

***Work related stress is fast becoming one of the biggest problems facing organisations in the 21st Century.***



***Estimates of the costs of stress to industry within the European Union have been put at 20 billion Euros annually.***



***In the UK stress related illness is believed to be costing British industry around £4 billion a year.***



***The Health and Safety Executive estimate that up to 60% of work absence can be traced back to stress in one form or another.***

### The risks to your organisation

All UK organisations have a duty of care under the Health and Safety at Work Act 1974 for the mental as well as physical well being of their employees.

In addition, the Management of Health and Safety at Work Regulations 1999 require management to carry out risk assessments of potential health hazards including mental health.

Failure to comply with these legal requirements places an organisation at risk of prosecution.

A common law duty of care to look after employees can also expose an organisation to civil liability claims for compensation from employees experiencing stress at work that has led to illness.

#### **Recent awards have included:**

- £100,000 paid by a High Street bank group to one of their financial services managers
- £67,000 paid by Birmingham City Council to a former employee who had retired due to ill health caused by stress
- £203,000 paid by Worcestershire County Council to a former site warden made ill by work-related stress.

Many, if not all, of these could have been prevented if the correct systems and procedures had either been in place or correctly applied.

### Preventing stress in the workplace

#### Well established ways of preventing work pressure from turning to stress include:

- Stress Audit Risk Assessment. This can identify risk areas within an organisation as well as the changes that need to be implemented to manage those pressures effectively and prevent them turning to stress (Our stress audit portfolio contains more details on this service).
- Stress Policy and Procedures
  - Providing a clear statement to all employees on how the subject of stress will be treated.
- Training for Managers
  - Guidance for managers on how to proactively prevent and manage stress within their workgroups (See below for details).
- Training for Employees
  - Practical advice for employees at all levels on how to effectively manage personal pressure (See below for details).



### Training for managers and employees

ICAS Consultancy and Training Services has over a decade of experience in designing and delivering training programmes to meet the needs of your organisation.

All our training programmes are designed with your specific needs in mind and are tailored to your desired outcomes.

### Stress management training for managers

Typically these are provided as one day events although we have run longer, more in-depth programmes when required.

This training is designed to give managers a practical working knowledge of how to manage stress within their own work area and support their team members.

#### The subject areas typically include:

- The Manager's responsibility within the law
- How pressure turns into stress
- Understanding the causes of stress
- Identifying early warning signs in team members
- Risk Assessment processes
- How to support staff under pressure

We can also provide a more general half-day awareness programme covering much of the same material but in less depth. This option is helpful for those requiring a more general introduction to the subject.

## Stress management for individuals

These programmes are aimed at helping employees, at all levels within an organisation, learn how to manage their own personal pressures more effectively.

### Typical content includes:

- What makes pressure turn to stress
- Identifying personal stress “triggers”
- Spotting the early warning signs
- Techniques for managing pressure
- Lifestyle and stress

Depending upon the depth that you wish the programmes to cover we generally offer these as either half day awareness seminars or full day training programmes.



### Case Study: National Air Traffic Services

*The National Air Traffic Services (NATS) is responsible for the safe movement of all aircraft in UK airspace. In 1999 NATS decided to adopt a proactive stance with regard to the management of workplace stress. Having agreed a policy through discussions with occupational health, the unions and company safety representatives, it was important to communicate this effectively throughout the organisation and ensure that the policy and how to interpret it was fully understood by all levels of management.*

*NATS chose ICAS to help with this process. By working closely with a NATS steering group, ICAS was able to develop a training programme aimed specifically at helping managers understand the issues of workplace stress and how to implement the NATS stress policy in practice.*

*Over a period of around eighteen months over 600 managers benefited from this training.*

## The benefits

### Training your managers in stress prevention will:

- Give managers more confidence to deal with stress “issues”
- Enable them to apply your organisation’s policies appropriately
- Encourage more “openness” about stress and help remove its stigma
- Help ensure that problems are identified at an early stage enhancing the chances of problem resolution
- Reduce the risks associated with stress

### Training your staff will:

- Enable them to feel more comfortable when asking for support with work problems
- Help them manage their own pressures more proactively

### Case Study: ICI Paint

ICI Paints UK Operations took the initiative to prevent unnecessary stress by commissioning ICAS to carry out an initial stress audit to determine current levels of pressure within the business. This led to the implementation of a series of training programmes to all managers, aimed at helping managers learn how to deal with their own pressures more effectively and to help them understand how to support their own staff. These programmes were then followed by a series of shorter workshops aimed at non-managerial staff designed to help them understand how to manage pressure better for themselves and how to access the organisational resources available to them.

### Why use ICAS?

As one of the UK's leading Employee Assistance Programme providers ICAS is uniquely placed to help organisations manage the risks of stress at work.

Our consultants and trainers are highly qualified in either Occupational or Clinical Psychology, Counselling and Stress Management or Human Resource Development. In addition, they have all held management positions within organisations, which enables them to better understand the business issues involved. They have extensive experience of running stress management courses in a variety of occupational settings.

All our training is:

- Designed to your needs
- Practical and pragmatic
- Learner oriented
- Lively and participative

### Feedback from previous course delegates:

*"Helped me better understand my role as a manager in preventing stress"*

*"A well balanced programme that provided an opportunity to reflect on the whole question of stress"*

*"I found all of it useful especially the case studies as they gave practical examples"*

*"A good balance of talk and activity"*

*"It helped provide a clearer view on how I should be approaching pressures"*

*"I now have a clearer understanding of how to recognise and deal with my pressures"*

*"A very easy and comfortable atmosphere making it easy to discuss the issues openly"*

*"It has helped me to reduce my stress levels and understand myself which will benefit those I work with"*

**If you would like to find out more about how these programmes could be adapted to meet the needs of your organisation then please call ICAS Consultancy and Training Services team on 01908 285200 or e-mail us on [C&T@icasworld.com](mailto:C&T@icasworld.com)**

