



**Action required with review dates**

**Additional Comments (if appropriate):**

**Employee Comments:**

**Line Manager Comments:**

**Signed: ..... Date for Review: .....**  
**(Head of Department or designated nominee)**

**Copy to the employee**

**Information be held confidentially and in line with Data Protection Act (1998)**

## **Guidance on Record of Discussion: Work Related Stress**

### **Introduction**

This guidance is intended to assist managers who are completing the Record of Discussion: Work Related Stress for a member of staff who believes they are suffering from work related stress. It is designed to assess the impact of work on an individual. It is not intended that this tool replaces an informal management approach for dealing with day to day work place pressures that arise, or for non work related stress issues.

The Record of Discussion: Work Related Stress should be completed when;

- an employee advises the manager they are suffering from work related stress that is affecting their health or wellbeing
- an employee is returning to work following absence due to work related stress
- a manager has concerns that an employee is displaying signs of work related stress and/or has been advised by Human Resources/ Occupational Health to undertake an assessment.

### **Aims**

- To promote an active discussion and working partnership to reduce stress
- To provide a structure to address work related stress
- To assess the impact of work on the individual
- To identify practical improvements that can be made
- To provide a written record

Please note that the Data Protection Act 1998 requires the University (i.e. HOD or designated nominee) to inform the specific staff member that the data on this form may be used for improving the management of health and safety in the University and in accordance with legislative requirements.

### **Procedure**

The discussion should be conducted in private. The employee should be advised of the confidential nature of the discussion but also made aware that if operational change is required there may need to be some level of engagement/discussion with other colleagues.

The process considers the 6 key areas of work that have been identified by the Health and Safety Executive as being causative in work related stress – demands, control, support, relationships, role and change. It also offers scope for the employee to discuss any other work factors they consider relevant and also gives consideration to non work related factors. The manager should be familiar with the HSE Management Standards approach and the standards to be achieved to reduce the risk of stress. <http://www.hse.gov.uk/pubns/indg430.pdf> (pages 7-9)

Where concerns are raised in any of the key areas of the assessment, the following should be recorded:

- Issues, comments or concerns raised by the employee
- The manager's assessment of the concerns within the context of operations, colleagues, policies, procedures or other relevant factors
- Actions taken (if any), potential impact and justification for action
- A follow up review to monitor effectiveness of actions and outcomes.

Some examples of actions that can be taken

DEMANDS	CONTROL
Temporary/ partial removal of tasks Reallocation of task Further training to update skills Phased return to work Change of role Review of targets Extend deadline of a delegated project/task Change job design	Ask for opinion on job design What do they think would help them Allow them to influence own deadlines Allow them to influence when to take breaks Further development of skills Set own priorities where appropriate for the job role
SUPPORT	RELATIONSHIPS
Further training extra resource (permanent or temporary) invest in equipment and/or technology mentoring clarify supportive role of line manager	Reorganise teams Team building events Training in self awareness/ assertiveness/ difficult behaviour conflict resolution support mediation deal with unacceptable behaviour
ROLE	CHANGE
Revisit job description Give clarity Set targets/objectives Reduce conflicting roles	Effective communication Team meetings Timely information Consult on proposed changes Aware of timetable for change Training to support changes in role
OTHER FACTORS	NON WORK RELATED
As considered appropriate in response to issue highlighted	Advise Employee Counselling Service/ GP

All employees who feel that their health has been affected by work should be advised to consult their General Practitioner and be made aware of the availability of the Employee Counselling Service and Helpline ( [www.empcs.org.uk](http://www.empcs.org.uk)). Further advice can be sought from Human Resources or Occupational Health.