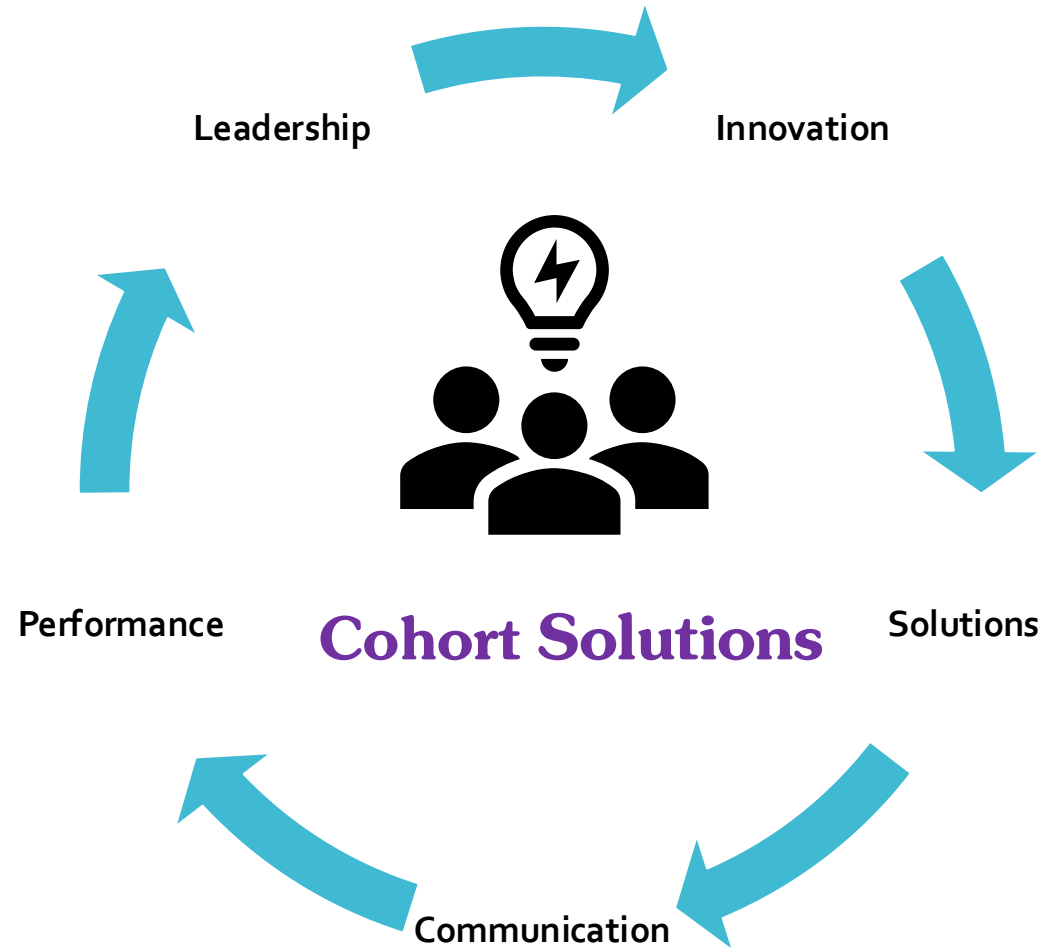


Case Study 1

Occupational Stress & Burnout

Presented by:

Michael Alford
Michelle Commissione
Taylah Eastway
Kayla Elliott
Andrei Obratzsov



Summary
Causes
Models
Recommendations
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Overview of consultation

