

Addressing Psychosocial Problems at Work

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Addressing Psychosocial Problems at Work

An ILO Educational Approach to Formulate
a Comprehensive Policy and Actions at
Work to Address These Problems

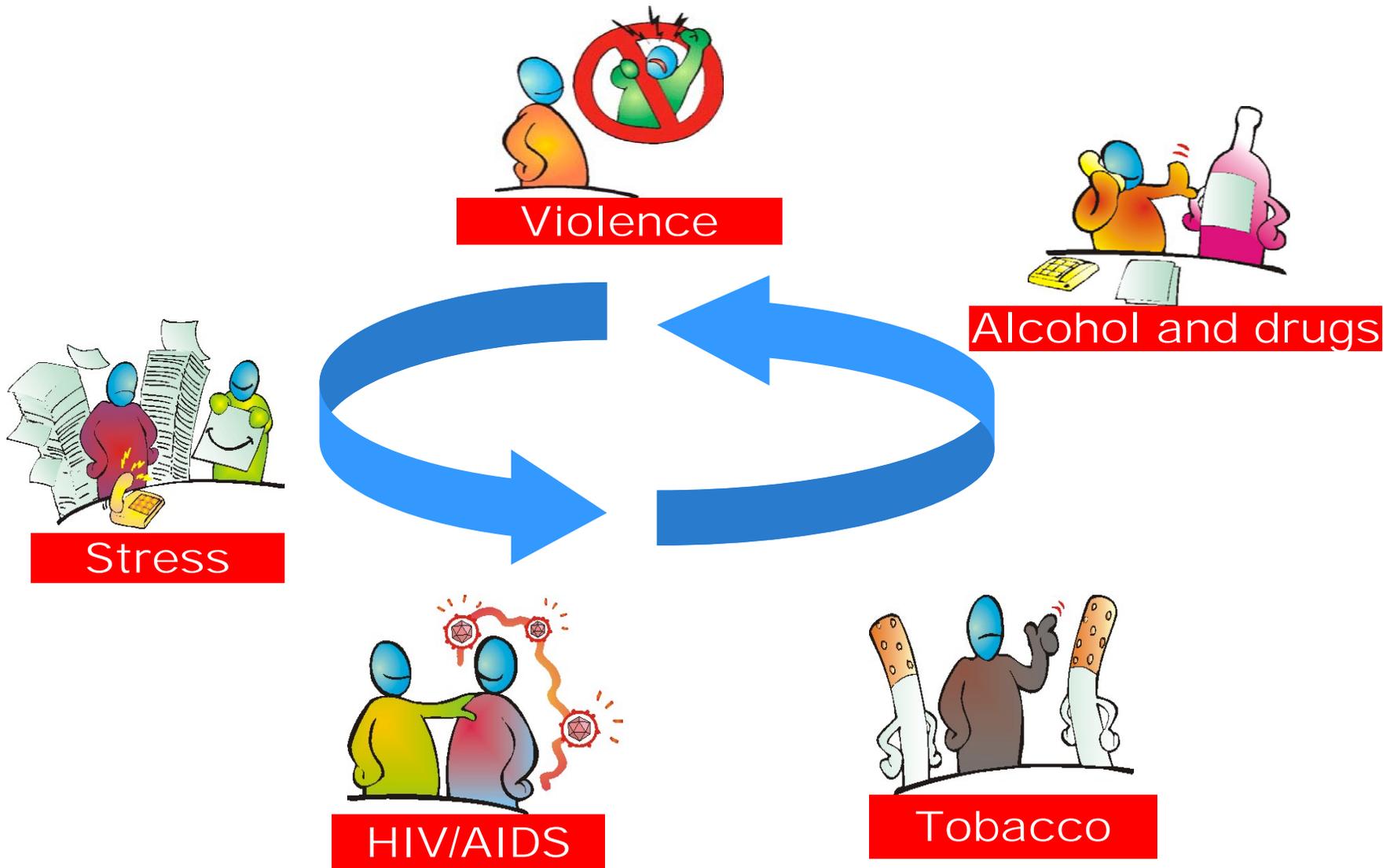


Examples of the Scope of the Problem



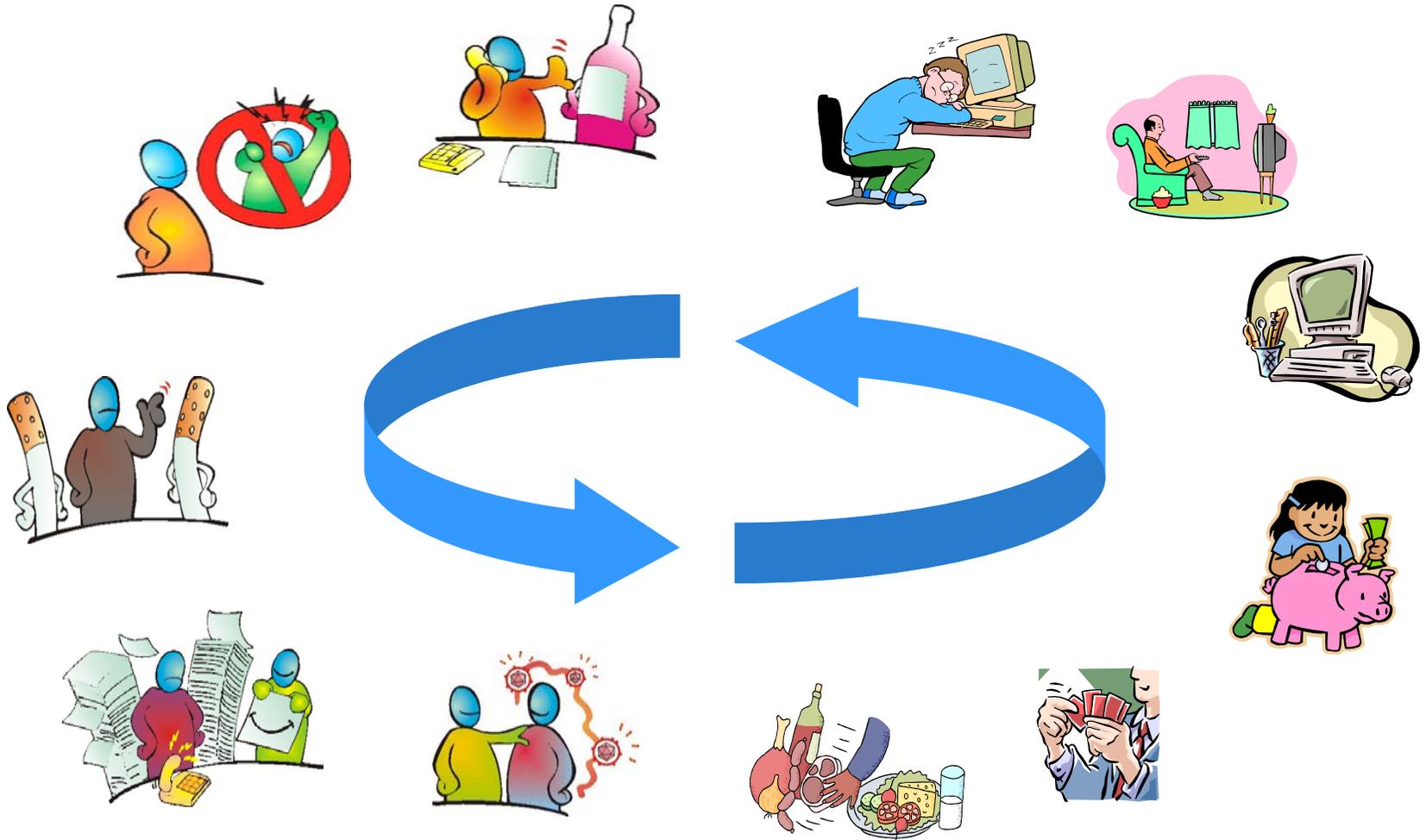
-  In Canada, **50%** of workers suffer from a **high level of stress** (1999, Public Health Canada).
-  In Europe, **23%** of workers reported **overall fatigue** (2000, European Survey on Working Conditions).
-  In a US study, **32%** of 586 nurses identified themselves as **victims of workplace violence** (Colorado Nurses Assn, 1997).
-  In a study of 954 New South Wales police personnel in Australia, **20%** would seek advice from work-place staff about **alcohol** (1999).

