Healthy Workplaces Manage Stress
Managing stress and psychosocial risks at work

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Campaign Partnership Meeting, 8th April 2014
Key objectives

- Raising awareness about the **growing problem** with stress and psychosocial risks

- Focus on the **positive effects** of successful psychosocial risk management, including the **business case**

- Increasing the enterprises’ awareness and **practical knowledge** related to **recognising and preventing** psychosocial risks at work

- **Provide and promote** the use of simple, practical **tools and guidance** for managing psychosocial risks and stress in the workplace
Raising awareness

- Over half of European workers report that stress is common in their workplace.
- Around 4 in 10 workers think that stress is not handled well in their workplace.
Better understanding

**Psychosocial risks**
- time pressure, excessive demands, poor work organisations, job insecurity, role ambiguity, harassment, violence, lack of influence, lack of support, poorly managed organisational change, conflicting demands at work and home, etc.

**Work-related Stress**
- work demands are beyond capacity to cope with them organisational issue, not individual fault

**Negative outcomes**

**Emotional**
- irritability, anxiety, low mood, sleeping problems

**Cognitive**
- difficulty in concentrating, learning new things, making decisions, negative thinking

**Behavioural**
- making errors, becoming withdrawn or aggressive, substance abuse

**Physical and mental ill-health**
- depression, burnout, PTSD, cardiovascular diseases

**Non work-related factors**
- major life events, serious illness, bereavement, etc.

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Better understanding

The negative effects for organisation:

• Poor overall business performance
• Increased absenteeism (about a half of all lost working days may be related to stress)
• Presenteeism (coming to work when ill and not able to perform well)
• Increased accident and injury rates
• High turnover
Practical support

- Only about 30% of organisations in Europe have procedures in place for dealing with psychosocial risks*.
- Dealing with those risks is often considered as more difficult compared to ‘traditional’ OSH risks (by 42% of managers).

But…

- Psychosocial risks can be assessed and managed in the same systematic way as other OSH risks.
- The benefits of managing psychosocial risks and work-related stress outweigh the costs of implementation for organisations

* The European Survey of Enterprises on New and Emerging Risks (ESENER, 2010)
Psychosocial risks assessment

- Risk assessment for stress involves the same basic principles and processes as for other workplace hazards
  - Raise awareness and ensure common understanding
  - Identify hazards and those at risks
  - Evaluate and prioritise risk
  - Take action on preventive and corrective measures
  - Document, monitor and review

- Practical tools and guidance exist
The role of management

- Employers are responsible for implementing a plan to prevent or reduce psychosocial risks.
- Employers should enable and encourage workers to raise concerns and suggestions.
- Middle managers have a crucial role to play as they interact with workers on a daily basis.
- Implementing voluntary measures to promote mental well-being can also make an important contribution to a healthy workplace.
The importance of worker participation

- It is essential that workers are consulted and involved in the process of managing psychosocial risks and stress.

- Workers and their representatives have the best understanding of problems in their workplace and can help to shape planning and implement solutions.

- Consulting workers will help to improve overall morale and ensure that measures put in place are both appropriate and effective.
Focus on the positive effects

- Improved workers' well-being and job satisfaction
- A healthy, motivated and productive workforce
- Improved overall performance and productivity
- Reduced absence and staff turnover rates
- Compliance with legal requirements
- Reduced costs and burden on society as a whole
Campaign resources

- Campaign Guide and Leaflet
- Good Practice Awards Flyer
- Online Campaign Toolkit
- Promotion material and give-aways
Campaign resources

- **Practical tools (psychosocial risk assessment and management)**
  - tools developed by EU partners and international organisations
  - national tools

- **E-guide to managing stress and psychosocial risks**
  - 30 national versions
  - Launch: October 2014

- **Reports**
  - EU-OSHA / Eurofound joint report
  - Costs of stress and psychosocial risks at work
  - ESENER secondary analysis reports
European Good Practice Awards

- Recognition of outstanding and innovative good practice solutions towards managing stress and psychosocial risks at work

- Open to organisations and enterprises
  - EU Member States
  - European Economic Area
  - Western Balkans and Turkey
  - Official Campaign Partners

- Entries coordinated by focal points and EU-OSHA in two stages:
  - Selection procedure at national level
  - European level evaluation

- Good Practice Award Ceremony
Thank You!

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