

- Absenteeism
- Presenteeism
  - Reduced job satisfaction and motivation
  - Poorer performance and productivity
  - 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 | • Diet                      |
| • Managing your lifestyle             | • Managing Type A behaviour |
| • Time management                     | • Self-coping methods       |
| • Being more assertive                | • Social support            |
| • Relaxation/meditation               | • Counselling               |
| • Sleep patterns                      | • Physical fitness/exercise |

### Organisational Interventions

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