The Problem



Stress
Tobacco **O**
Alcohol **L** & Drugs
HIV/AIDS
Violence **E**

Expanding SOLVE



The Top Ten Health Hazards Worldwide

(in terms of how much death and disease they cause / in order of danger)

-  Underweight
-  Unsafe sex
-  High blood pressure
-  Tobacco
-  Alcohol
-  Contaminated water
-  Sanitation and hygiene
-  Iron deficiency
-  Indoor pollution
-  High cholesterol and obesity

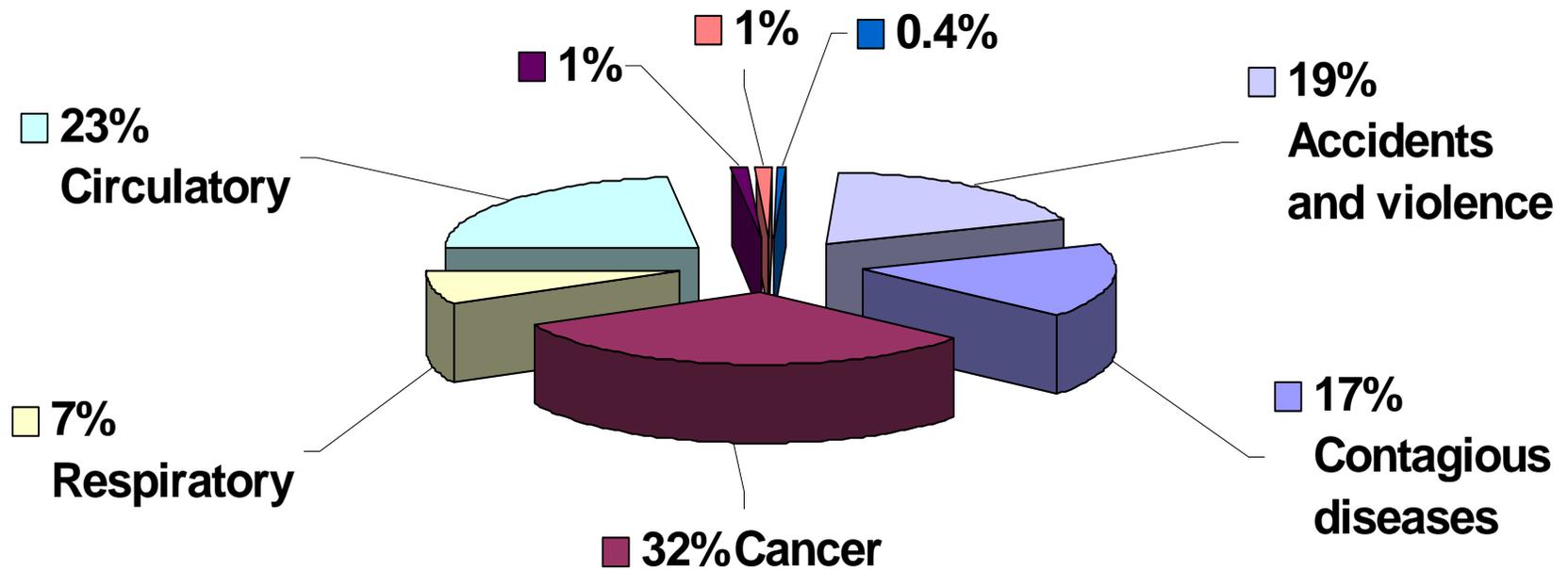
WHO World Health Report 2002



What SOLVE Addresses of the Top Ten Health Hazards

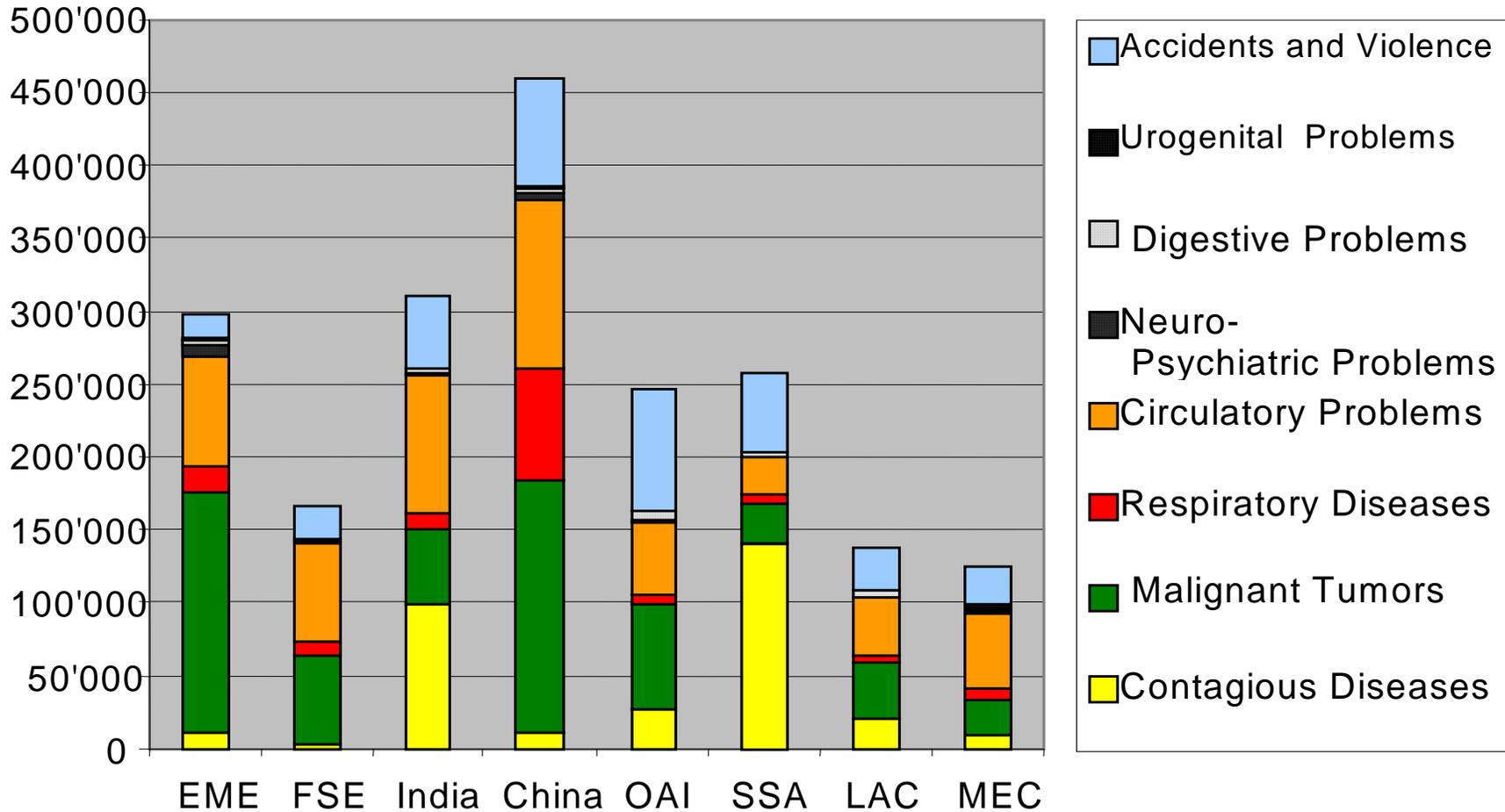
