



Using stress Risk Assessments at work to protect workers.

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What I hope you will get out of today.

- Stress is now the biggest Health and Safety issue in the workplace, and Risk Assessments can be put in to tackle the causes at source.
- You can't tackle stress unless you know what you are looking for.
- We will look at Stress and the causes.
- Look at Risk Assessments and how to use them.




CHATHAM HOUSE RULES

This is an opportunity to consider how we are all affected by work pressures.

What you say and hear in this room is entirely confidential to this workshop and exclusively within these four walls.





What is stress?

- It is not a clinical illness.
- It is extreme and excessive pressures.
- It is never ending demands.
- It is unreasonable deadlines.
- It is unrealistic targets.
- It is poor management.
- It can be a personal issue.

WHAT ARE THE CONSEQUENCES OF STRESS?

- ❖ It can cause PHYSICAL issues.
- ❖ It can cause MENTAL issues.
- ❖ It can cause BEHAVIOURAL issues.
- ❖ These issues can be both work and home related.





What type of issues can cause stress?

Personal Stress

- Bereavement
- Money
- Caring duties
- Children
- Moving house
- Job security
- Family issues

Work Stress

- Demand and control
- Cuts
- Work overload
- Bullying
- Lack of promotion
- Performance targets
- Job security

Do you recognise any of the following symptoms in yourself or others?

Behaviours

- Irritability
- Indecision
- Loss of sense of humour
- Feelings of anger and frustration
- Rushing from one thing to another
- Withdrawn, feelings of victimisation
- Feeling unable to cope
- Tearfulness, panic attacks
- Lack of interest in doing things outside work
- Constant tiredness
- Forgetfulness
- Low morale

Physical

- Overeating under pressures,
- Excessive drinking
- Indigestion, heartburn
- Constipation, diarrhoea
- Insomnia, migraines, tinnitus
- Sweating, nervous habits
- Headaches, cramps, muscle spasms
- Nausea, breathlessness
- Fainting spells
- Loss of libido
- Eczema
- Cancers, cardiovascular illnesses



On your body

On your mood

On your behaviour

Headache

Anxiety

Overeating or undereating

Muscle tension or pain

Restlessness

Angry outbursts

Chest pain

Lack of motivation or focus

Drug or alcohol misuse

Fatigue

Memory problems

Tobacco use

Change in sex drive

Feeling overwhelmed

Avoiding friends and staying at home

Stomach upset

Grumpiness or anger

Exercising less often

Sleep problems

Sadness or depression

Getting sick easier due to a weaker immune system

Signs of stress in your team.



More arguments in the workplace.



Higher staff turnover.



More reports of stress.



More sickness absence.