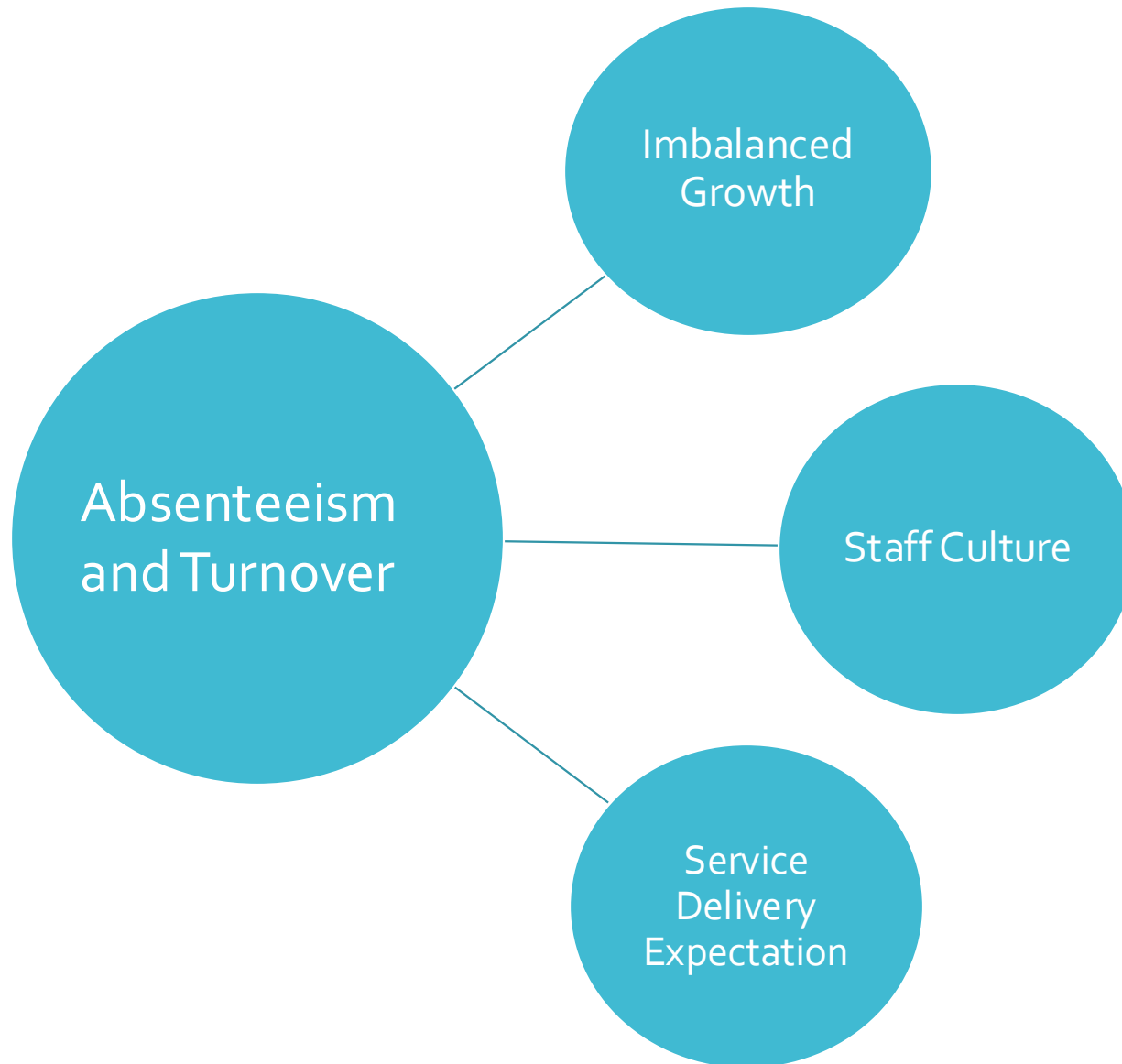
- Outline causes
- Specify the disproportionate rates
- Provide evidence-based solutions