-  **Underweight**
-  **Unsafe sex**
-  **High blood pressure**
-  **Tobacco**
-  **Alcohol**
-  **Contaminated water**
-  **Sanitation and hygiene**
-  **Iron deficiency**
-  **Indoor pollution**
-  **High cholesterol and obesity**

Fatalities Attributed to Work

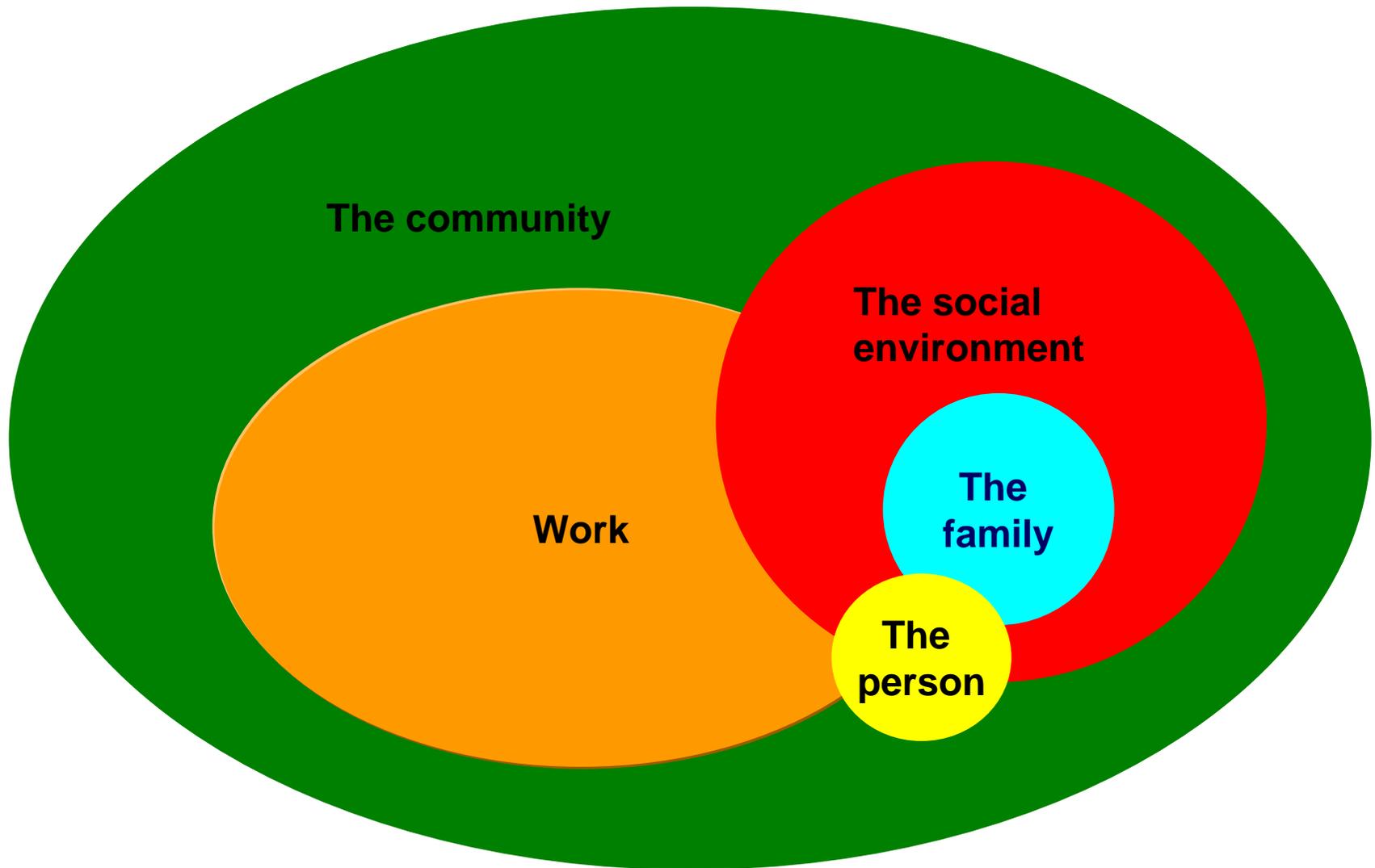


- | | | |
|------------------------|-------------------------|--------------------|
| Contagious diseases | Cancer | Respiratory system |
| Cardio-vascular system | Psychological disorders | Digestive system |
| Uro-genital system | Accidents and violence | |

