



Quiet Cracking and How to be Resilient During Difficult Times

Brenda DeBastiani, MBA, CRA, FAHRA, RT(R)



Disclosures

1. I am not a physician, psychiatrist, or therapist. I am not giving medical advice. If you are clinically depressed, are suffering from grief, etc., please seek immediate medical attention.
2. My experiences are solely my own and do not represent the opinions of my current or former employers.
3. Some of the information that I am going to share is very personal, so if I get emotional, please just give me a second. I'm resilient and will be okay.

Quiet Quitting:

- Term originated in 2022
- No longer feel like work is life
- No longer define yourself as a person by your labor

#quietquitting

Quiet quitting describes the psychological withdrawal of an employee from their organization, resulting from not being engaged at work or having a poor work-life balance. The employee does not actually leave the organization, but they're no longer giving their best efforts.

“Quiet Quitting: Why doing the Bare Minimum at work has Gone Global”...the Guardian

**“If you’re a quitter, you’re a loser”...
Wall Street Journal**

“This is like a virus. This is worse than covid”...CNBC

quiet quitting.

[https://www.tiktok.com/
@hunterkaimi/video/71
36344315424492842](https://www.tiktok.com/@hunterkaimi/video/7136344315424492842)



Gallup poll results from 2022

The largest group of workers, Millennials, born after 1989, were generally “not engaged”.

Rebellion to the norm IS NOT NEW!!

Generational Generalities:

- Baby Boomers are conformists. (Their parents lived through the Great Depression.)
 - *They were part of Woodstock—knew something about fun.
 - *Taught their Gen X kids to be a hard worker-strong ethics.
- Gen Xers have a strong sense that skills are needed.
 - *Taught their Millennial kids to do something that you love, but have skills to back it up.
 - *Millennials learned about social media towards end of childhood.
- Gen Z's entered workforce with a different mindset.
 - *Taught to do what makes you happy.
 - *Blurred boundaries between digital and real from



Retirement

Gen Z
EVOLUTION

Disenchantment,
Quiet quitting,
Quiet cracking,

??

GEN Z 1996 AND LATER



Have an average attention span of 8 seconds

33%



would like brands to communicate with them via email



67% use Facebook regularly

79%



are interested in using virtual reality as part of social media



42% think social media affects how they feel about themselves

TIPS

- Create visual, interactive content
- Strive for relevance and authenticity
- Experiment with influencer marketing on Instagram to become more relatable
- Improve Instagram presence



Prefer Instagram (50%) over Facebook (26%) and Snapchat (23%)

<https://thebalancingartist.com/keeping-up-with-the-gen-z/>

5 Stages of employee Disengagement:

1. Initial disinterest
2. Decline in Performance
3. Withdrawal from Team Activities
4. Negative attitude
5. Increased Absenteeism



Quiet Firing:

- This term originated in 2022
- *Quiet firing* describes how managers fail to adequately provide coaching, support and career development to an employee, which results in pushing the employee out of an organization.
- Managers allow employees to have truly toxic or miserable experiences at work as a way to squeeze them out.
- It is POOR leadership and is the WRONG thing to do!
- This poisons team trust and can hurt the facility's ability to keep customers happy when key employees exit.

Why would managers use quiet firing?

Covid affected managers too!

- 1. Uncharted territory**
- 2. Staffing schedules**
- 3. Reassigning roles for teams to avoid layoffs**
- 4. Watching patients and/or loved one die**
- 5. Overwhelmed with new requirements and not enough support**

Because of all of these experiences, some managers thought it was easier to quietly fire versus have difficult conversations.

Why would Managers use quiet firing?



What is Quiet Cracking?

- “Quiet cracking” describes a lack of fulfillment at work — often as it pertains to job satisfaction, workloads or the potential for growth, among other factors.
- It might not necessarily manifest in an employee’s performance — just their happiness.

According to a Talent LMS survey:

- ❖ Over 50% of recent survey respondents have experienced “quiet cracking” at their jobs.
- ❖ 20% say that they experience it constantly.

2025 Gallup Poll Results

- 52% of employees in North America are “not engaged” in their jobs.
- 17% of these employees are “actively disengaged”.
 - ❖ Caused by the pandemic, rather than the expectations of any one age group, were a major factor.
 - ❖ Effects all levels of workers, not just entry to mid-level employees.

Results according to a Talent LMS Survey

- 1 in 3 of survey-takers experience workplace unhappiness occasionally.
- 1 in 5 say they experience workplace unhappiness constantly or frequently.
- 50% say that they aren't experiencing "quiet cracking".
- 54% say that they feel that way based on their survey results.

What causes quiet cracking?

