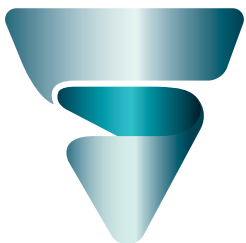


# WORKPLACE STRESS MANAGEMENT SOLUTIONS



**STRESS  
MANAGEMENT  
INSTITUTE®**

## WORKPLACE STRESS MANAGEMENT SOLUTIONS

SMI's (Stress Management Institute) suite of innovative Workplace Stress Management Solutions provides your organisation with the tools, expertise and resources to address workplace stress at its source.

SMI tailor their process for every organisation, with a focus on diagnostic, analytical and evaluation services, all designed to develop a deep understanding of the often unique and complex organisational stress factors that are affecting your workplace and employees.

SMI's process provides your business with meaningful, insightful and actionable data and information on the sources, magnitude and effects of stress in your workplace.

SMI supports problem solving and planning to address the causes of stress within your organisation, with the principal objective being interventions at a primary or proactive level to eliminate or minimise the stressors present within your workplace.

If your organisation lacks the specific expertise or disciplines inhouse to execute your Stress Management Plan, SMI can provide qualified professionals to engage with and assist the organisation.

SMI's comprehensive Workplace Stress Management Solutions programs have been assembled using the latest research from the world's leading academics and authorities on Workplace Stress.

## ARE YOU UNINTENTIONALLY CREATING STRESS WITHIN YOUR ORGANISATION?

The health of an organisation and the health of its workforce are inextricably linked. Neither businesses nor employees can prosper and be successful without the other.

The stress that employees face at work has been escalating as organisations have reengineered, downsized, restructured and driven themselves in a quest to be internationally competitive.

Our evolving organisations are increasingly creating workplace stressors; situations and conditions that employees experience as stressful.

Whilst the specific workplace stressors that people experience are often unique to that organisation (or even the role or individual), the typical types of stressors include;

- Job Stressors - physical and mental demands, lack of variety or stimulation, difficult shift patterns, physical environment
- Role Stressors - reporting conflicts, ambiguity, responsibility levels
- Career Stressors - under/over-promotion, job security, career development opportunities
- Relationship Stressors - social environment, management interactions, co-worker relationships, abusive or threatening behaviours
- Organisational Stressors - policies, practices, business systems, communication mechanisms, participatory mechanisms, leadership.

The collateral damage of this cumulative stress that organisations unintentionally create is becoming increasingly evident, affecting the health and wellbeing of employees and directly impacting on organisation's productivity and profitability.

*The Stress Management Institute has assembled the best academic thinking and research on Workplace Stress Management, applied the most stringent WH&S Management obligations and Heirachy of Controls principles and adopted the Best-In-Class stress survey instruments to provide your organisation with an innovative solution to address workplace stress as its source.*

# THE SIGNS OF WORKPLACE STRESS

For many organisations, the first time the symptoms of workplace stress are noted is when an employee lodges a Workers Compensation claim.

However, there are many other ways that stress in the workplace manifests itself, including:

- High absenteeism and “presenteeism”
- Excessive incidences of conflict
- Poor employee engagement; engagement plans that prove ineffective
- Declining KPI’s, such as Productivity, Efficiency and OHS measures
- Low employee retention, especially talent
- Unexpected industrial action.

# HOW WORKPLACE STRESS IS MANAGED NOW

Whilst the symptoms shown above should provide businesses with a call to action, there are 3 factors that inhibit businesses from directly addressing the causes of their workplace stress, being;

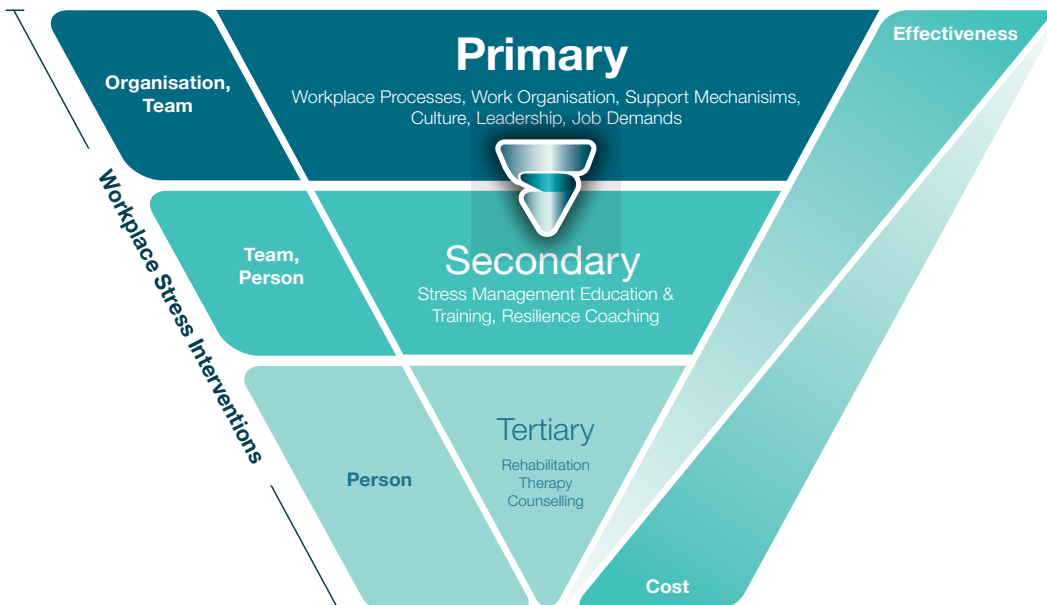
1. Organisations rarely want to acknowledge that they are responsible for the stress their people experience.
2. Individuals are reluctant to admit to and discuss their stress for fear of being judged.
3. Most organisations are unclear on how to manage stress at an institutional level, and the skills, knowledge and resources required are not readily available to them.