Occupational Fatalities



Factors Influencing Psychosocial Issues



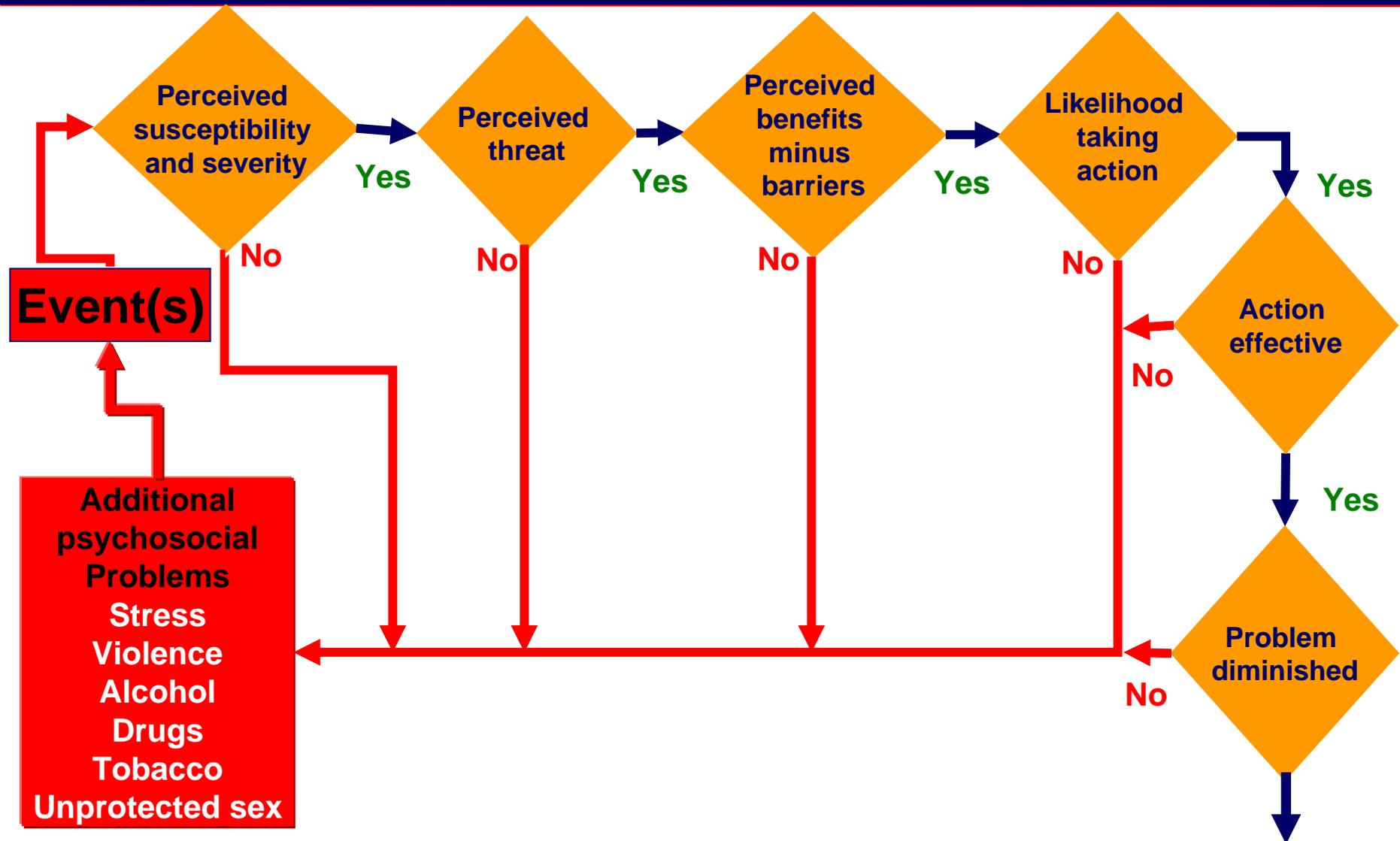
Focus on the Individual

For the worker:

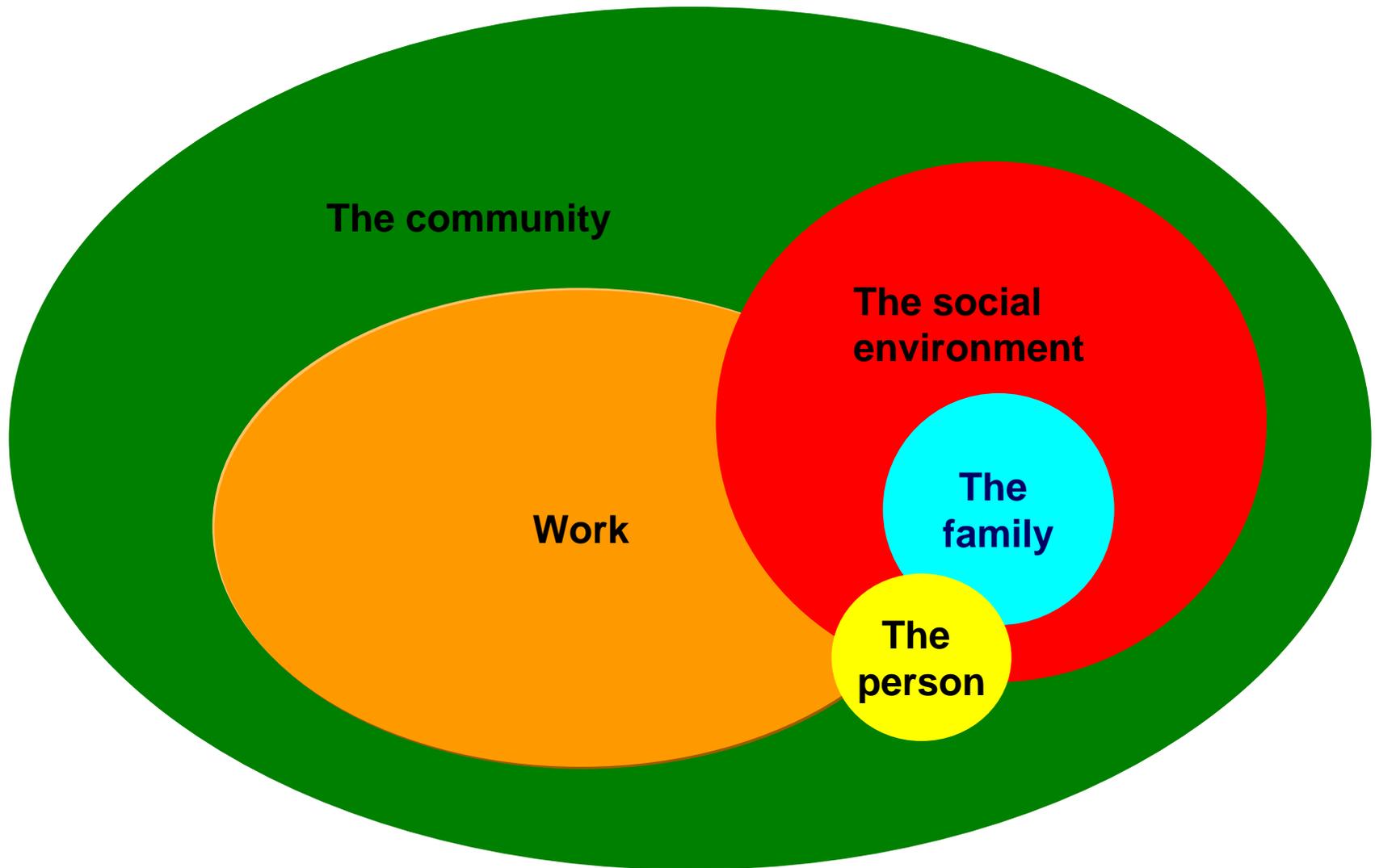
Stress
Tobacco **O**
Alcohol **L** & Drugs
HIV **V**/AIDS
Violence **E**

