

Managing the Stressed Employee

The impact of personal hardship and adversity in the workplace

The webinar will begin soon

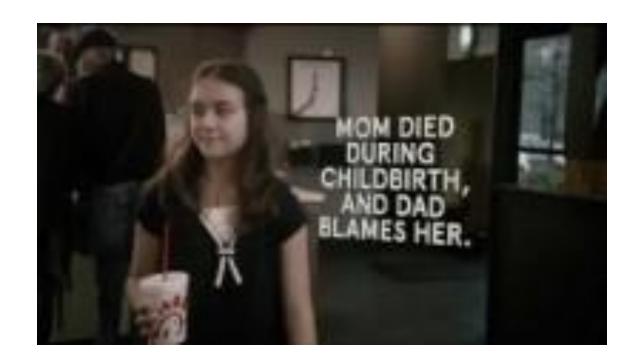


Managing the Stressed Employee

The impact of personal hardship and adversity in the workplace

ICW Group Risk Management Services







"Every life has a **story**...

If you take the time to **read it**."



Job Stress Defined

Harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker.



Important Statistics

 83% of US workers suffer from work-related stress.

The American Institute of Stress (2022). Workplace Stress.

- Stress causes around one million workers to miss work every day.
 The American Institute of Stress
- 50% of US workers are not engaged at work as a result of stress.

The American Institute of Stress



Personal Factors



Family problems



Medical problems



Substance abuse



Financial problems



Legal problems



Marital problems



Job Factors



Reorganization



Demotion



Harassment/bullying



Overworked



Hazardous surroundings



Fear of being replaced or let go



Supervisor relationship







Job Stress Can Result In...

Health Issues

- Cardiovascular disease
- Substance abuse
- Musculoskeletal disorders
- Psychological disorders
- Suicide, cancer, ulcers, impaired immune function
- Workplace injuries

Work Issues

- Job concentration disrupted
- Self-initiative reduced
- Trust in others diminished
- Resentment
- Depression
- Burn-out



Adversely Impact an Organization

- Poor attendance
- Low employee morale
- Decrease in productivity
- Quality defects
- Poor customer service
- Workers' compensation fraud
- Safety workplace injuries
- High employee turnover
- Difficulty qualified candidates



Costs to Organization

U.S. businesses lose up to \$300 billion yearly as a result of workplace stress.

American Institute of Stress

\$51 billion in costs due to absenteeism and \$26 billion in treatment costs.

Mental Health America

Work-related stress causes 120,000 deaths and results in \$190 billion in healthcare costs yearly.

Goh, J., Pfeffer, J., & Zenios, S. A. (2015)



"At least 85% of all work accidents are caused by the inability to cope with emotional distress."

– E.M. Gherman,Stress and the Bottom Line



"The vast majority of accidents contain a substantial human factor, often irrational or irresponsible action, indicating the involvement of mental or emotional duress in accident causation."

University of Texas







How do we manage the stressed employee?



Management Approaches

- Recognize the Signs
- Open Communication
- Offer Resources
- Adjust Workloads
- Encourage Self-Care
- Set Realistic Expectations
- Regular Check-Ins
- Foster Supportive Environment
- Seek Professional Help



Most Common Workplace Stressors

American Institute of Stress – 2022

39%

Amount of work

23%

Supervisor relationship

19%

Work-life balance

6%

Job security



Stress Warning Signs

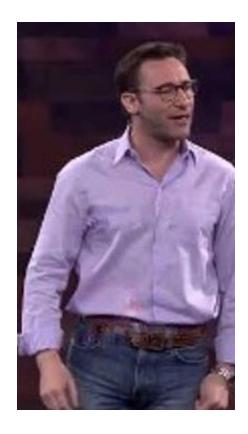
- Isolation
- Deterioration of personal appearance
- Loss of interest
- Carelessness
- Poor work quality
- Increased absenteeism
- Lowered productivity



Stress Coping Methods

- Talking to a friend/ colleague/spouse (55%)
- Exercising (40%)
- Eating (35%)
- Stepping away from work (35%)
- Taking a day off (32%)
- Drinking after work (24%)







Supervisor Role

- 1. Practice empathy
- 2. Make yourself available
- 3. Know what you can offer
- 4. Check in regularly to make sure they're doing OK
- Consider workload
- 6. Be transparent and consistent
- 7. Listen first, suggest second







Senior Management Role

- Planning, organizing, and leading
- Policies and procedures
- Supervisor training
- Personal commitment



Senior Management Role (continued)

- Manager/team member relationship
- Design of work tasks
- Interpersonal relationships
- Managing workloads
- Career concerns
- Environmental conditions



7 Steps to Help Manage Stress

- 1. Eat a balanced and nutritious diet starting with breakfast
- 2. Get a good night's sleep
- 3. Volunteer time and services
- 4. Seek professional help
- 5. Keep moving Exercise 30 minutes a day
- 6. Express your feelings you're not alone
- 7. Get to the root of it remove the stressor or try new coping strategies



A Few Ways Organizations Can Help

- Allow some control over schedules
- Include employee input in decision making
- Balance responsibility & authority necessary for tasks
- Set reasonable limits & timelines
- Recognize a job well done

- Resources health club membership, elder-care & on-site or near-site childcare
- Employee Assistance Programs and Wellness Programs
- Review work distribution process –
 Fair & effective?
- Social interaction among workers
- Compatible work schedules



Stress Management Checklists





Managing Stress at Work

We will never completely remove stress from our life, but identifying and managing stress factors can help maintain a positive and healthy lifestyle for our team members and ourselves.



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Questions?

Contact us:

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Thank You!

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