A Leader's Guide to Managing Stress at Work

Small Adjustments Can Make a Big Impact

There are many sources of stress at work: Role expectations and demands, the physical and psychological environment, interpersonal relationships, and available resources, to name just a few. **When employees are experiencing strain in even one area, it can impact focus, engagement, safety, and performance in other areas. As a people leader, it's important to be aware of the potential stressors your workforce is facing and the actions you can take to help remove or reduce them.** Here are some small adjustments that can make a big impact in your employee's lives.

Autonomy

Do employees have reasonable control over how they carry out their roles?

- Focus on output and accountability, as opposed to hours worked
- Offer flexibility around where and when employees work, whenever possible

Engagement

Are there initiatives to support employee morale and connectivity?

- Find ways to celebrate successes (e.g., recognition, rewards, comp days, etc.)
- Consider a buddy system for new hires and during times of transition to help navigate change

Influence

Do employees have involvement in decision making?

- Seek input through various channels (e.g., people forums, anonymous survey/suggestion box)
- Ensure that action plans are created in response to employee ideas and feedback

Interpersonal Relationships

How are grievances between team members addressed and resolved?

- Openly discuss problems with employees at an early stage to avoid potential disruption
- Consider an independent facilitator or team-building initiative if people aren't working well together

Job Stability

Do employees have clarity regarding changes in the business and how they may be personally affected?

- Meet with employees starting at the early stages of transition to explain what will happen and when
- Utilize appropriate channels (e.g., email, phone, IM, text) to effectively communicate and deliver information

Physical Environment

Do employees have adequate resources and working conditions to meet their goals?

- Allow employees to make physical adjustments when necessary (e.g., lighting, temperature, ventilation, etc.)
- Ensure that equipment set-up is adequate for employee needs

Psychological Environment

Do employees feel psychologically safe and supported?

- Create a safe environment to raise issues and take prompt action to demonstrate trust
- Provide proactive wellbeing support that covers a range of topics and is inclusive of all team members (Note: the EAP is a great resource to tap into for this)

Task Fatigue

Can work be repetitive and unfulfilling?

- Consider opportunities for upskilling and professional development that suit various learning styles
- Create opportunities for connecting the work to employees' values

Workload

Are excessive workloads and long hours common for employees?

- Help employees prioritize tasks and consider using a RACI template (Responsible, Accountable, Consult, Inform) to clarify responsibilities
- Consider having a set of recognized team values around work-life balance

SUPPORT IS AVAILABLE

Let JHEAP help you be successful in all aspects of your managerial role:

- Receive consultation around complicated or sensitive people issues and performance concerns
- Request training and professional development support for individuals and teams
- Obtain promotional and educational resources that foster wellness and work-life balance
- Access resources/referrals for yourself and your household members around emotional health, caregiving, legal, financial, and everyday needs

ACCESS LINE: **888-978-1262** | WEB: **myccaonline.com Company Code: JHEAP**

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