

## Stress – Managers Checklist

This core checklist is provided by the Health and Safety Department as a template, which provides a basic framework to help managers complete a checklist for stress related issues which they are required to consider. It may not address all specific circumstances, but should help to assess areas for help and support.

This assessment checklist is primarily for managers to identify and consider sources of stress amongst their staff within their own area of work and should assist in completing a stress risk assessment.

The checklist is split into six main areas:-

**Demands** - being able to cope with the demands of the job.

**Control** - having an adequate say over how work is done.

**Support** - having adequate support in terms of encouragement, sponsorship, and resources provided by the organisation, line management and colleagues.

**Relationships** - includes promoting positive working to avoid conflict and dealing with unacceptable behaviour

**Roles** - understanding roles and responsibilities.

**Change** - being involved in any organisational change.

Each question requires a Yes or No answer. Where you identify a "NO" answer below this may indicate an aspect which may need some attention. N/R - not relevant.

<b>DEMANDS</b>	YES	NO	N/R
Do you organise jobs with realistic demands in mind?			
Are demands matched to staff skills and abilities?			
Is the physical work environment comfortable?			
Is repetitive and monotonous work kept to a minimum?			
Do employees have sufficient resources - time, equipment, expertise?			
Are employees safe from exposure to the threat of physical violence or verbal abuse from the public?			
<b>CONTROL</b>	YES	NO	N/R
Do employees have a reasonable say about the way they do their work?			
Do employees have reasonable control over their pace of work?			
Are employees encouraged to develop new skills to help them undertake new and challenging pieces of work?			
Do employees feel they are able to air concerns about their work environment?			

Do employees have the right to refuse e.g., to deal with a difficult member of the public?			
Do employees have reasonable control over their work pattern?			
<b>SUPPORT</b>	YES	NO	N/R
Are staff able to provide support to their colleagues?			
Do staff know how to access managerial support?			
Are staff encouraged to seek support at an early stage?			
Are staff supported when undertaking new tasks?			
Are systems in place to help staff cope with work or home related issues? (flexibility during emergency situations, family leave, etc.)			
<b>RELATIONSHIPS</b>	YES	NO	N/R
Are procedures in place to resolve workplace conflict?			
Do employees feel able to report their concerns?			
Is there a policy for dealing with unacceptable behaviour at work?			
Are teams organised and selected with working relationships in mind?			
Are openness, honesty and respect encouraged within teams?			
Are people aware of the penalties associated with unacceptable behaviour?			
<b>ROLE</b>	YES	NO	N/R
Is consideration given to any conflicting demands placed on staff?			
Is the induction procedure comprehensive?			
Are job descriptions clear and accurate?			
Do employees have a clear plan of work?			
Do people understand how their job fits into the wider organisational aims?			
<b>CHANGE</b>	YES	NO	N/R
Do you ensure that staff understand the reasons for change?			
Is employee consultation part of the change programme?			
Do you ensure that employees understand the likely impact of change on their job?			
Are special arrangements made to support staff through the change process?			
Is the change process communicated to staff?			

If you have answered NO to any of the questions above, some possible SOLUTIONS to consider for each of the issues (Demands, Control, Support, Relationships, Role and Change) are available from this link –

[http://www.docs.csg.ed.ac.uk/Safety/ra/stress\\_managers\\_solutions.pdf](http://www.docs.csg.ed.ac.uk/Safety/ra/stress_managers_solutions.pdf)