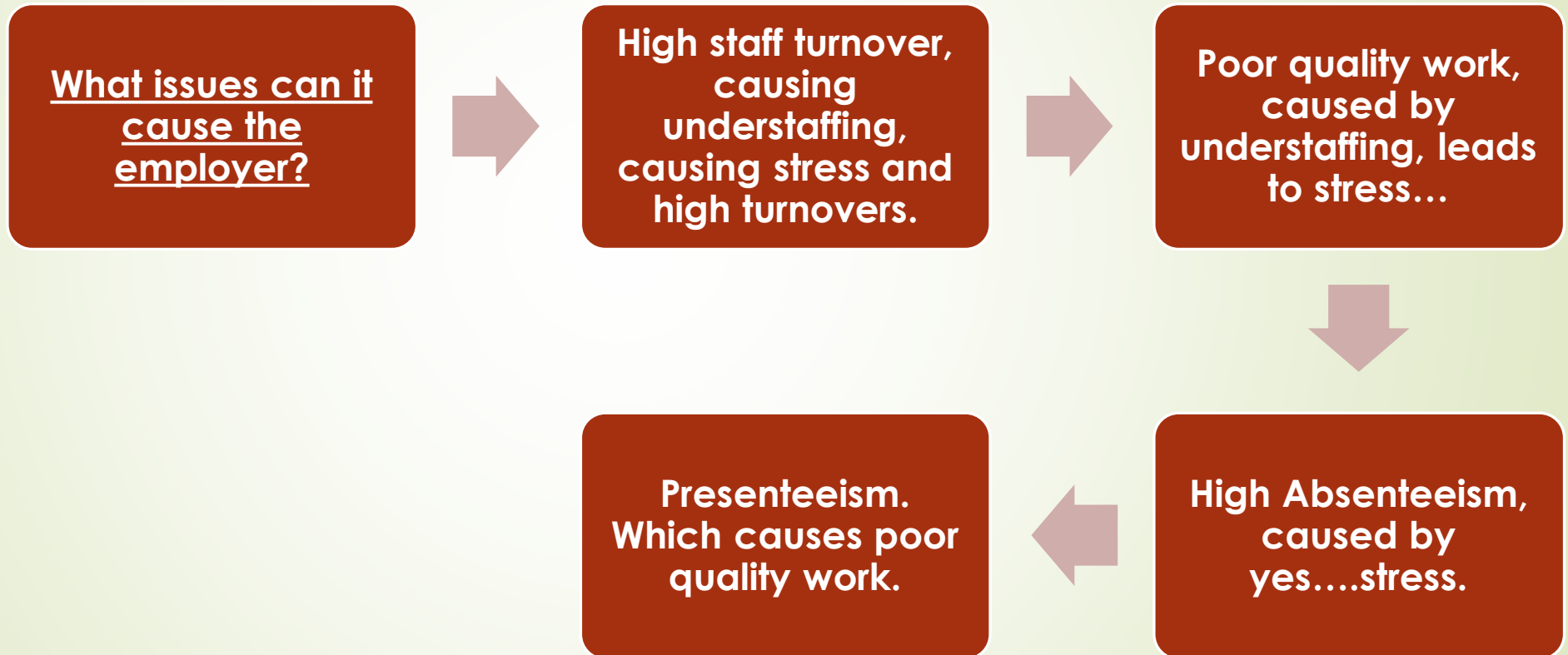


Decreased performance, leading to PIPs.



More complaints and grievances.

Stress can have an effect on your organisation. (my cynical view)






THIS COMIC MADE POSSIBLE THANKS TO TOD BILLMEYER

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Now we know what stress looks like, let's look at Stress Risk Assessments.

Who knows what
the management
standards are?
Have you used
them?



What are the management standards?

- **The management standards define the characteristics, or culture, of an organisation where the risks from work related stress are being effectively managed and controlled.**
- **In an ideal world!!!!**



What are the Management Standards?

- ▶ **HSE's Management Standards represent a set of conditions that, if present:**
 - Demonstrate good practice through a step-by-step risk assessment approach.
 - Allow assessment of the current situation using pre-existing data, surveys and other techniques.
 - Promote active discussion and working in partnership with employees and their representatives, to help decide on practical improvements that can be made.
- **Help simplify risk assessment for work-related stress by:**
 - identifying the main risk factors.
 - helping employers focus on the underlying causes and their prevention.
 - providing a yardstick by which organisations can gauge their performance in tackling the key causes of stress.



Understanding the HSE stress management standards.


The 6 areas are;

Demands: workloads, work patterns and the work environment. Not coping with the demands of the job.

Controls: how much say or control the person has in the way they do their work.

Relationships: promoting positive working to avoid conflict and dealing with unacceptable behaviour, like bullying.

- **Role:** whether people understand their role within the organisation and whether the organisation ensures that they do not have conflicting roles.
- **Support:** Not receiving enough information from the organisation, line managers and colleagues.
- **Change:** how organisational change is managed and communicated in the organisation.



Now read Jackie's case, what would you want to see in a stress risk assessment?

DEALING WITH **STRESS** AT WORK

1. STAND UP
2. TAKE A WALK
3. GET A CAB
4. GO TO THE AIRPORT
5. NEVER RETURN