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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