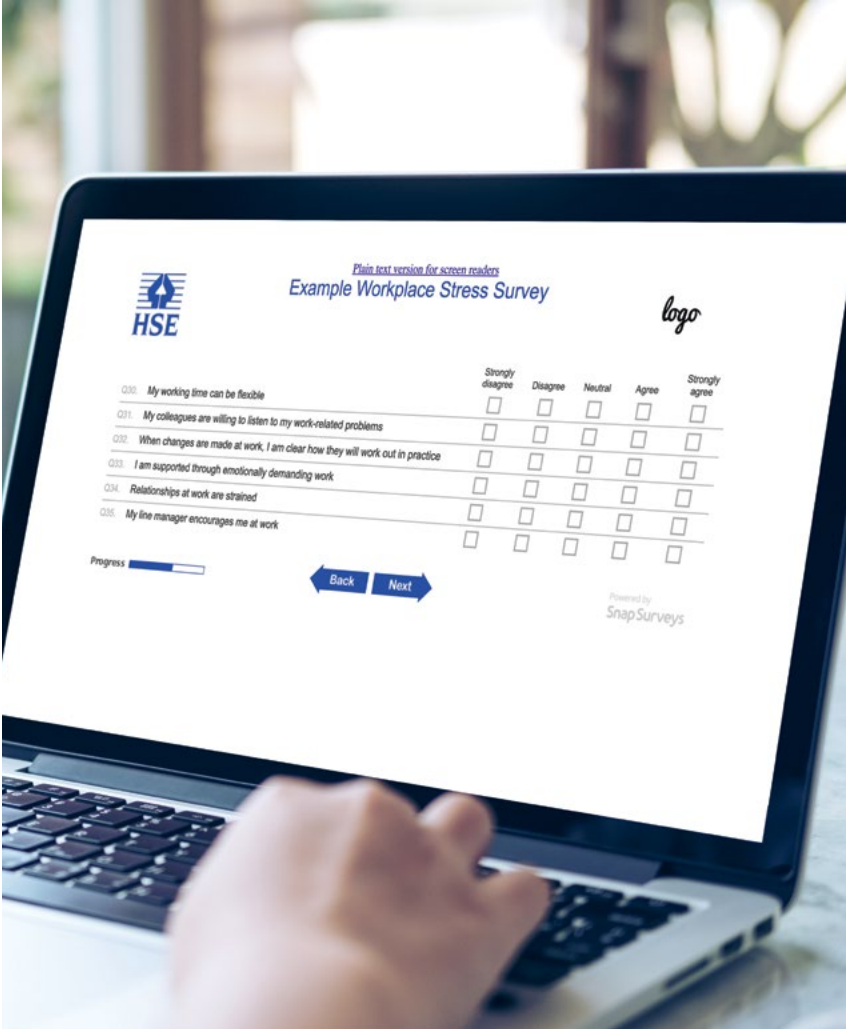# PUBLICATIONS AND PRODUCTS FROM HSE

Managing work-related stress

Solutions that can help you to manage work-related stress and protect your workers.

Contents

Introduction: What is stress?

HSE defines stress as 'the adverse reaction people have to excessive pressures or other types of demand placed on them'.

Employees feel stress when they can't cope with pressures and other issues. Employers should match demands to employees' skills and knowledge. For example, employees can get stressed if they feel they don't have the skills or time to meet tight deadlines. Providing planning, training and support can reduce pressure and bring stress levels down.

