

# Work Stressors Report

Work stressor area	Score
<b>Demands</b> Employees often become overloaded if they cannot cope with the amount of work or type of work they are asked to do. Demands includes issues such as workload, work patterns, and the work environment. This section scored in the top 20%; an excellent result!	64 - No action required
<b>Control</b> Employees can feel disaffected and perform poorly if they have no say over how and when they do their work. This section looks at how much say the employee has in the way they do their work. This section scored above average; a good result but could still be improved.	63 - No Action Required
<b>Manager support</b> Levels of sick absence often rise if employees feel they cannot talk to managers about issues that are troubling them. This section investigates the level of support employees feel they receive from their managers. This section scored in the top 20%; an excellent result!	70 - No action required
<b>Peer support</b> This section investigates the level of support employees feel they receive from their work colleagues. This section scored in the bottom 20%; improvement should be urgently considered.	70 - Requires attention
<b>Relationships</b> Poor working relationships can lead to problems related to discipline, grievances and bullying. This section investigates employee relationships at work. This section scored above average; a good result but could still be improved.	75 - No Action Required
<b>Role</b> Role conflict, role ambiguity and role overload can all lead to an employee feeling stressed. This section assesses how well employees understand their role within the organisation. This section scored in the bottom 20%; improvement should be urgently considered.	75 - Requires attention
<b>Change</b> Organisational change (large or small) can have a destabilising and demoralising effect on the workforce. This section investigates how change is managed and communicated within your organisation. This section scored in the top 20%; an excellent result!	68 - No action required

 <b>Requires urgent attention</b> Benchmarked in bottom 20%	 <b>Requires attention</b> Benchmarked below average	 <b>Good but could be improved</b> Benchmarked above average	 <b>Excellent</b> Benchmarked in top 20%
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Demands Report	Score
Different groups at work demand things from me that I find hard to combine You have no pressing issues regarding this question.	75 - No action required
I have unachievable deadlines You have no pressing issues regarding this question.	70 - No action required
I have to work very intensively You have no pressing issues regarding this question.	55 - No action required
I have to neglect some tasks because I have too much work to do You have no pressing issues regarding this question.	60 - No action required
I feel I cannot take enough break time Requires improvement: Some of your workforce feel they have insufficient work-breaks. If possible it may be of benefit to provide additional work breaks for employees. Can their work be varied so that they don't have to work intensely for long periods of time. Monitor holidays to ensure that employees are taking their full entitlement.	60 - Consider improvement
I am pressured to work long hours Requires improvement: Some of your employees feel they are pressurised to work long hours. Does your current work practice place undue pressure on individuals to work outside their normal working hours? It is important for you to develop a system to notify employees of unplanned tight deadlines and any exceptional need to work long hours. Try to gain understanding and commitment from the employees and always try to make sure that the employee willingly consents to engage in additional work activities. Monitor working hours and overtime to ensure that employees are not overworking.	60 - Consider improvement
I have to work too fast You have no pressing issues regarding this question.	60 - No action required
I have unrealistic time pressures You have no pressing issues regarding this question.	70 - No action required

You have no pressing issues regarding this question.

#### Control Report

Score

I can decide when to take a break.

45 - Requires attention

Requires urgent attention: Your employees feel they have little control over when they can take breaks. Prolonged exposure to intense work conditions can result in increased employee absence and turnover. It is often difficult for management to identify the exact work pressures an individual employee may be under at any one time. Giving employees a degree of control over when they can take work- breaks allows them to take breaks when they are most needed and offer most benefits to the employee. Can you identify ways to offer your employees greater control over choosing when they take work- breaks. Talk about the way decisions are made within the unit –is there scope for more team involvement?

I have enough control over the pace of my work

60 - Consider improvement

Requires improvement: Some of your employees feel they have little control over the speed they have to work. Granting employees greater control over their work- rate reduces the likelihood of employees suffering occupational stress.

I have a choice in deciding how I do my work

60 - Consider improvement

Requires improvement:Some of your employees feel they have little choice in deciding how they perform their work. Giving employees greater control over how they perform their work activities can increase employee self-esteem, motivation and job satisfaction. The HSE recommends that you give more control to employees by enabling them to plan their own work, make decisions about how that work should be completed and how problems should be tackled (e.g. through project meetings, one- to- ones, performance reviews etc).

I have a choice in deciding what tasks I do at work

60 - No action required

You have no pressing issues regarding this question.

I have some say over the way I work

65 - Consider improvement

Requires improvement:Some of your employees feel they have little choice in deciding how they perform their work. Giving employees greater control over how they perform their work activities can increase employee self-esteem, motivation and job satisfaction. Enrich jobs by ensuring that employees are able to use various skills to get tasks completed, and that employees can understand how their work fits into the wider aims of the unit.

My working time can be flexible

85 - No action required

You have no pressing issues regarding this question.

