

Healthy Workplaces Manage Stress

Managing stress and psychosocial risks at work



Safety and health at work is everyone's concern. It's good for you. It's good for business.

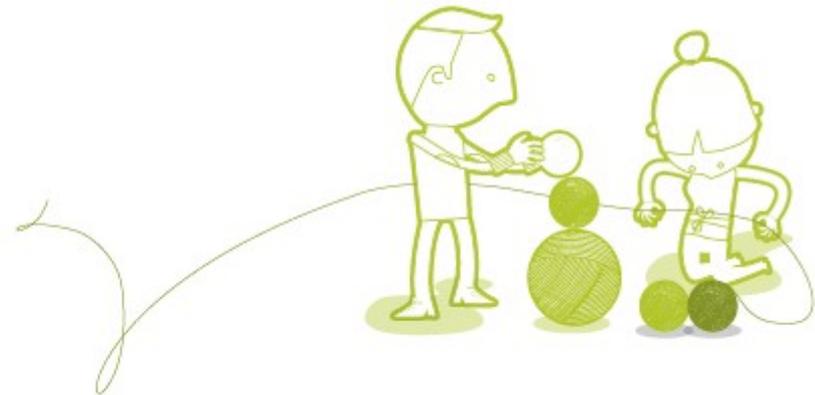
Introduction to the campaign

- **Coordinated by the European Agency for Safety and Health at Work (EU-OSHA)**
- **Organised in more than 30 countries**
- **Supported by a network of partners**
 - National focal points
 - Social partners
 - Official campaign partners
 - Media partners
 - Enterprise Europe Network
 - EU institutions



Key objectives

- **Improve understanding of work-related stress and psychosocial risks**
- **Promote management of these risks**
- **Prevent significant negative effects**
- **Provide support and guidance for workers and employers**
- **Encourage the use of practical, user-friendly tools**



The scale of the problem

- **Over half of European workers report that stress is common in their workplace.**
- **Stress is thought to contribute to about half of all lost working days, along with other psychosocial risks.**
- **Around 4 in 10 workers think that stress is not handled well in their workplace.**



Definitions

Psychosocial risks arise from

- poor work design, organisation and management;
- unfavourable social context of work;
- and may result in negative psychological, physical and social outcomes, including work-related stress.

▪ Work-related stress

- is an organisational issue and not an individual fault;
- occurs when demands at work are beyond the worker's capacity to cope with them.

The psychosocial work environment

A poor psychosocial work environment may be the result of

- excessive or conflicting work demands;
- lack of participation and influence over the way the job is done;
- poor communication and lack of support;
- psychological and sexual harassment and third-party violence;
- poorly managed organisational change and job insecurity.



The negative effects

For the individual

- Difficulty in concentrating and making mistakes
- Burnout and depression
- Problems in personal life
- Drug and alcohol abuse
- Poor physical health

For the organisation

- Poor overall business performance
- Increased absenteeism and presenteeism
- Increased accident and injury rates



Managing psychosocial risks

- 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.

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 clearly outweigh the costs of implementation for organisations of all sizes.

* The European Survey of Enterprises on New and Emerging Risks (ESENER), European Agency for Safety and Health at Work, 2010.

Available at: https://osha.europa.eu/en/publications/reports/esener1_osh_management

Benefits of managing psychosocial risks

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



The role of management

- **Employers are responsible for implementing a plan to prevent/reduce psychosocial risks.**
- **Managers should promote a supportive workplace environment, encouraging workers to raise concerns and suggestions.**
- **Middle managers have a crucial role to play as they interact with workers on a daily basis.**
- **Good leadership and people management skills help create a good psychosocial work environment; these skills can be learned and developed.**
- **Implementing voluntary measures to promote mental well-being can also make an important contribution to a healthy workplace.**

The importance of worker participation

- **While good leadership can help to reduce work-related stress and psychosocial risks, worker participation is also key.**
- **There must be two-way dialogue between employers and the workforce.**
- **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.**

How to manage stress and psychosocial risks

- **Even with only limited resources, psychosocial risks can be effectively assessed and managed.**
- **Being proactive and having a plan in place to pre-empt problems is the most effective way to tackle psychosocial risks in the workplace.**
- **A risk assessment is essential to identify hazards and appropriate solutions.**
- **Practical tools and guidance facilitating effective management of psychosocial risks are available.**

Get involved

- **All organisations and individuals can take part.**
- **Get involved by**
 - distributing and publicising campaign messages and materials;
 - using and promoting the campaign's practical tools;
 - taking part in campaign events or organising your own.



Key dates

- **Campaign launch: April 2014**
- **European Weeks for Safety and Health at Work: October 2014 and 2015**
- **European Good Practice Awards Ceremony: April 2015**
- **Healthy Workplaces Summit: November 2015**



Campaign partnership offer

- **For pan-European and international organisations**
- **Campaign partners promote the campaign and give it publicity.**
- **Benefits include**
 - a welcome pack
 - a partner certificate
 - special category for partners in the European Good Practice Awards
 - promotion at EU level and in the media
 - networking opportunities and exchange of good practice with other campaign partners
 - invitation to EU-OSHA events.

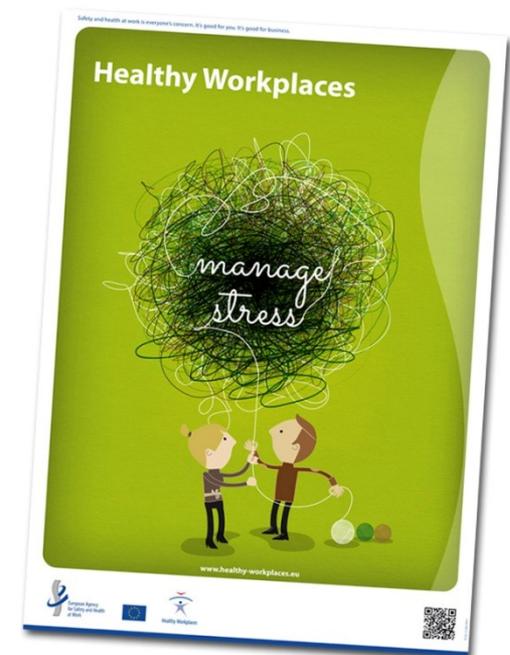


European Good Practice Awards

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

Campaign resources

- Campaign Guide
- Leaflet
- Good Practice Awards Flyer
- Online Campaign Toolkit
- Promotion material and giveaways
- Reports
- Practical guides and tools
- Napo film
- www.healthy-workplaces.eu



Further information

- Learn more from the campaign website

www.healthy-workplaces.eu

- Campaign toolkit

<https://osha.europa.eu/en/campaign-toolkit>



- Find out about events in your country from your local focal point

www.healthy-workplaces.eu/fops