- higher risk of accident
- increased family or social problems
- stigmatization and discrimination
- deteriorating health
- physical or psychological illness
- pain, distress, disability and death

The Health Belief Model (Modified)



Factors Influencing Psychosocial Issues



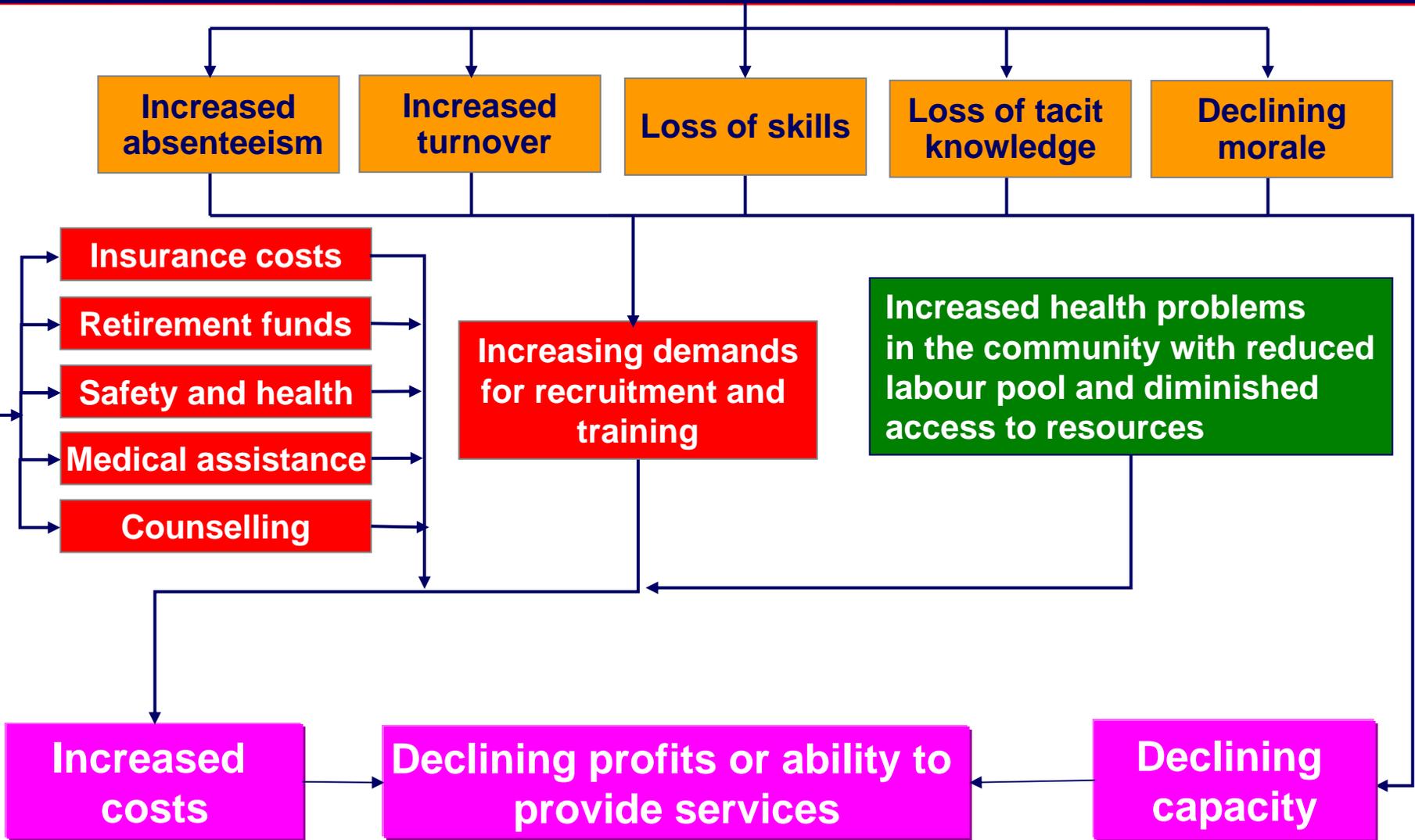
Focus on the Workplace

For the enterprise or organization:

Stress
Tobacco **O**
Alcohol **L** & Drugs
HIV **V**/AIDS
Violence **E**

- poor morale
- increased absenteeism, presenteeism, turnover
- reduced productivity
- reduced profits or services
- higher costs
- reduced competitiveness

The Impact of Psychosocial Problems at Work



The Costs of Psychosocial Problems at Work

A database with **2,000,000 subjects** was created to study the costs of health risk factors. The following were included:

-  Australian Health Management Group
-  Bank One
-  Detroit Diesel
-  Genesis Health System
-  Honeywell General Electric
-  The Progressive Corporation
-  Steelcase
-  Xerox
-  United Autoworkers General Motors (UAW-GM)

