

Stress Management Standards for consultation



Demands

Includes issues like workload, work patterns and the work environment

The standard is:

- [at least xx% of]* employees indicate that they are able to cope with the demands of their jobs; and
- systems are in place locally to respond to any individual concerns.

States to be achieved:

- The organisation provides employees with adequate and achievable demands in relation to the agreed hours of work.
- People's skills and abilities are matched to the job demands.
- Jobs are designed to be within the capabilities of employees.
- Employees' concerns about their work environment are addressed.

* For the pilot exercise, a percentage of 85% was used.

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Control

How much say the person has in
the way they do their work

The standard is:

- [at least xx% of]* employees indicate that they are able to have a say about the way they do their work; and
- systems are in place locally to respond to any individual concerns.

States to be achieved:

- Where possible, employees have control over their pace of work.
- Employees are encouraged to use their skills and initiative to do their work.
- Where possible, employees are encouraged to develop new skills to help them undertake new and challenging pieces of work.
- The organisation encourages employees to develop their skills.
- Employees have a say over when breaks can be taken.
- Employees are consulted over their work patterns.

* For the pilot exercise, a percentage of 85% was used.

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Support

Includes the encouragement, sponsorship and resources provided by the organisation, line management and colleagues

The standard is:

- [at least xx% of]* employees indicate that they receive adequate information and support from their colleagues and superiors; and
- systems are in place locally to respond to any individual concerns.

States to be achieved:

- The organisation has policies and procedures to adequately support employees.
- Systems are in place to enable and encourage managers to support their staff.
- Systems are in place to enable and encourage employees to support their colleagues.
- Employees know what support is available and how and when to access it.
- Employees know how to access the required resources to do their job.
- Employees receive regular and constructive feedback.

* For the pilot exercise, a percentage of 85% was used.

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Relationships

Includes promoting positive working to avoid conflict and dealing with unacceptable behaviour

The standard is:

- [at least xx% of]* employees indicate that they are not subjected to unacceptable behaviours, eg bullying, at work; and
- systems are in place locally to respond to any individual concerns.

States to be achieved:

- The organisation promotes positive behaviours at work to avoid conflict and ensure fairness.
- Employees share information relevant to their work.
- The organisation has agreed policies and procedures to prevent or resolve unacceptable behaviour.
- Systems are in place to enable and encourage managers to deal with unacceptable behaviour.
- Systems are in place to enable and encourage employees to report unacceptable behaviour.

* For the pilot exercise, a percentage of 65% was used.

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Role

Whether people understand their role within the organisation and whether the organisation ensures that the person does not have conflicting roles

The standard is:

- [at least xx% of]* employees indicate that they understand their role and responsibilities; and
- systems are in place locally to respond to any individual concerns.

States to be achieved:

- The organisation ensures that, as far as possible, the different requirements it places upon employees are compatible.
- The organisation provides information to enable employees to understand their role and responsibilities.
- The organisation ensures that, as far as possible, the requirements it places upon employees are clear.
- Systems are in place to enable employees to raise concerns about any uncertainties or conflicts they have in their role and responsibilities.

* For the pilot exercise, a percentage of 65% was used.

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Change

How organisational change (large or small) is managed and communicated in the organisation

The standard is:

- [at least xx% of]* employees indicate that the organisation engages them frequently when undergoing an organisational change; and
- systems are in place locally to respond to any individual concerns.

States to be achieved:

- The organisation provides employees with timely information to enable them to understand the reasons for proposed changes.
- The organisation ensures adequate employee consultation on changes and provides opportunities for employees to influence proposals.
- Employees are aware of the probable impact of any changes to their jobs. If necessary, employees are given training to support any changes in their jobs.
- Employees are aware of timetables for changes.
- Employees have access to relevant support during changes.

* For the pilot exercise, a percentage of 65% was used.