Psychosocial Risks and Workplace Happiness

Louis Chauvet-Smart
Alexandre Cros
Baptiste Mennesson
Brice Moutanin
Lorine Pose

What are we talking about?

Psychosocial Risks:

Any element responsible for damaging a person's mental health or physical integrity in the workplace. These risks take many forms and can lead to many illnesses.

Lecture Structure

1. The Two Psychosocial Risks Models
2. The Main Psychosocial Risks
3. Consequences
4. The Shame Of Being A Victim
5. Prevention

Psychosocial risks models

Demand – Autonomy – Support at work

Imbalance between psychological demand (work quantity, time) and decision-making autonomy

Caused by :

Low autonomy and high work demand
=
Job-strain

Job-strain is the more pathogenic situation in terms of **cardiovascular diseases** and **mental health**

Psychosocial risks models

Demand – Autonomy – Support at work

Imbalance between psychological demand (work quantity, time) and decision-making autonomy

Effort – Recognition Imbalance

Model oriented around social reciprocity (right to access what you deserve in regard to work)

10% to 40% of workers exposed to this imbalance

Mostly from **disadvantaged** socio-economic background

Main psychosocial risks

STRESS

Imbalance between the constraints imposed by professional activities and the resources a person has

Caused by :
Reduced time
Conflicts with the hierarchy or colleagues
Work overload...

Can be **chronic or acute**

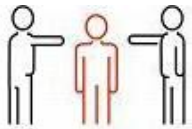And lead to **Job Strain**

Main psychosocial risks

STRESS

Imbalance between the constraints imposed by professional activities and the resources a person has

BURNOUT

Comes from significant personal and emotional investment

Main psychosocial risks

STRESS
Imbalance between the constraints imposed by professional activities and the resources a person has

BURNOUT
Comes from significant personal and emotional investment

MOBBING
Physical and emotional abuse of an individual by a group

By :
co-workers, subordinates or superiors

To force someone out of the workplace through :
rumor, innuendo, intimidation, humiliation, discrediting, and isolation

Punishable by law.

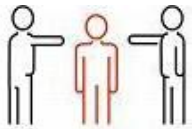**The most prevalent form of violence in the workplace**

Main psychosocial risks

STRESS
Imbalance between the constraints imposed by professional activities and the resources a person has

BURNOUT
Comes from significant personal and emotional investment

MOBBING
Physical and emotional abuse of an individual by a group

VIOLENCE AND HARASSMENT
Moral, physical, sexual harassment. By clients as well as colleagues

External violence :
Service activities
Activities that require manipulating valuable items (bank, jewelry store...)

Internal violence :
Usually by someone well integrated
Not necessarily to someone considered vulnerable

Consequences

STRESS

Physical problems :

- High blood pressure
- Sweating
- Sleep problems
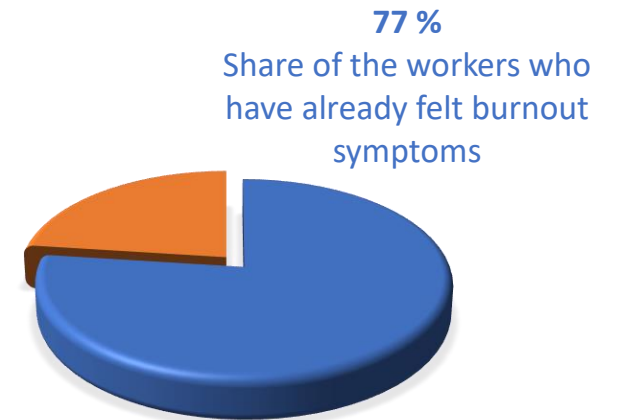- Muscle tensions

Mental problems :

- Poor memory
- Low self-esteem
- Concentration problems
- Mood changes
- Depression

BURNOUT

Different symptoms :

- Disinterest for work
- Physical and mental exhaustion
- Deprecation of our own results

77 %
Share of the workers who have already felt burnout symptoms

Deloitte's survey lead on 1,000 workers in the United States

Shame of the victim

SEXUAL HARASSMENT

- The victims are often **women**
- **Sense of guilt** from the victim, amplified by social and professional environment
- **The victim is often blamed** instead of the harasser
- Victim ashamed of **exposing her private life** to defend herself
- Shame **discourages testimonies**

MORAL HARASSMENT

- Moral harassment is a **more complex notion**
- Jokes and remarks could cause **depression**, **resignation** or **suicide**
- The victim has **difficulties admitting harassment**
- Professional pressure for different reasons :
  - **Financial reason**
  - **Sexism**
  - **Fear of reprisals**

Preventing those risks

ANALYZE
Determine the nature and the impacts

BRING HELP
Provide help and support

Psychological axis
Type of **Discomfort**
Perception
Behaviors
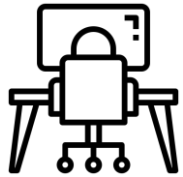**Relational axis**
Interactions
Global **Motivation**
Impacts

Preventing those risks

WORK DONE
Analyze the work done by someone

PERCEPTION
How it's perceived by the other employees

Ergonomic analysis
Appreciation of the **performance** of their **work**
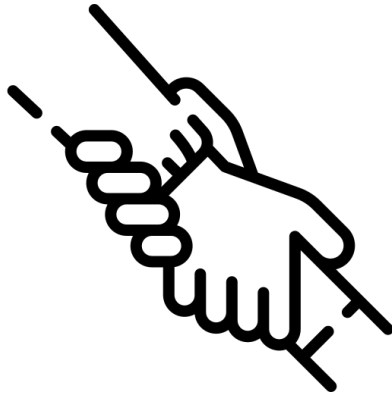Important elements of the **analysis**
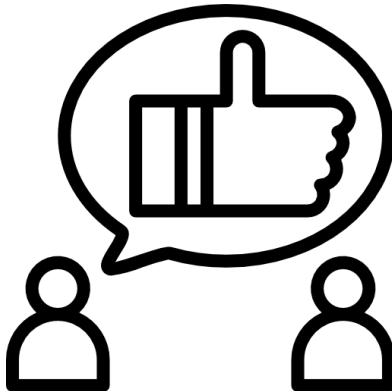
Three axis
Activity
Professional Factors
Characteristics

Preventing those risks

PROVIDE HELP

Prevent the risks highlighted by the analysis
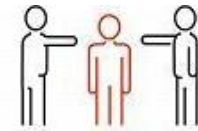
ANY IDEAS/ADVICE ?

Closing Words

Many Risks

Many Negative Consequences

Being aware of the problem and talking about it is the first step to solving it.

Discuss!

Workplace Happiness : how to get there?

How to assist someone victim to psychosocial distress?

How do you stand up to social pressure?