Stress affects people differently – what stresses one person may not affect another. Factors like skills and experience, age or disability may all affect whether an employee can cope.
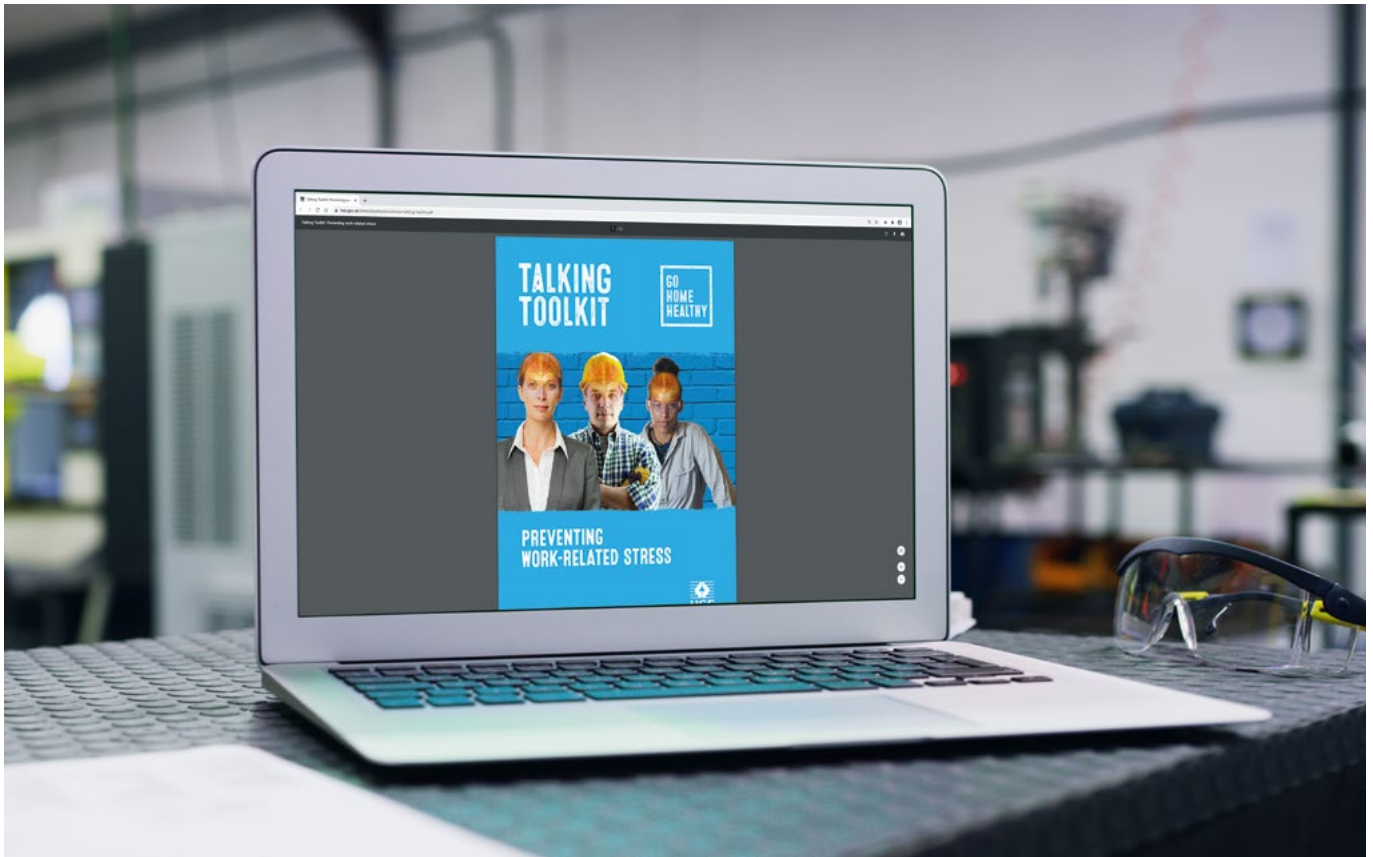
There are six main areas of work design which can affect stress levels. You should manage these properly. They are:

- demands
- control
- support
- relationships
- role
- change

Employers should assess the risks in these areas to manage stress in the workplace. HSE's guidance around managing this issue, can be found throughout this publication.

Talking Toolkit

The Talking Toolkit provides help for line managers to have simple, practical conversations with employees which can help prevent stress.

Starting the conversation is an important first step towards preventing work-related stress and developing the actions and stress risk assessment employers need to comply with the law.

The Talking Toolkit should not be used in isolation as an employer's only response if there is an existing problem with work-related stress in the organisation. It can be provided to line managers to help them start to have simple, practical conversations with employees.

The toolkit has six templates for six different conversations. Each of these has a different theme designed to get line managers and employees talking about issues which may be causing work-related stress or issues which could have the potential to become future causes if not managed properly.