- Insecurity from lack of training
- Role ambiguity and unclear expectations
- Overload from poor workload management
- Isolation and lack of support
- Fear and confusion around AI
- Career uncertainty

What causes quiet cracking? (cont'd)

- Lack of growth opportunities
- Lack of recognition and reward
- Work-Life Imbalance
- Managerial disconnect and unheard concerns

**47% of employees say their managers do not listen to their concerns

What quiet cracking normally looks like:

- Employees do bare minimum at work
- Employees “feel stuck”
- Employees disengage internally



“Quiet cracking” describes a lack of fulfillment at work — often as it pertains to job satisfaction, workloads or the potential for growth, among other factors.

It might not necessarily manifest in an employee’s performance — just their happiness.

How to fix quiet cracking:

- Identify your feelings.
- Organize your thoughts.
- Meet with your manager:
 - ❖ Speak clearly, succinctly, and with brevity.
 - ❖ Clarify expectations.
 - Workload
 - Roles
 - Expectations
 - Training opportunities
 - Advancement



How to fix quiet cracking: (Cont'd)

- Once issues are expressed, wait for improvements. Is there a deadline?
 - ❖ If no improvements by deadline, look for another job.
 - **Or, before/while expressing concerns, look to see what opportunities are out there.



Be careful with venting:

- Human nature makes people want to “vent”
- Cycle of venting is an excuse to be negative
- Rumination is counter-productive
- If you MUST vent:
 - Choose someone outside of your department whom you can trust.
 - Who can you share with that will not repeat?



6 ways to create a more positive work environment:

1. Recognize co-rumination.
2. Allow for time to vent (like 5 minutes), then move to how to fix the issue.
3. Focus on what you CAN achieve and brainstorm potential solutions with coworkers.
4. After discussing possible solutions with coworker, check in to see if improvements were made. Celebrate small wins!
5. Normalize positive conversations before a problem occurs.
6. Increase your own Resilience.



What is resilience?

- The Capacity to recover quickly from difficulties; toughness.
- The ability of a substance or object to spring back into shape; elasticity.
- The ability to recover readily from illness, depression, adversity, or the like, and then to also flourish.
- The ability to bend and not break.



A MODERN DEFINITION OF RESILIENCE:

“Advancing

Goal-orientation,
Work towards
your vision

Despite

Don't wait for adversity!
Be proactive

Adversity”

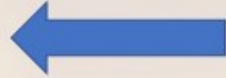
Both small and large
challenges that occur
every day

How can we give clarity?

?sensory overload



Plate is too full



Can't handle one more thing?



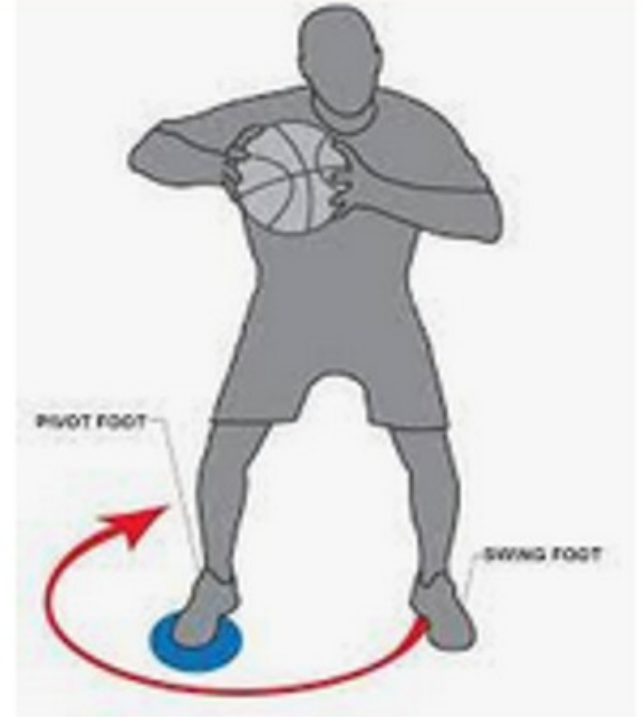
Resilient leaders

- Voluntarily push themselves to do hard things
- Perform tasks that create frustration
- Are not afraid to fail
- See value in learning
- Are curious-ask great questions
- Are flexible-they “build planes, mid-flight”
- Are hopeful and realistic
- See risks, but respond out of wisdom
- Are not complainers-looking always to be part of the solution
- Pivot!



What happens when you pivot?

- The plant foot remains planted in knowledge.
- The pivot foot swings to investigate options.
- We might get fouled and knocked to the ground!



How can we develop resilience?

- Get some perspective! Step back and get an objective view of the issue.
- Ask yourself, “What is the worst thing that could happen?”
- Did we overstate the problem?
- Compare the unearned good things in your life vs. the underserved bad. The ratio is 10:1 good vs. bad!