Study by the Health Management Resource Center of the University of Michigan



The Costs of Psychosocial Problems at Work

There is a clear relationship between health risk factors and health care costs

 **Reduction** of one worker health risk factor = **\$150 reduction** in health care costs per worker

 **Increase** of one worker health risk factor = **\$350 increase** in health care costs per worker

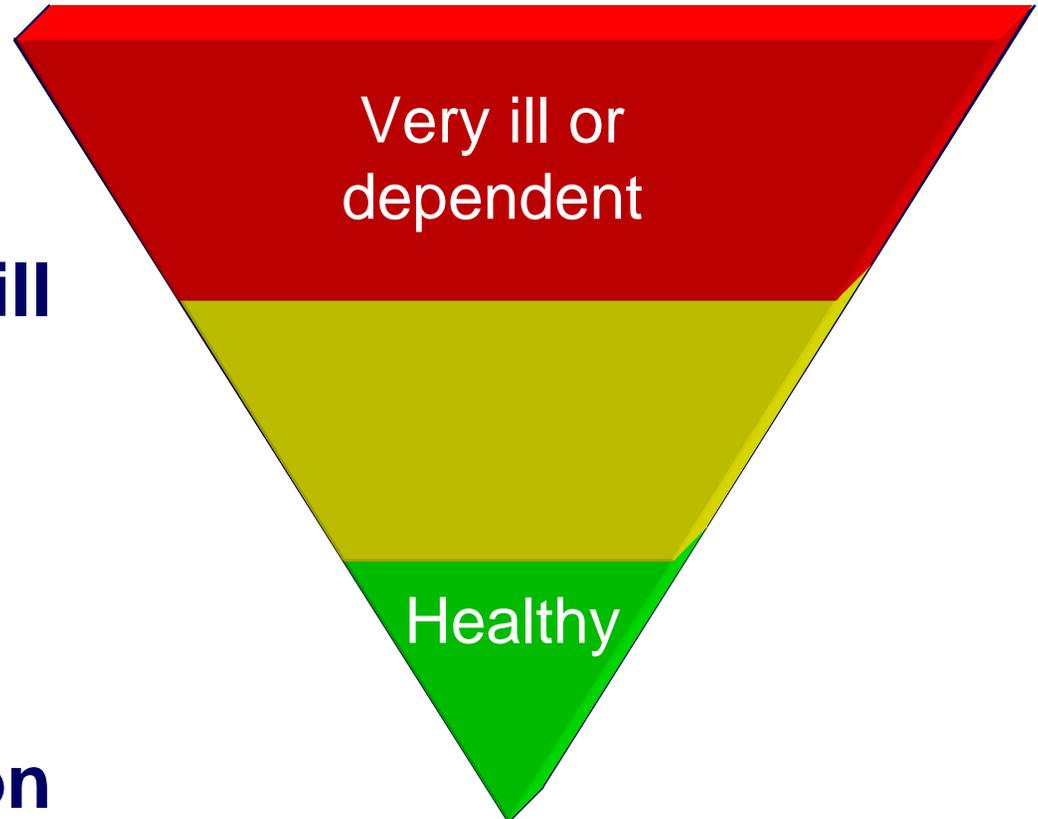
 Therefore the cost associated with an increase in health risk factors **is more than twice the amount** saved by the reduction of risk factors.

*Study by the Health Management Resource Center of the University of Michigan
(Edington. D.W., (2001) American Journal of Health Promotion)*

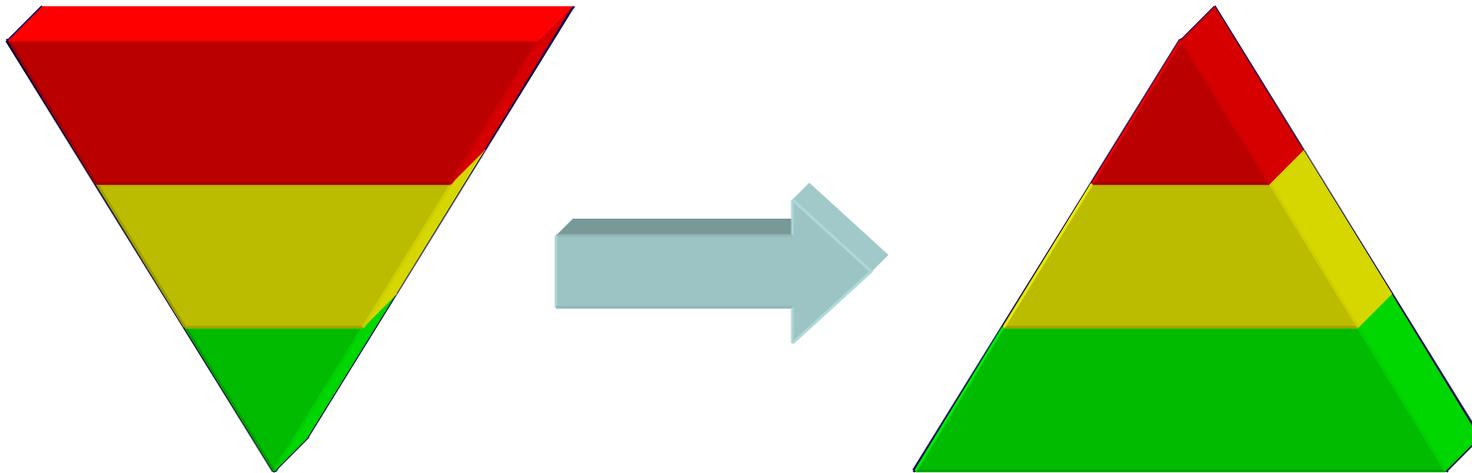


The Traditional Approach

- **Most resources focus on the treatment of very ill or dependent worker**
- **Few if any resources go towards prevention**



Paradigm Shift



- The focus of our efforts needs to be on preventing healthy workers from becoming ill.
- Therefore the paradigm shift is **from treatment to prevention**