Visit: www.hse.gov.uk/stress/

NEW Official HSE Health and Safety App
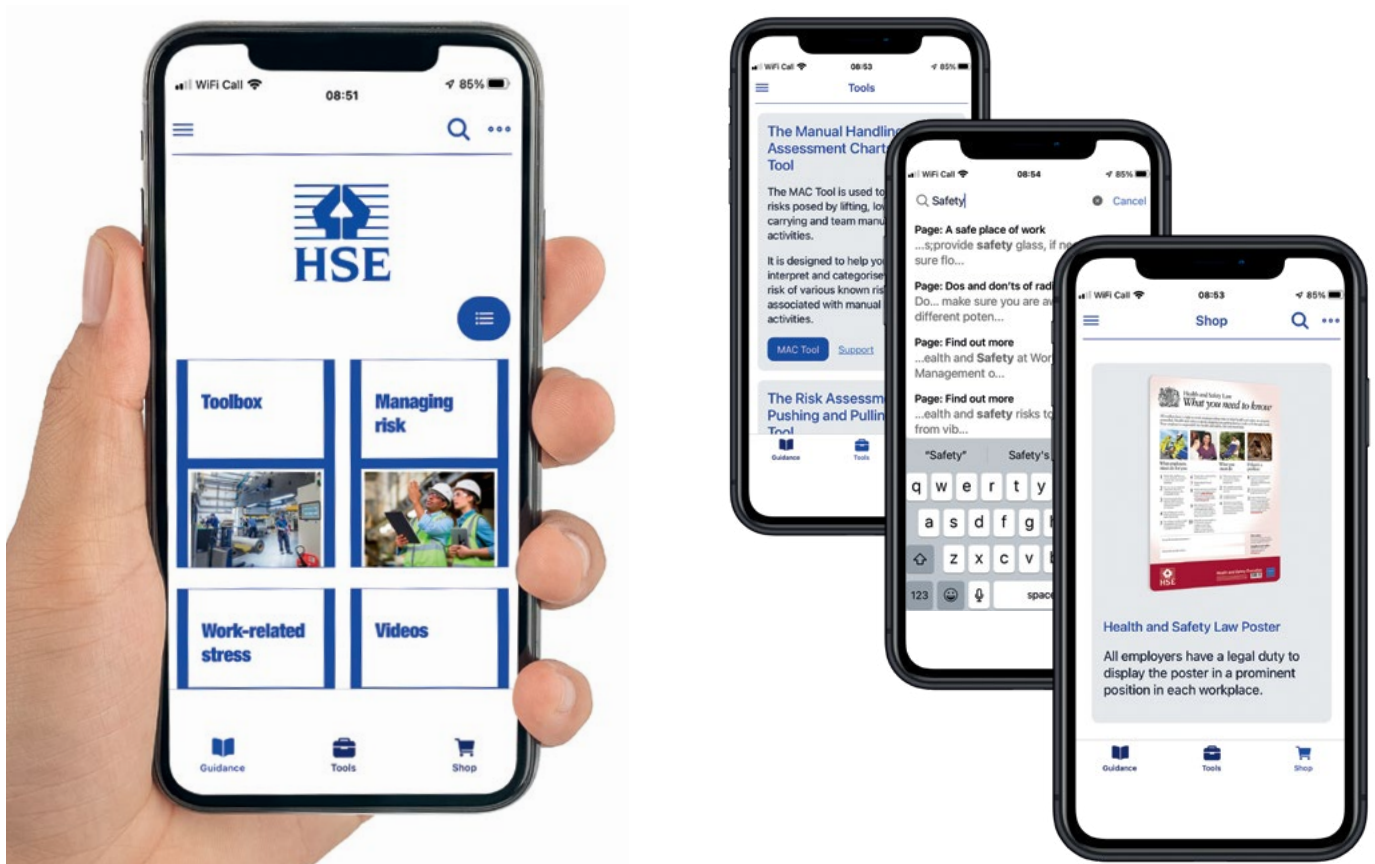
The HSE small business app has been designed to help people better understand the law, their health and safety rights, and their responsibilities.

The Health and Safety Executive (HSE) is Britain's national regulator for workplace health and safety. We are dedicated to protecting people and places, and helping everyone lead safer and healthier lives. Ensuring that guidance is available and accessible in a variety of formats is central to achieving this objective.

