• Absenteeism
• Presenteeism
  o Reduced job satisfaction and motivation
  o Poorer performance and productivity
  o Accidents and near-misses
• Labour costs (replacements, hiring, training)
• Employee compensation claims

Is stress always a bad thing?

Personal Coping strategies
• Developing self-awareness of stress
• Managing your lifestyle
• Time management
• Being more assertive
• Relaxation/meditation
• Sleep patterns

Organisational Interventions
• Primary – The work environment
  o targeted at problems faced by many employees, risk assessment to identify causes, increase input in decision-making and control over workload
  o very successful in reducing stress and positive effects for organisational outcomes (absence, turnover, commitment, performance)
  o must take individual differences into consideration
  o redesigning tasks, changing work patterns, career development, providing feedback or support, fairer procedures)

• Secondary – How the worker copes with the work environment