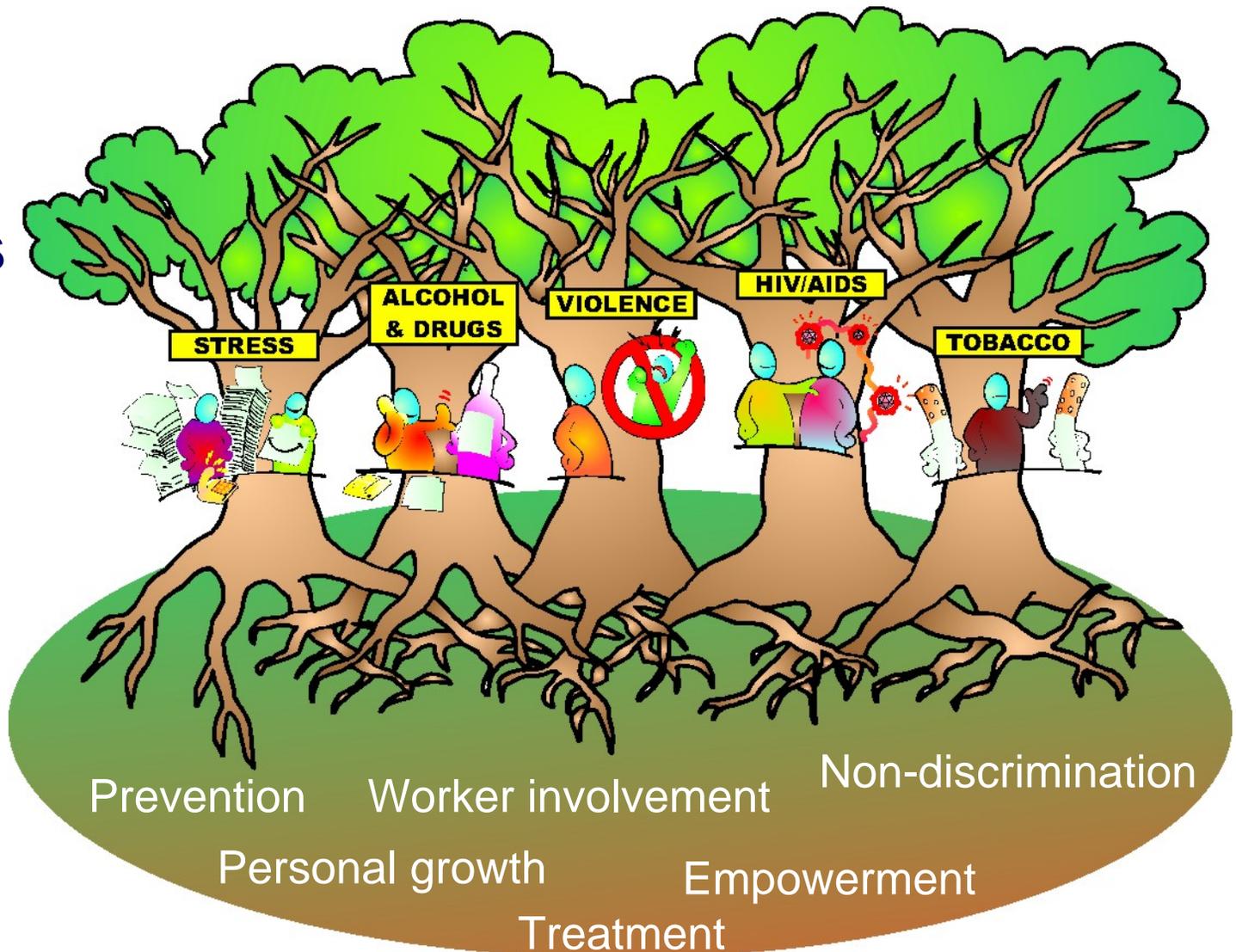
The Goal of SOLVE

*Integration of the psychosocial issues of stress, alcohol and drugs, violence, HIV-AIDS and tobacco into a **comprehensive organizational policy** and development of **action based on the policy***