It contains a dedicated section on work-related stress and includes a condensed version of HSE's stress management standards approach. This comprises a step by step guide to managing work-related stress for:

- Small organisations (up to 50 employees)
- Medium-size organisations (51-250 employees)
- Medium-size organisations, with multiple sites

The HSE app is now available to download from the Apple iOS store and the Google Play Store.

Tackling Stress Workbook

Tackling work-related stress using the management standards approach workbook will help your organisation meet its legal duty to assess the risks to its employees from work-related stress and gives advice and practical guidance on how to manage work-related stress.

It promotes the Management Standards approach to tackling work-related stress – a systematic approach to implementing an organisational procedure for managing work-related stress. It uses a clear step-by-step method which includes checklists to help you make sure you have completed a stage before you move to the next step. HSE's stress webpages support the workbook with other guidance and tools.

The workbook will also be useful to organisations choosing to use an alternative approach and provides advice on ensuring their approach is suitably equivalent – many of the practical solutions may also be applicable.

Find out more:

**Visit: books.hse.gov.uk/Work-Related-Stress**

Stress Indicator Tool
Free and Premium

The Stress Indicator Tool has been developed to accurately measure and determine the attitudes and perceptions of employees towards work-related stress.

It is an online 35-question survey designed to gather data anonymously from employees, which can be used in the risk assessment element of HSE's Management Standards approach. Obtaining and understanding this data helps identify areas to improve to prevent and manage work-related stress.

The report is automated, so you don't have to spend time collating data or inputting the results manually. This helps avoid data-entry errors, making the information collected more accurate and reliable. The report then summarises the views and experiences of employees and provides recommendations for future improvements.
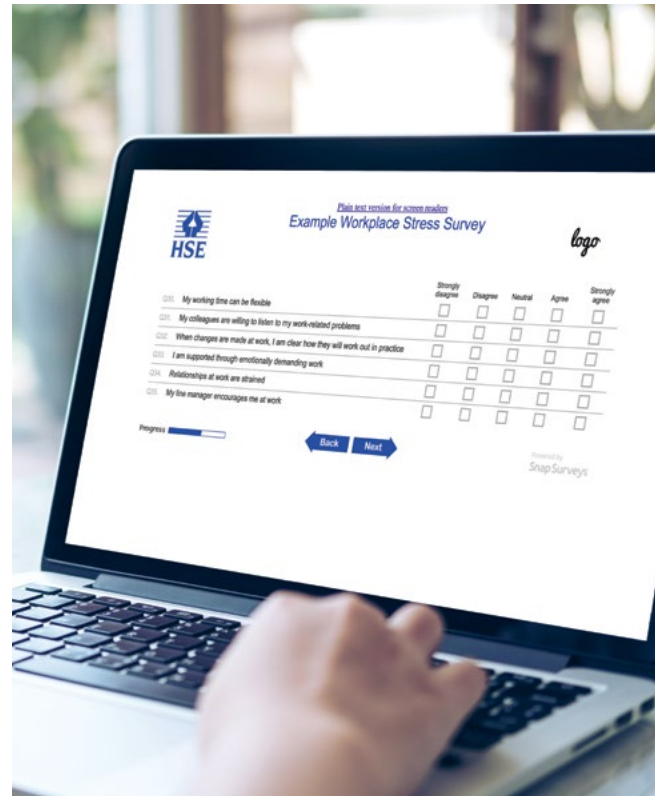
The tool is available either for free or as an enhanced premium version. The table below provides an outline of the differences between the two options:

Stress Indicator Tool	Free	Premium
GDPR Compliant	Yes	Yes
Fully Secure ISO27001 (data stored in the UK)	Yes	Yes
Survey		
Fully Accessible version	Yes	Yes
Suggested control measures based on scores	Yes	Yes
Survey mobile compatible via browser	Yes	Yes
Survey via mobile app (offline mode)	-	Yes
Organisational set demographics	Yes	Yes
Personalisation including company logo	Yes	Yes
Total number of respondents	50	Licence size
Administration portal		
Set up multiple assessments	-	Yes
Set up organisational demographics	Yes	Yes
Shared and linked accounts	-	Yes
Ability to download raw data	-	Yes
Auto report		
Auto report with priority/focus areas	Yes	Yes
Ability to filter auto reports by demographics	-	Yes
Ability to download and share auto reports	Yes	Yes

Visit: books.hse.gov.uk/Stress-Indicator-Tool

Home and Hybrid Working Tool

A diagnostic tool designed to be used as part of the approach to assessing stress, anxiety, and depression among workers who work partly or fully from home.

