their working days appear longer (49% agree with this) and, significantly, 40% believe COVID-19 will change their financial status.<sup>1</sup>



**83% of the world's population is feeling stressed.<sup>1</sup>**

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*Dr. Puihan Joyce Chao,  
clinical psychologist at Dimensions Center*

#### We’re missing closeness with others.

While there has been a strong focus on catching up regularly with colleagues and planned virtual meet-ups with friends and family, more people reported feeling ‘not close to others’ after long periods of lockdown and restrictions without in-person interaction. Globally, 69% said they felt close to other people, down from 73% in April, suggesting the positivity seen in April has slightly declined and has now returned to the pre-COVID-19 levels reported in January.<sup>1</sup>



## So we need to keep checking-in.

Keep having those regular catch-ups with work colleagues, keep organising the weekly quiz with your family, keep getting the gang together every Friday night – the more we check-in with each other, the more we can help those who are feeling stressed and overwhelmed by the new normal. “Coping in times of crises is complex,” says Dr. Puihan Joyce Chao.

## Create a check-in culture.

There are plenty of ways to engage and ensure that those you value the most are okay. Create a culture of checking-in within your teams, so that it becomes a habit and stress is kept at a manageable level.



*18% of people think the world will never be the same again.<sup>1</sup>*



*9% believe that stress is unmanageable.<sup>2</sup>*

### References:

1. Cigna COVID-19 Global Impact Study, Cigna, 2020. To date, the study has engaged over 16,000 people across China, Hong Kong, Korea, New Zealand, Singapore, Spain, Taiwan, Thailand, United Arab Emirates, United Kingdom and United States between January and June 2020.
2. 2019 Cigna 360 Global Well-Being Survey. [https://wellbeing.cigna.com/360Survey\\_Report.pdf](https://wellbeing.cigna.com/360Survey_Report.pdf). Visited 23 July 2020.

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