## IMPERIAL

# Imperial Stress Toolkit- at a glance information for staff and managers I am a member of staff

- I am finding my work stressful.
- I am unable to cope with the demands of my role.

#### Identify your workplace stressors

If you are concerned about workplace stress and would like to understand more about managing the sources of stress you can use this tool as a resource to help inform yourself. This tool is based on the Health and Safety Executive (HSE) Management Standards for stress and is thematically designed to standardise the way we look at workplace stressors and the way we address them.

#### This is a five-step process

 Set some time aside to complete the Tackling Stress staff resource. Spend time thinking about each area, some points may be relevant to you others may not. You will end up with a short list which is more specific and hopefully less daunting.

 Review the list of resources and sources of support and avail of them to help you move forward.

 You may have some control over some of the areas you have identified on your shortlist. Think about how you can make small changes to help you manage the effects of the issues you have identified. Review this periodically.

 You may not be able to address many of the issues yourself but you may have some ideas on how they can be resolved, make some notes so you can discuss these with your line mananger. Being prepared will help you get your concerns across.

 Arrange to meet with your manager to discuss the issues you have identified and to draw up an action plan to address them. There is a managers resource to guide them.
 If you are concerned about meeting your manager ask HR or a Staff Supporter for advice, Confidental Care is also a good source of support.

2

4

5

#### I am a line manager

- I have identified an individual who is demonstrating signs of workplace stress, or
- Occupational Health or HR has asked to complete a Workplace stress Risk Assessment for a member of my team, -or
- A team member has requested a meeting to discuss workplace stress, -or
- I have recently completed management training and want to proactively manage stress in my team

#### **Tackling Workplace Stress**

Imperial College has developed an Institutional Stress Risk Assessment, which outlines the hierarchy of responsibilities for the managing stress at work. As part of this framework there is an expectation that line managers are proactive in addressing workplace stress in line with the HSE Management Standards for Stress.

This is a collaborative exercise, the experience and point of view of the member of staff is central to the process, engage active listening techniques. They may come to the meeting with a short list of concerns, or this might be the first time they will be thinking about the issues. Resolution will require ongoing and active management. It may require a subsequent meeting or can be addressed in subsequent one to one meeting.

### This is a five-step process

4

5

- Review the line managers resource in advance of any meeting, engage in the process with Imperial Values in mind so it is a supportive collaborative activity.
- You may wish to contact the Confidental Care Managers Adviceline 0800 085 3805, or Human Resources, People and Organisational Development for advice.
- Allow sufficient time to meet and plan for more than one meeting.
  - Use the template document as a guide and refer to it in any follow up meetings. Signpost the employee to available resources if not alredy utilised -
  - Individual tolerances and circumstances can vary, however this approach can be extrapolated proactively for teams.