E-guide: “Managing stress and psychosocial risks”

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Managing stress and psychosocial risks

• Collaborators:

• And a network of experts in each of the target countries.
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- Remit:
  - The development of a multilingual campaign e-guide for raising awareness and motivation to manage psychosocial risks in Europe’s micro and small enterprises
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• Remit:

• Prepare national versions of the campaign e-guide, covering all EU Member States, Croatia, Iceland and Norway.

• With double languages in some countries this amounted to 34 different versions.
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Develop content:

• What is stress?
• What can cause stress (psychosocial risks)?
• What is the legal position?
• What is the effect of stress?
  • On businesses?
  • On employees?
• How do you manage psychosocial risks?
Managing stress and psychosocial risks: What is stress?

- Stress is not being able to cope.
- Stress is not the same as pressure.
- Stress is not the same as activation.
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What can I do to help my business and workers?

• The aim is to provide a general framework of the risk management approach, not to describe how to assess risks etc.

• This framework was followed by general information regarding each of these steps.
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What can I do to help my business and workers?

• Where available, national material on this issue is included – because the approach to psychosocial risk assessment and management must be seen against a national framework and the approach has to be consistent with how other (physical) risks are assessed.
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Testing and validation: Three steps:

• Detailed usability evaluation;

• Survey of perception of e-guide amongst SMEs;

• National validation of concepts and approaches.
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Testing and validation: Three steps:

• 2 - User survey;
  • Questionnaire survey of SMEs
    • 65% micro (>10), 35% small (11-50).
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They were asked about each of these sections:

• What is stress?
• What can cause stress?
• How will I notice the effect on my workers?
• What is the effect on my business?
• What can I do to help my business and workers?
• Myths and Facts
• Case Studies
• Glossary
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- Majority of responses to each question indicated level of detail was ‘about right’. Generally those who thought it too much were balanced by those who thought it too little.
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Most thought that the differences between stress and pressure and activation were clearly explained.
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Most thought that the e-guide would be useful in their workplace.
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E-guide

- 34 versions of the e-guide have been produced.
- They contain copies of the EU-OSHA campaign material embedded in them.
- They contain a description of the national legal position regarding psychosocial risks.
- They contain copies of EU Agreements on ‘stress’ and ‘violence and harassment’
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E-guide

• They contain copies of national material on the risk assessment process.
• Where available this includes questionnaires and other material.
• They contain copies of other helpful national material.
• Although intended to be ‘stand-alone’ they include links to useful national websites (and the EU-OSHA stress pages).
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Questions or comments?