#### Manager support Report

Score

I am given supportive feedback on the work I do by my line manager

65 - No action required

You have no pressing issues regarding this question.

I can rely on my line manager to help me out with a work- related problem if I ask

60 - Requires attention

Requires urgent attention: Your employees do not feel they can rely on their line manager to help out with a work problem. employees need to know that managers will support them, even if things go wrong or if they find that they are unable to cope with added pressures. Ask how employees would like to access managerial support, such as 'open- door' policies, agreed times when managers are able to discuss emerging pressures etc. Provide managerial training on basic counselling skills.

I feel I can talk to my line manager about something that has upset or annoyed me about work

85 - No action required

You have no pressing issues regarding this question.

I feel I would be supported by management if I had emotionally demanding work

85 - No action required

You have no pressing issues regarding this question.

My line manager encourages me at work

55 - Requires attention

Requires urgent attention: Your employees feel their line manager does not encourage them at work. The manager needs to involve their employees –motivation and job satisfaction increases when employees identify problems/ opportunities and work towards agreed solutions. The manager needs to develop individual or unit training arrangements and refresher sessions to ensure training and competencies are up to date and appropriate for the core functions of their job. Can you identify other ways the manager could encourage their employees?

#### Peer support Report

Score

If work gets difficult, my colleagues will help me if I ask

65 - Requires attention

Requires urgent attention: Your employees feel they are not supported by their colleagues when work gets difficult. Encourage your employees to recognise the individual contributions of other team members and the benefits of the whole team pulling together. Seek examples of how the team would like to, or have, received good support from managers or colleagues – can these be adopted across the unit?

I get the help and support I need from my colleagues if I ask

65 - Requires attention

Requires urgent attention: Your employees feel they do not get help and support from their colleagues. Discuss how individuals work together and how they can build positive relationships. Encourage good communication and provide appropriate training to aid skill development (e.g. listening skills, confidence building etc). Seek examples of how

the team would like to, or have, received good support from managers or colleagues – can these be adopted across the unit? Discuss how individuals work together and how they can build positive relationships.

Colleagues generally treat me respectfully at work

80 - Consider improvement

Requires improvement: Some of your employees feel they do not receive the respect they deserve from their work colleagues. Discuss with your employees how individuals work together and how they can build positive relationships. Identify ways to celebrate success (e.g. informal lunches/ wash-up meetings at the end of projects) and begin to foster a culture of achievement.

I feel I can talk to my colleagues to solve work-related issues

70 - Consider improvement

Requires improvement: Some of your employees feel their colleagues are not willing to listen to their work-related problems. Encourage employees to share any work-related concerns with management as early as possible. Foster an 'open-door' atmosphere within the workplace. Provide access to counsellors. Disseminate information on other areas of support (human resources department, occupational health, trained counsellors, charities). Initiate team-building activities.

#### Relationships Report

Score

I am subject to personal harassment in the form of unkind words or behaviour at work

65 - Requires attention

Requires urgent attention: Your employees feel they are subject to personal harassment in the form of unkind words or harassing behaviour. Refer to your organisational policy on bullying and harassment. If you do not have a policy in place please seek professional advice.

There is friction or anger between colleagues

65 - No action required

You have no pressing issues regarding this question.

I am subject to bullying at work

90 - No action required

You have no pressing issues regarding this question.

Relationships at work are strained

80 - No action required

You have no pressing issues regarding this question.

#### Role Report

Score

I am clear in what is expected of me at work

50 - Requires attention

Requires urgent attention: Your employees are unclear of what is expected of them at work. Make sure your employees have a clearly defined role, e.g. through a personal work plan which enables them to understand exactly what their roles and responsibilities are. Talk to all your employees regularly to make sure that they are clear about their current job, what it entails, what you expect of them and what they can expect from you. Hold regular one-to-one meetings to ensure that individuals are clear about their role and know what is planned for the coming months.

I know how to go about getting my job done

80 - Requires attention

Requires urgent attention: Your employees are unsure on how to exactly perform their job. Encourage your employees to talk to you at an early stage if they are unclear about priorities or the nature of the tasks to be undertaken. Hold team meetings to enable team members to clarify their role and discuss any possible role conflict. Agree specific standards of performance for jobs and individual tasks and review periodically.

I am clear in what my duties and responsibilities are

85 - No action required

You have no pressing issues regarding this question.

I am clear about the goals and objectives for my department/ work group

80 - No action required

You have no pressing issues regarding this question.

I understand how my work fits into the overall aim of the organisation

80 - No action required

You have no pressing issues regarding this question.

#### Change Report

Score

I have sufficient opportunities to question management about change at work

65 - No action required

You have no pressing issues regarding this question.

Staff are always consulted about change at work

70 - No action required

You have no pressing issues regarding this question.

When changes are made at work, it is explained how they will work in practice

70 - No action required

You have no pressing issues regarding this question.