Access Menti Here



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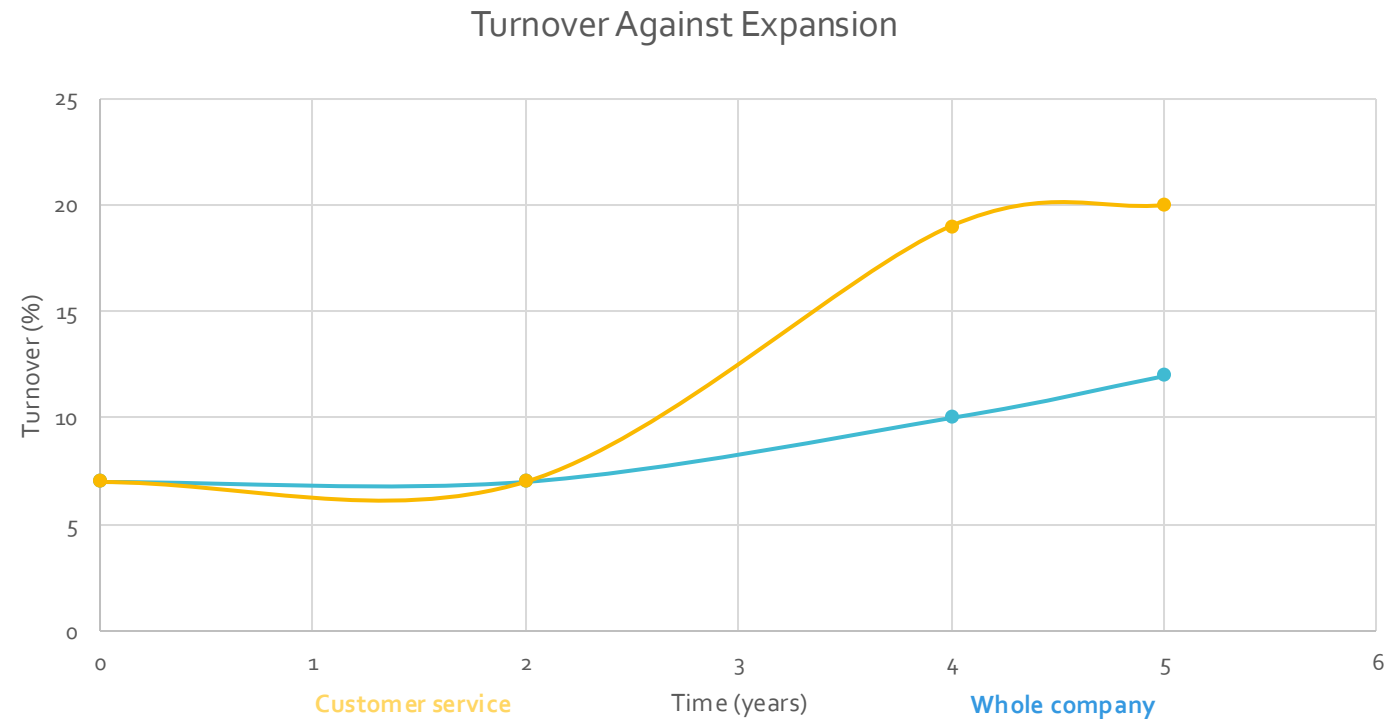
Facets of the issue



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Imbalanced Growth

- Increased workload
- Managing multiple job roles
- Averaging 60-hour work week
- Working through lunch breaks



