

Healthy Workplaces Manage Stress

Managing stress and psychosocial risks at work



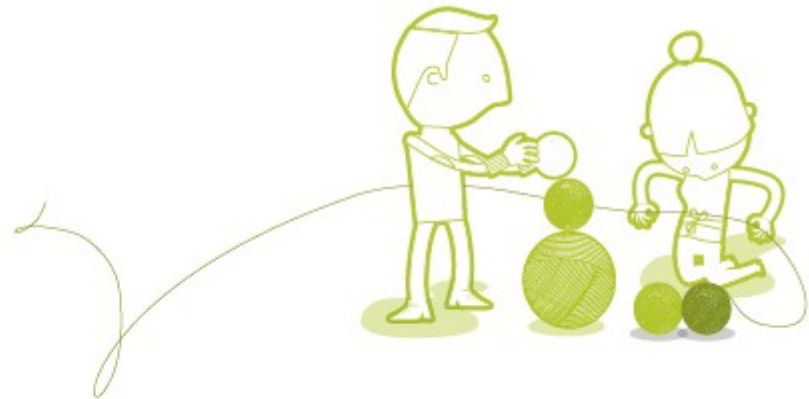
Introduction to the campaign

- **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.

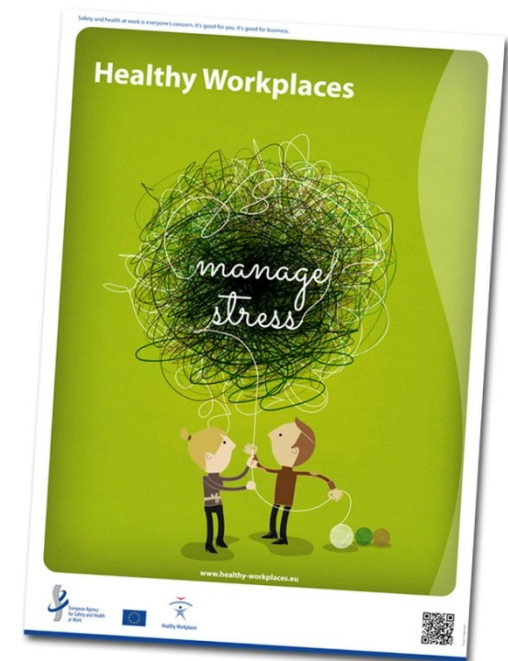


European Good Practice Awards

- **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