How can we develop resilience?

- Toughen up! Push yourself!
- Don't coddle each other. **Teach** how to be resilient.
- Be the architect of your own fate. Be a fighter!
- Take an honest inventory of your life.
(Did we cause our own speed bumps?)



Don't coddle
Each other.

Push each other
To greatness!

How can we develop resilience? (cont'd)

- Stay open minded
- Make the best out of the worst
- No jumping to conclusions
- Brainstorm solutions



How can we develop resilience? (cont'd)

Be patient and kind!



How can we develop resilience? (cont'd)

Be optimistic!



How can we develop resilience? (cont'd)

Focus on now,
not the past!

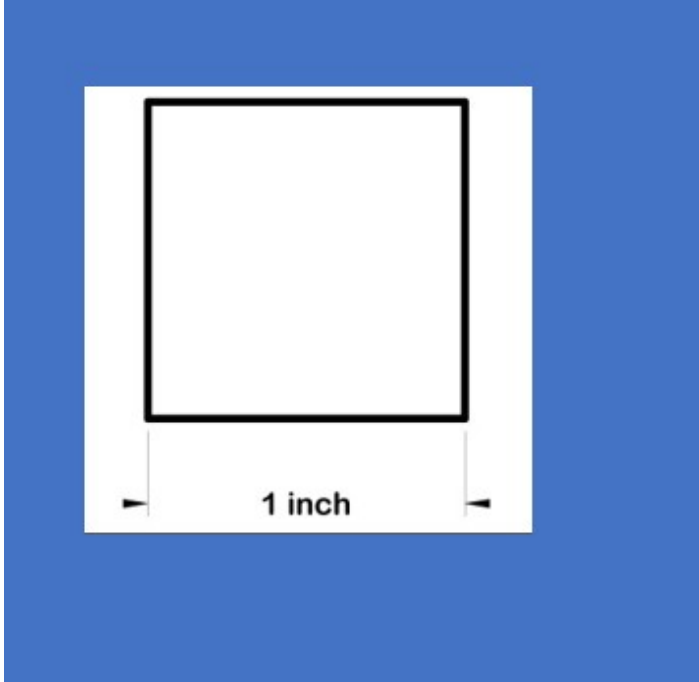


How can we develop resilience? (cont'd)

Build great relationships!!



Quick Exercise:



Write in a 1" box:

- Who wants you to succeed?
- Who loves you in spite of your faults?
- Who is there for you no matter what?

How can we develop resilience? (cont'd)

Practice
Self-
care!

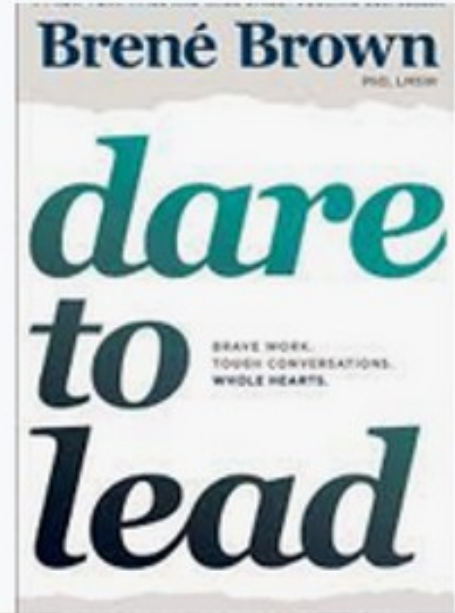


Keep a good
Work-life
Balance!

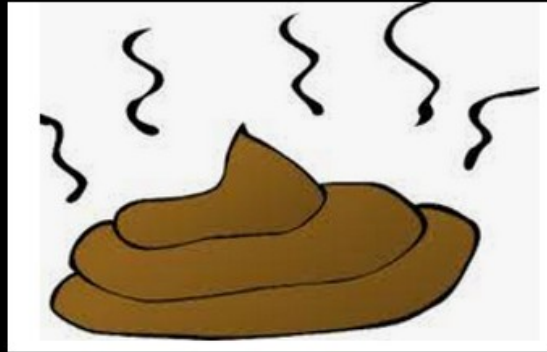
Most people think the opposite of Work is Play.

The opposite of Play is.....Depression!

- Be creative
- Lift yourself up
- Self care is crucial to resilience.



2020 in a nutshell



Difficult times...





Stretched, tragically bent, but not broken!

Tragedy and loss brings.....

- Sadness
- Hopelessness
- Anger
- Fear
- Grief
- Unanswered questions (like WHY?)
- Hate
- Cynicism and sarcasm
- And eventually memories that can be treasured

How can we turn the negativity into positivity? With resiliency.....



What I've learned...

It's okay to...

