**Task Description:**

Employee stress can lead to health issues, lower productivity, and workplace incidences such as accidents. Some employers are starting to monitor and alleviate employees’ stress as part of their wellness programs. What are employer’s responsibilities, if any, in managing employees’ on the job stress and responding to their non-work related stress? What are the benefits and potential issues that can arise from implementing programs targeting employee stress?

**Notes:**

1. Customization of workplace is different
2. Monitor every employees, monthly performance
3. Figure out what problem is enhancing or reducing the employees performance
4. Both IQ and EQ are required
5. Moderate stress in level should be promoted
6. Bigger issue if every employee is monitored

Employer’s responsibility in On the Job stress:

1. Completion of work in an allotted time 🡪
   1. Identifying the root cause of problem
      1. Medical Issues 🡪
         1. Compensation and medical allowances
   2. Lack of Understanding 🡪
      1. Incorporating Training programs to help boost speed

**Work Organization and Stress**

1. Workers who are stressed are also more likely to be unhealthy, poorly motivated, less productive and less safe at work
2. Organizations are less likely to be successful in competitive market
3. If employers are stressed, their managers should be aware of it and know how to help
4. Work related stress is the response people have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope
5. Pressure at a workplace is unavoidable due to the demands of the contemporary work environment. It is good, keeps employee alert, motivated and able to work and learn
6. **Research findings show that the most stressful type of work is that which values excessive demands and pressures that are not matched to workers knowledge and abilities, where there is little opportunity to exercise any choice or control, and where there is little support from others**
7. See Page 11 🡪 Stress related hazards
8. Employers should have a policy for the management of worker health that makes reference to work stress
9. Address the issue of risk assessment, timely reaction and rehabilitation
10. Work stress can be effectively managed by applying a risk management approach
11. Not advisable to ask employees, are you stressed?
12. Explore the existing risks to your employees health and then decide the best approach for your own workgroup
13. **Page 16**
14. **Page 18 (Stress Risk Management)**
15. **Ways to reduce work level stress:**
    1. **Primary Prevention**
       1. **Ergonomics**
       2. **Work and Environmental Design**
       3. **Organizational and management development**
    2. **Secondary Prevention**
       1. **Worker Education and Training**
    3. **Tertiary Prevention**
       1. **More sensitive and responsive management system and enhanced occupational health provisions**
16. **See Page 21 🡪 Well-designed work**
17. In an existing workplace, unreasonable to expect all factors to be present or introduced where they are absent.
    1. **Better** **to identify any mismatch between demands and pressure**
    2. **Workers knowledge and ability**
18. **Strategies to solve work stress problems:**
    1. **Work Redesign 🡪 Focus on demands, knowledge and abilities, support and control**
    2. **Stress Management Training 🡪 Attend classes on relaxation**
    3. **Ergonomics and Environmental Design 🡪 Improve equipment and physical working condition**
    4. **Management Development**
    5. **Organizational Development**
19. **Early detection and prevention of work stress related problems**
    1. **Regularly monitoring staff satisfaction and health**
    2. **Making sure staff knows whom to talk about their problems**
    3. **Knowing where to refer employees to for professional help when they appear to be experiencing real difficulties**
20. **Method to follow-up should be recorded and explained**
21. Employers should carefully consider the systems that they have in place, for accessing, preventing and otherwise managing work stress