When an organisation is moved to intervene, the most common response to stress in the workplace is to provide rehabilitation, counselling, therapy or treatment to the affected individuals. Research shows that this tertiary response is the least effective and most costly.

More recently, businesses have been adopting secondary interventions, in the form of employee resilience training, relaxation methods, pre-emptive counselling and targeted stress management training. These coping mechanisms do have some short to medium term impact on the stress experience for employees.

Unfortunately, these approaches fail to meet the required Workplace Health and Safety Management Standards and the Hierarchy of Hazard Controls, and as a consequence the stressors and their effects remain the same.

## Stress Management Institute® Preventing and Managing Workplace Stress



# AN INNOVATION IN WORKPLACE STRESS MANAGEMENT

SMI's innovative Workplace Stress Management process begins with a Diagnostic Phase that collects Quantitative Data such as Workers Compensation Claims, Lost Time Injuries, Retention Statistics, Staff Churn and Absenteeism. Additionally, Qualitative Data is used from cross-sectional interviewing and direct workplace observations, as well as Employee Survey instruments such as Culture and Engagement Surveys.

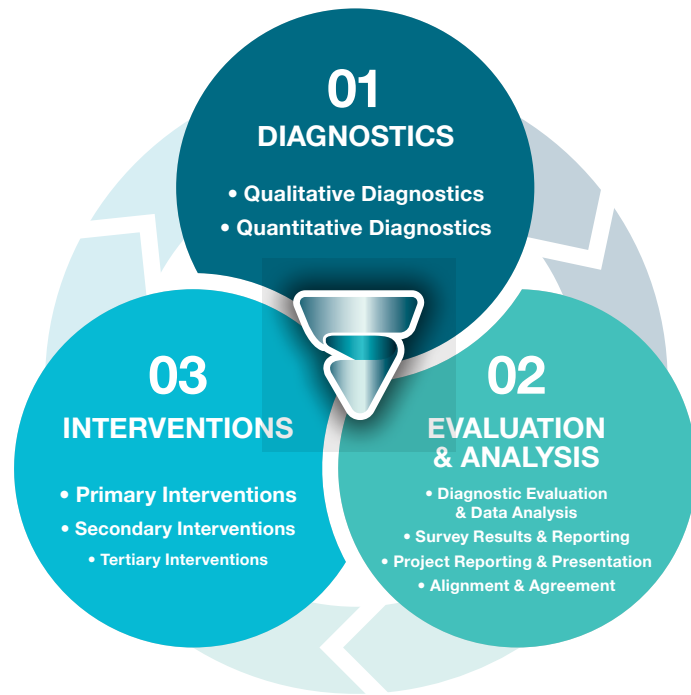
SMI have adopted the Copenhagen Psychosocial Questionnaire (COPSOQ), a highly insightful and actionable survey instrument proven to have high levels of statistical validity as a Qualitative Tool to gain insights from your organisation's employees.

With this data assembled, an iterative and collaborative Evaluation and Analysis Phase occurs, where inferences are made and validated, before findings are reported and recommendations are made.

It is also at this phase that Planning of the Workplace Stress Management Interventions is undertaken, targeting those actions that will have the greatest proactive impact, eliminating or reducing your workplace's stressors.

Where your business wishes to develop in-house Workplace Stress Management expertise, SMI can deliver the training to your selected employees, by providing the Emotional Resilience Advocate™ Method training and qualification.

## Stress Management Institute® Workplace Stress Management Process



*"The Institute of Managers and Leaders Australia & New Zealand recently asked the Stress Management Institute to undertake an assessment of the stress levels within the work environment and to provide recommendations for stress reduction. In addition, SMI were asked to provide any other recommendations relating to cultural effectiveness at IML based on their observations and conversations with staff.*

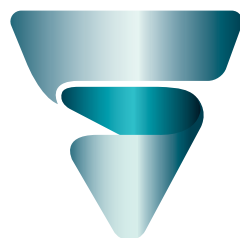
*The process was hugely valuable and the concrete outcomes of the process that SMI led have led to real, substantive change in IML's business. Working with SMI's consultants has been a real pleasure and the insights and recommendations they have made have led to a step change in IML's culture. In short, I have pleasure in recommending SMI to you."*

**Dave Pich, MA (Cantab.) FIML**

**Chief Executive, Institute of MANAGERS AND LEADERS**

### STRESS MANAGEMENT INSTITUTE®

Suite 8, 3990 Pacific Highway  
Loganholme, Qld, 4129 Australia  
Ph: +61 1300 663 979  
web: [www.stressmi.org](http://www.stressmi.org)  
email: [info@stressmmi.org](mailto:info@stressmmi.org)  
ABN: 31 600 080 288



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