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Staff Culture

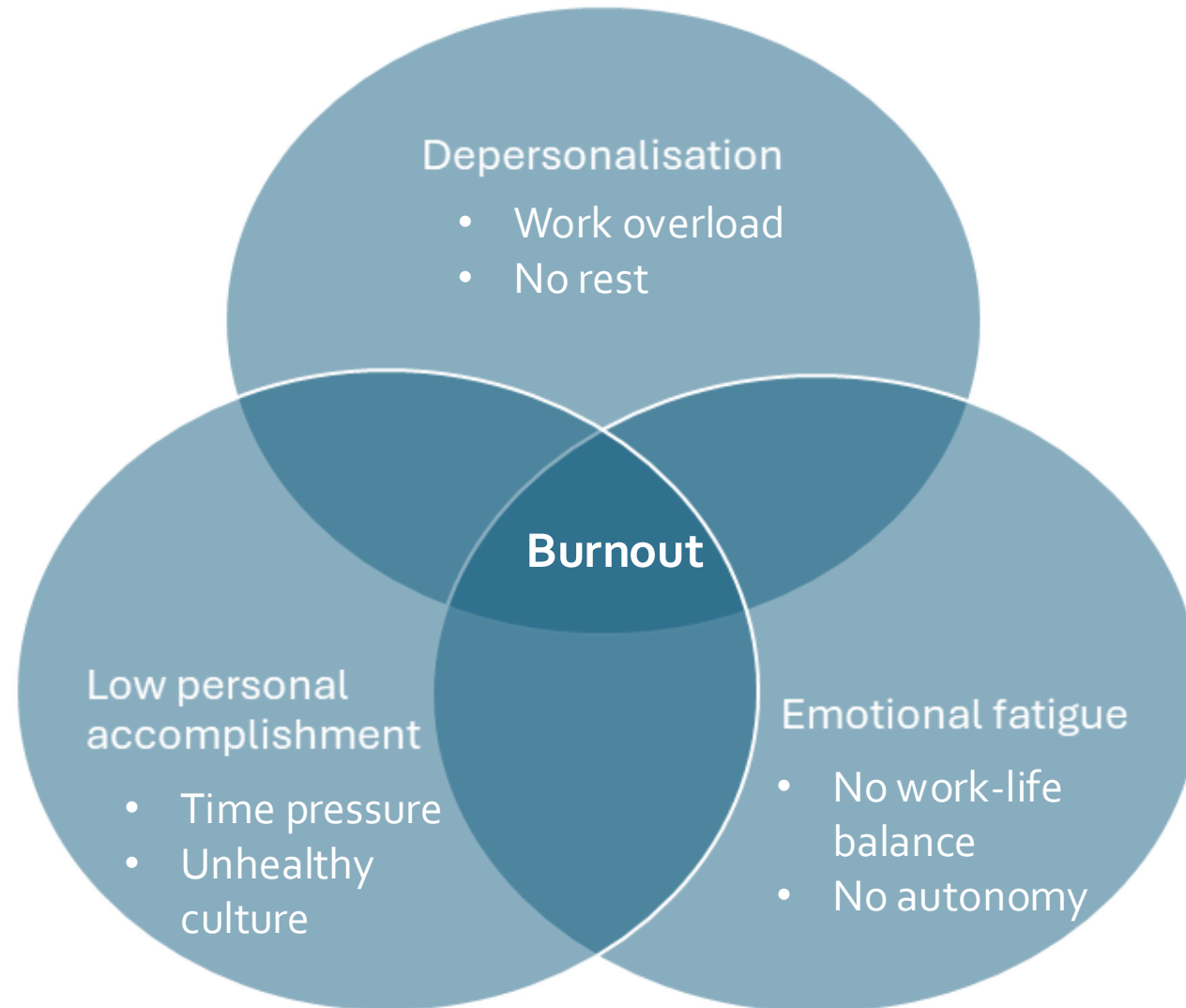
- competing against each other
- destructive perspectives
- fear based- leading to anxiousness