Developed in conjunction with the University of Hull, an additional question-set is used alongside the Stress Indicator Tool (SIT) to take into account changes in working practices, including technological advancements that have affected the way we work.

It was developed based on qualitative research with nearly 300 hybrid workers from four public sector organisations, and further tested with data from over 3,000 public sector workers in various roles and work environments.

The tool has been found to have good reliability and validity, and benchmarks have been established from the public sector sample. Future updates will include benchmarks from the private sector.

Outcomes

- **Identify what factors are affecting these types of workers:**
  - **Demands** - workload, work patterns and the work environment.
  - **Control** - how much say the person has in the way they do their work.
  - **Peer Support** - encouragement, sponsorship and resources provided by colleagues.
  - **Management Support** - encouragement, sponsorship and resources provided by the organisation and line management.
  - **Relationships** - positive working to avoid conflict and dealing with unacceptable behaviour.
  - **Change** - how organisational change (large or small) is managed and communicated in the organisation.
  - **Work/Home Interface** - explore risks associated with balancing work and home when working remotely.
  - **Monitoring** - explore concerns about being closely monitored.
- **Analyse results based on the proportion of working time from home.**

Note: there have been no changes to the original Stress Indicator Tool (SIT). The purpose of the additional question set is to explore stress risks that are of most relevance in the context of modern working practices, and to understand how these might be related to mental health outcomes.

Visit: books.hse.gov.uk/Stress-Indicator-Tool

Stress Awareness Posters

The official HSE stress awareness posters are a great way at communicating key messages and raising awareness within your organisation.

Each set of posters is unique in design and style of messaging, offering employers a choice for their staff.

The messages include:

- Struggling to cope with workload?
- Do you need more training to get your job done?
- Need more support to get your job done?
- Problems within the team?
- Lack of control over your job?
- Is change managed well in the organisation?

Health and Safety at Work Stress, Anxiety and Depression Statistics A3 Poster
9780717667239 | £8.33 (£10.00 inc. VAT)

Workplace A3 stress posters illustration version
9780717667178 | Pack of 6 | £20.84 (£25 inc VAT)

Workplace A3 stress posters photographic version
9780717667185 | Pack of 6 | £20.84 (£25 inc VAT)

Workplace stress posters infographic version
9780717667192 | Pack of 2 | £15.63 (£18.75 inc VAT)

Purchase these posters at: books.hse.gov.uk/Work-Related-Stress

Healthy Deal Playing Cards

Healthy Deal is a set of playing cards that can be used to raise awareness about the 'health' in 'health and safety'. Each card contains useful information and questions about health risk management and prompts discussion about how your organisation approaches it.

Healthy Deal is designed to be used by health and safety, occupational health and HR professionals with their leaders, managers and supervisors to raise the profile of health risk management to give it equal priority alongside safety.

Evidence shows that taking an approach to worker protection that integrates employee health and wellbeing alongside safety offers the greatest benefits both to the individual and to the organisation.

9780717666928
Healthy Deal | 1 Pack | £16.67 (£20.00 inc VAT)
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Healthy Deal | 10 Packs | £108.33 (£130.00 inc VAT)

Bigger A5 version available
9780717667017
Healthy Deal | 1 Pack | £23.33 (£28.00 inc VAT)

Visit: books.hse.gov.uk/Playing-Cards

Managing work-related stress

Training, Events and Consultancy

HSE regularly host Training and Events that bring Work-related Stress practical advice and guidance to life. Our training is built around current real-world expertise and is delivered by scientists and health and safety experts who work in research and investigations for the benefit of industry and government.

HSE Consultancy

HSE offer consultancy activities that help organisations to deliver measurable health improvements. We help to teach you the skills and techniques you need to maintain a healthy, well and productive workforce.

Visit: solutions.hse.gov.uk/

This 2023 guidance catalogue replaces all earlier editions.
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