**The Value Proposition of a Mindfulness Intervention on Perceived Stress and Employee Well-Being in the Property Management Industry**

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**Summary**

Real estate professionals identify teamwork, oral communication, and interpersonal skills as the most important employee skills. This is not surprising as employees within the development, construction, and property management functions are required to communicate across a diverse network of people and tasks. This can cause stress and negatively affect employee well-being. One way to potentially address these negative employee outcomes is to introduce a mindfulness-based intervention (MBI). The influence of MBIs on job satisfaction has been examined in the service encounter as well as service-oriented occupations such as teachers, waiters, and primary care clinicians and have been associated with lower burnout, stress, emotional exhaustion and higher job satisfaction. However, no study to date has explored the impact of an MBI on perceived stress and well-being of property management professionals.

The primary objective of this study was to begin to fill this research gap by exploring the potential beneficial impacts of an MBI on perceived stress and employee well-being of property management professionals. 23 property management employees from an affordable housing organization that operates across the Southeast and Mid-Atlantic regions of the United States participated in this study. Specifically, they participated in the Koru Basic curriculum which is an introduction to mindfulness and meditation containing four 60-minute sessions online synchronously over the course of four weeks facilitated by a Koru certified teacher. Mindfulness practices included belly breathing, body scan, dynamic breathing, and labeling of thoughts. In addition to the class sessions, study participants were asked to fill out a daily log throughout these four weeks with 10 minutes of a daily mindfulness practice session introduced during a class session, a reflection based on this practice, and something they were grateful for on that day. Study participants were also asked to submit a weekly check-in document, Koru Mindfulness evaluation, and two surveys. Aggregated weekly feedback was given to participants based on themes seen across employee logs and check-in documents.

Results of this exploratory study suggest that this MBI may have a positive effect on lowering stress in this participant group as the perceived stress scores decreased significantly from baseline to post-intervention. This is in line with other previous Koru-intervention based study results that have measured perceived stress. Employee well-being measures, not yet measured for Koru-based interventions until this research study, show no statistical significance from baseline to post-intervention. Therefore, it is recommended that decision makers in the property management industry explore MBIs as part of their human resource strategy to address stress levels in their employees. Future research is also recommended to explore other MBIs across property management firms and employee measures.