- ✓ **Take time** for yourself
- ✓ **Cut off toxic** relationships
- ✓ **Log off** social media
- ✓ Enjoy a **guilt-free** lazy day
- ✓ **Say no** when needed
- ✓ Prioritize your **inner peace**



But before you can shift, you MUST identify how you feel!

Passive outlook....

What is compassion fatigue, and why is it important?

Compassion fatigue is a condition that occurs when caregivers are overwhelmed by stresses stemming from either the clinical or interpersonal components of their role.

Individuals affected by compassion fatigue are unable to deliver highest-quality care and are at risk for burnout.

Compassion Fatigue-identification

To successfully build frontline staff's emotional capacity and decrease the likelihood of compassion fatigue and burnout, organizations should adopt a proactive approach to demonstrating emotional support.

The first step of this approach involves proactively assessing the emotional capacity of your staff. They often don't think about it until it's too late—like when a crisis occurs or when they have already reached a point of emotional exhaustion.

Advisory Board

You can't pour from an empty cup



You can't pour
from an empty
cup.

SELF-CARE ISN'T SELFISH. IT'S NECESSARY.

Take care of self

Healthy

Stop hiding
vulnerabilities

Open up
Share with others

Build relationships

Seen through new eyes

Self-care is not selfish

Identify feelings

Exhausted?
Numb?

Today is the day!

Replenishment Plan

4 areas that help Caregivers be more resilient:

- 1) Physical-nap, go to bed earlier.
- 2) Emotional-call a close friend, watch a movie, see a counselor.
- 3) Intellectual-I need one day a week where I don't stare at a computer screen.
- 4) Spiritual-I need to carve out 30 minutes a day to walk and enjoy nature, to meditate, and/or to pray.

Breathe

Controlling your breath in a specific way will help stabilize your emotional state.

- B** BREATHE
- R** RHYTHMICALLY
- E** EVENLY
- A** AND
- T** THROUGH the
- H** HEART
- E** EVERYDAY



Shift-

Control your thoughts by focusing on how much better you now feel.



Change your thinking.
CHANGE YOUR LIFE!

Your thoughts create your reality.

Practice positive thinking.

Act the way you want to be,
and soon you will be the way you act.

- Les Brown

Mastery-take ownership of how you feel!

Write it down!

- What are you feeling right now?
- Feel the energy in your body and describe what it is.
- The more things you notice, the easier it will be to sustain the positive emotional state.
- Keep reworking the feelings until you are exactly where you want to be.
- Get to a positive state.

Attitude of Gratitude

Part of being resilient is being grateful!

- Neuroscientists have found that participating in frequent acts of gratitude, you can rewire your brain to cultivate gratitude.
- Gratitude is a state of mind.
- The gratitude circuit in your brain badly needs a workout.
- Regular gratitude acts elevates physical and mental health, boosts happiness, improves sleep, and helps you connect with other people.

Attitude of Gratitude

- Gratitude is not intended to minimize hardships, but gratitude helps you manage tough times. If we stop and pause, we'll see that good is all around us.
- Somewhere between real challenge and pure happiness, gratitude is in the middle.
- The most resilient people are happy and pliable.
- The level of your resilience will be found at the frequency of your gratitude.

Building Gratitude with people who are different than us....

- In the past 7 days, how many people have you shown gratitude to?
- How many of these people were different than you?
- Bias has an impact on gratitude.
- Remote work has eroded trust among colleagues and increased the possibility of bias.

Showing Gratitude

- Imagine that someone doesn't have on a different pair of shoes, but that you can actually wear their shoes.
- You can feel what they feel.
- Empathy and gratitude are absolutely connected.



Why Practice Mindfulness Meditation?

1. Enhances ability to pay attention and make long-lasting memories
2. Protect your mind against cognitive decline
3. Increases your ability to take perspective
4. Increase grey matter related to compassion and self-awareness
5. Shrink grey matter related to rumination (worrying and mind wandering)
6. Be less reactive (freedom to choose your reactions)
7. Be more present in the moment (and obsess less about yourself and past)

Review on Quiet quitting, quiet firing, and quiet cracking:

- Quiet firing-the manager fails to adequately do their job, pushing an employee out of the organization (sometimes done on purpose).
- Quiet quitting-employees no longer feel like “work is life”.
- Quiet cracking-a lack of fulfillment at work. Employees “feel stuck” and disengage internally.

Review on resilience:

- Resilience is the ability to thrive despite adversity.
- Focus on today, practice gratitude, practice mindful meditation, and practice positive self-talk to get yourself through.
- Resilience can be taught and learned!
- Stay connected to your values.
- Share your own vulnerabilities with your team to make deeper connections.

Questions?



Brenda DeBastiani
bdebastiani@mtmi.

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