Service delivery expectation

- Immediate response
- Frequent travel
- Employees have no autonomy
- No respite

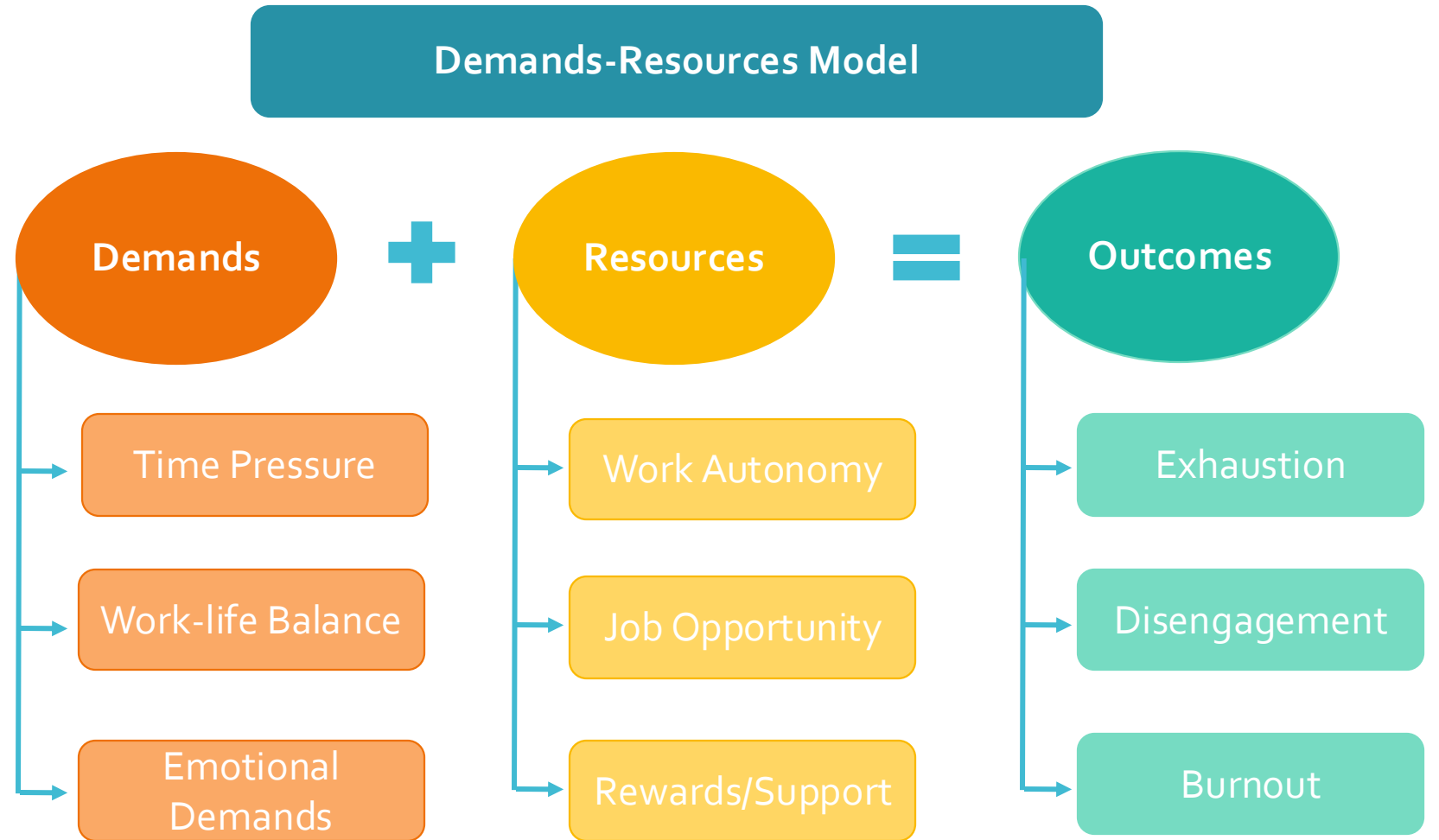
Summary
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Summary of cause



