STRESS MANAGEMENT INFORMATION SHEET

NO. 5

Monitor & Review

MONITOR AND REVIEW

An essential part of the risk assessment process for managers is to implement the changes needed to eliminate or reduce the risk.

The negotiated changes that address the risks identified including excess pressures are no exception. The actions taken should create a healthier and safer workplace and sequentially improve the culture at an organisational level. The knock on effect should be the promotion of wellbeing for our employees. It is therefore important to monitor the working environment to assess and identify what more needs to be done and the areas that require improvement.

Risk assessment is not a one off: a system must be in place to continually review risk assessments and measure the levels of stress through exit interviews, absence data, and other support and monitoring services.

You should benchmark any actions you take, to reduce the sources of workplace stress against the Management Standards.

- **Monitor** against your action plan to ensure the agreed actions are taking place
- **Evaluate** the effectiveness of the solutions you implement
- **Decide** what further action or data gathering, if any, is needed
- **Review** your progress against your risk assessment and action plans

Healthy Workplaces
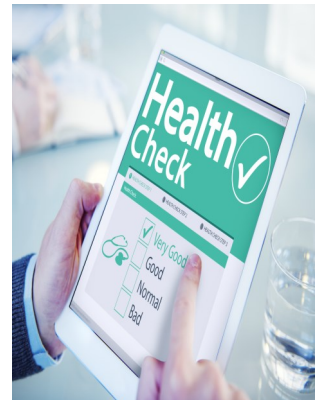
You should periodically check that agreed actions are being undertaken, for example, that meetings are being held, or that there is evidence that certain activities have taken place. It is important to make a record of this progress against your action plan to demonstrate movement towards better management of this hazard.

Evaluate the effectiveness of solutions:

The length of time actions take to deliver their expected 'measurable' outcomes can vary greatly. The time-scale within which you evaluate any solutions will depend on what kind of solutions you have developed.

Gather information and data:

The methods of gathering information and data to evaluate the effectiveness of solutions will again depend on the kind of solutions you have developed.

It is important to ask your employees whether they feel the solutions are having the desired effect. You may find it useful to use a mixture of approaches to consult staff, for example:

- set up specific meetings to review progress on major actions
- set up regular sessions to talk with your staff about sources of work-related pressure, for example, as part of team meetings
- make use of informal contacts with staff to ask about the effectiveness of solutions.

FOLLOW-UP SURVEYS

One way to measure your progress is to repeat any survey you may have used as part of stage 1– Identification. Best practice suggests that you do this after a period of time as part of the 'continuous improvement' model. You may wish to set this up as an annual survey. Once you have completed all the stages of the Cycle of Stress Management you should have an improved environment for your staff to best fulfil their duties and roles.

COMMUNICATE SAFETY

Effective safety communication is the cornerstone of a healthy organisational safety culture. The status of safety in your organisation is largely determined by how safety is talked about, from the committee room to the canteen.

A successful communication system must allow for and encourage employees to bring health, safety and wellbeing matters to the attention of management and ensure timely feedback takes place.
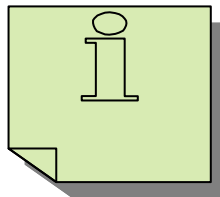
"I didn't know that"

"I didn't hear anymore"

"Not sure what's happening now"

These are comments often heard by employees and as a consequence they can feel they are left in the dark.

What are your staff saying!

Communication

Internal communication between manager and staff requires significant enhancement….

"HSE Staff Engagement Improvement Plan 2015"

RESOURCE PACK

The resource pack has been developed and made available to you to support the information delivered throughout this campaign. Workplace stress is no different to any other workplace hazard and with the correct support, managers can work with their staff to help reduce workplace stress and create a positive and healthy working environment for all.

Thank You.

THE CYCLE OF STRESS MANAGEMENT

- Identification
- Prevention
- Employee
- Monitor & Review
- Support & Assistance