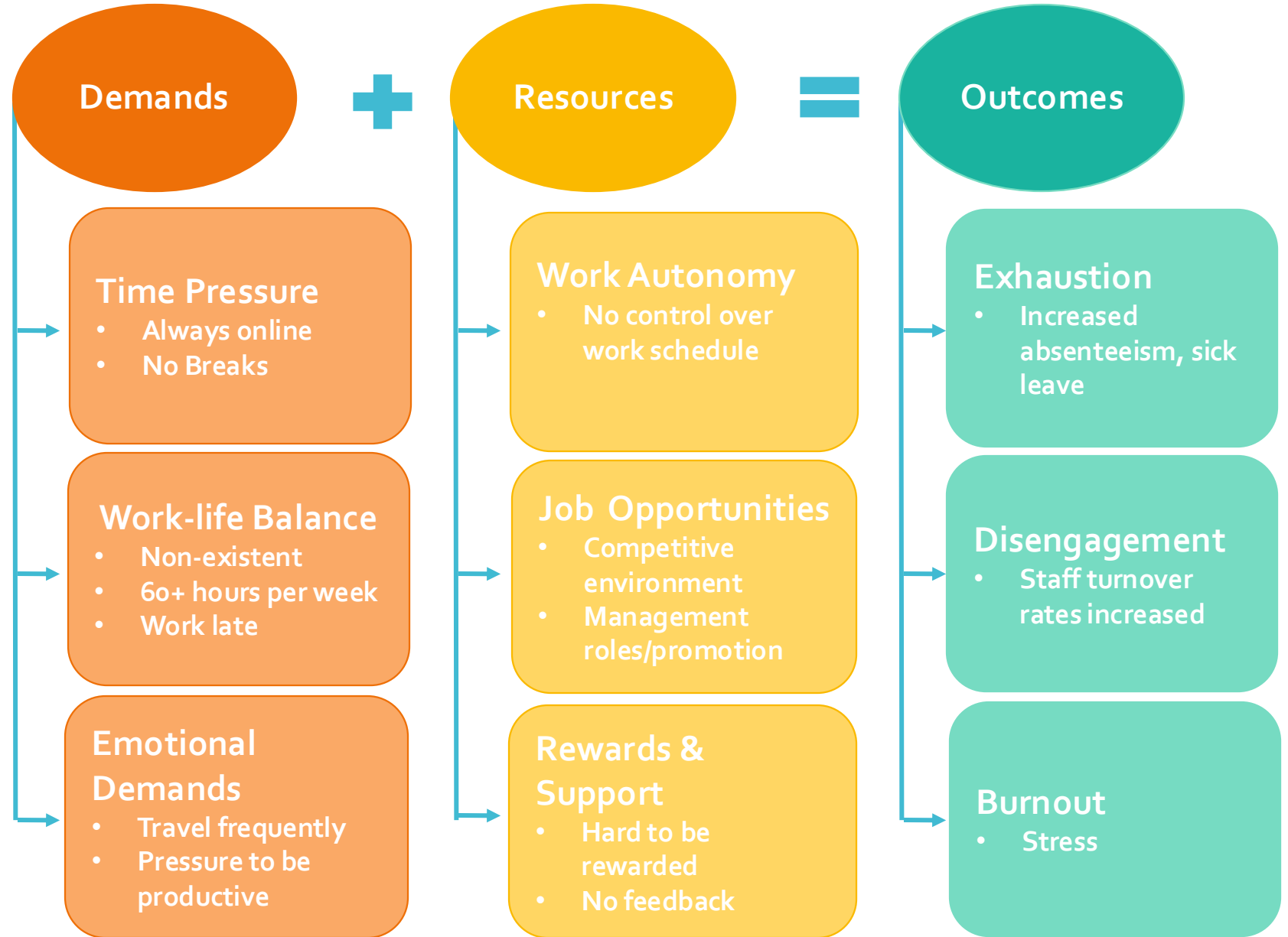
(Edú-Valsania et al., 2022; Maslach, 1982)

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Demands-Resources Model – Applying to ABC Corporation

Summary
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Recommendation #1

Work Life Balance Policies



Flexible Scheduling

Access to generous
Annual Leave



Limited after-hours work
requirements

The “right” to switch off



Recommendation #2

Increasing Job Resources

Plan:

- Introduction of KPIs to Customer Service (CS) role.

Benefits:

- Team member performance is evident to all.
- Giving CS team members greater career control.
- Basis for Reward & Recognition program.
- Job performance feedback.
- Create selection criteria for promotion/transfer.

Reducing Job Demands

Plan:

- "Follow The Sun"
- Extended CS hours overlapping sites.
- CS to triage initial enquiries.
- Escalation to senior staff if required.

Benefits:

- Remove demands on staff afterhours.
- Structure CS team responsibilities.
- Structure senior staff responsibilities.
- Potential to extend footprint.

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- Three main issues: imbalanced growth, staff culture and service delivery expectation contributing to high rates of turnover and absenteeism.
- Leading to an overall feeling of burnout among employees.
- The Job demands resource model provides a framework to understand this problem and find solutions.
- Ultimately, we recommend implementing work life balance policies and follow the sun business model.

Let's return to the Menti

validating

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