Stress
Tobacco
Alcohol & Drugs
HIV/AIDS
Violence

The SOLVE Policy Concept

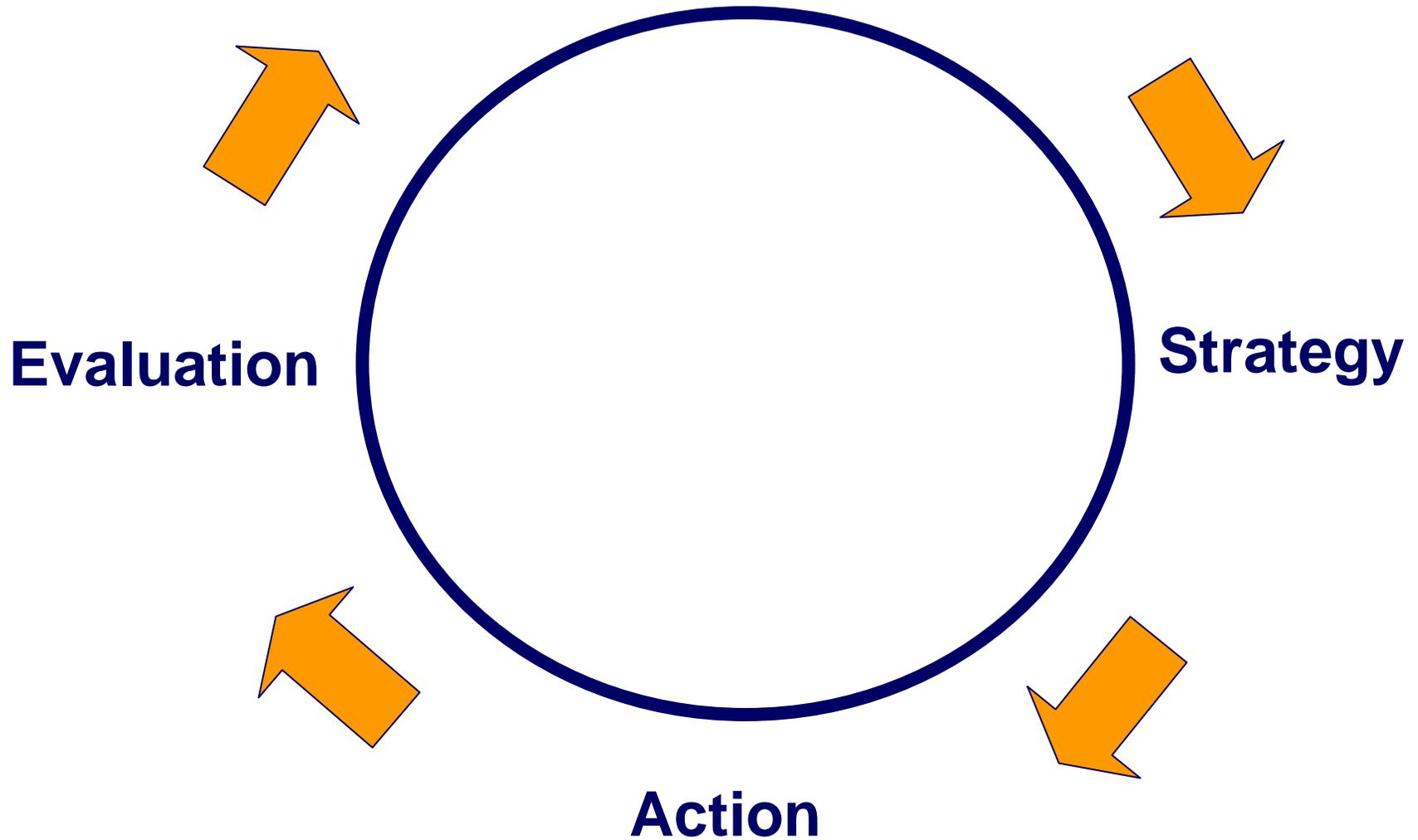
Strategies



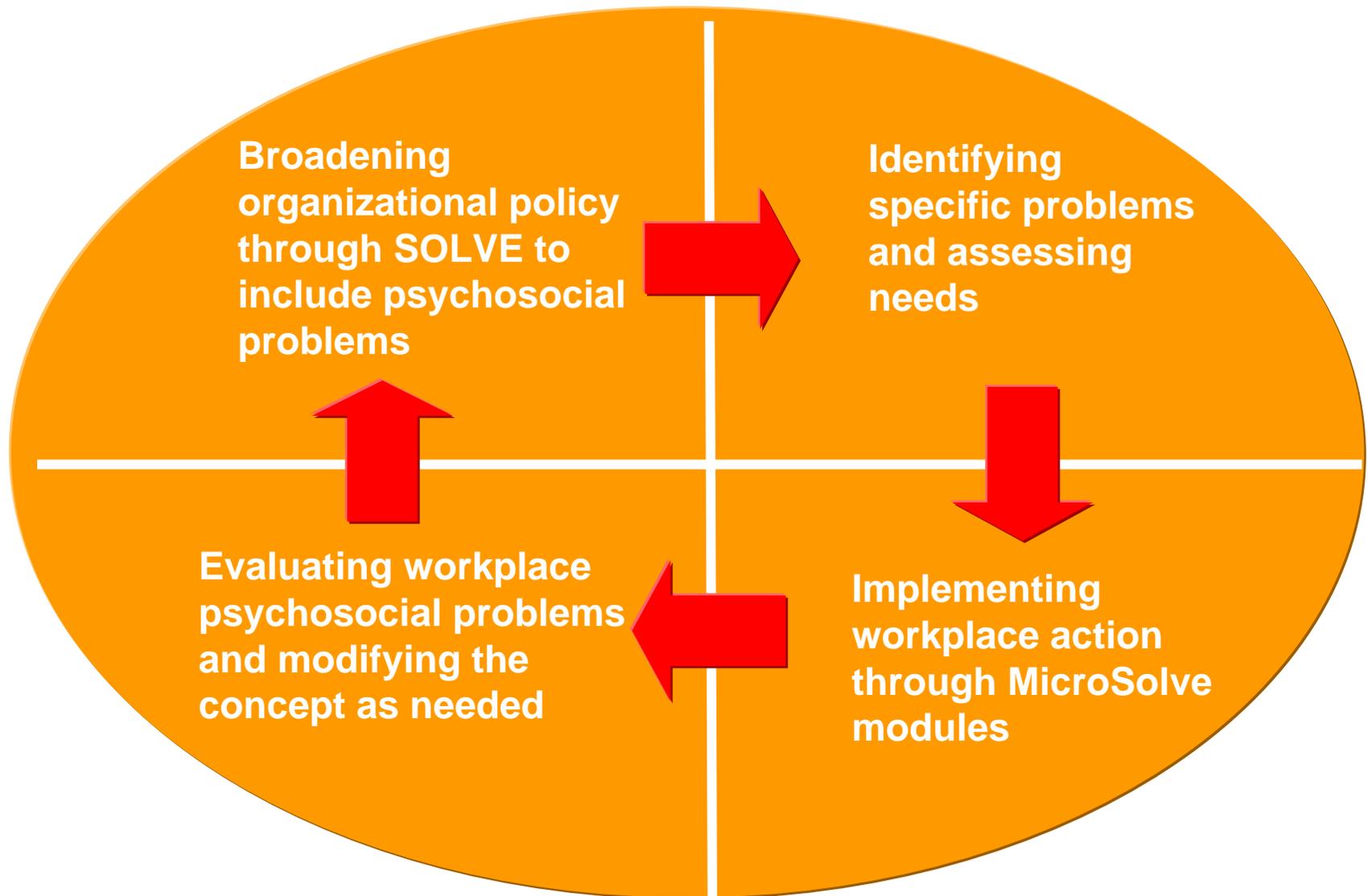
Policy



Concept / Knowledge



The SOLVE Cycle



The SOLVE Programme

The SOLVE methodology moves from concept to policy to action



- Briefing package for managing directors **2 hours**
 - The SOLVE policy-level course **4 days**
 - **SOLVE for mid-level managers** **3 days**
 - **Course for staff-union counsellors** **3 days**
 - SOLVE for course directors **3 days**
-
- **An introduction to SOLVE for workers** **1 hour**
 - **MicroSOLVEs (22)** **1.5 hours**

What is SOLVE for Managing Directors?

A two-hour programme for top managers which:

- Introduces the integrated approach
- Demonstrates the impact of psychosocial issues on
 - corporate survivability, and
 - communities, families, workers and workplaces
- Is highly interactive:
 - case study discussions
 - mathematical cost analysis



A Look at Some Figures

Average worker takes **7 days** of sick leave **per year**

- Sample enterprise 100 workers
- **10 drink regularly**
 - **30 smoke**
 - **10 have been victims of psychological or physical violence**

According to the scientific literature:

- People addicted to alcohol take **7 times** the sick leave as others
- Smokers take an average of **3 additional** sick leave days per year
- Victims of physical or psychological violence take an average of **7 additional** sick days per year.



What is the Policy-Level SOLVE Course?

A 32-hour interactive programme for operational managers



- Provides tools to design a corporate policy including psychosocial problems
- Demonstrates the impact on workers' families and communities
- Highly interactive:
 - case study analysis
 - simulation exercises and
 - policy development activities

Addressing Psychosocial Problems at Work

Traditional Subjects

Stress
Tobacco **O**
Alcohol **L** & Drugs
HIV **V**/AIDS
Violence **E**

 Introduction
 Managing psychosocial
problems at work
 Stress
 Alcohol and drugs
 Violence
 HIV
 Tobacco

The Policy-Level SOLVE Course

| | Day 1 | Day 2 | Day 3 | Day 4 |
|-------------|------------------------------|-------------------------------|------------------------|-------------------------|
| 09h00-09h30 | Introduction and formalities | Understanding stress | Introduction violence | Introduction tobacco |
| 10h00-10h30 | | Stress Simulation 2 | Understanding violence | Understanding tobacco |
| 11h00-11h30 | Introduction PowerPoint | | | Tobacco Simulation 6 |
| 11h30-12h30 | Management part I | Introduction Alcohol & Drugs | Violence Simulation 4 | Policy presentation |
| 14h00-14h30 | | Understanding Alcohol & Drugs | Introduction AIDS | Case presentation |
| 14h30-15h00 | Simulation I | | | Case workshop |
| 15h00-15h30 | | Alcohol & Drugs Simulation 3 | Understanding AIDS | Case reconciliation |
| 16h00-16h30 | | | | Action planning |
| 16h00-17h30 | Introduction stress | | AIDS Simulation 5 | Summary and conclusions |



Addressing Psychosocial Problems at Work

New subjects (2005)

Stress
Tobacco **O**
Alcohol **L** & Drugs
HIV **V**/AIDS
Violence **E**

 Inadequate nutrition
 Lack of regular exercise
 Sleep deprivation
 Gambling
 Cyber addiction
 Economic stressors

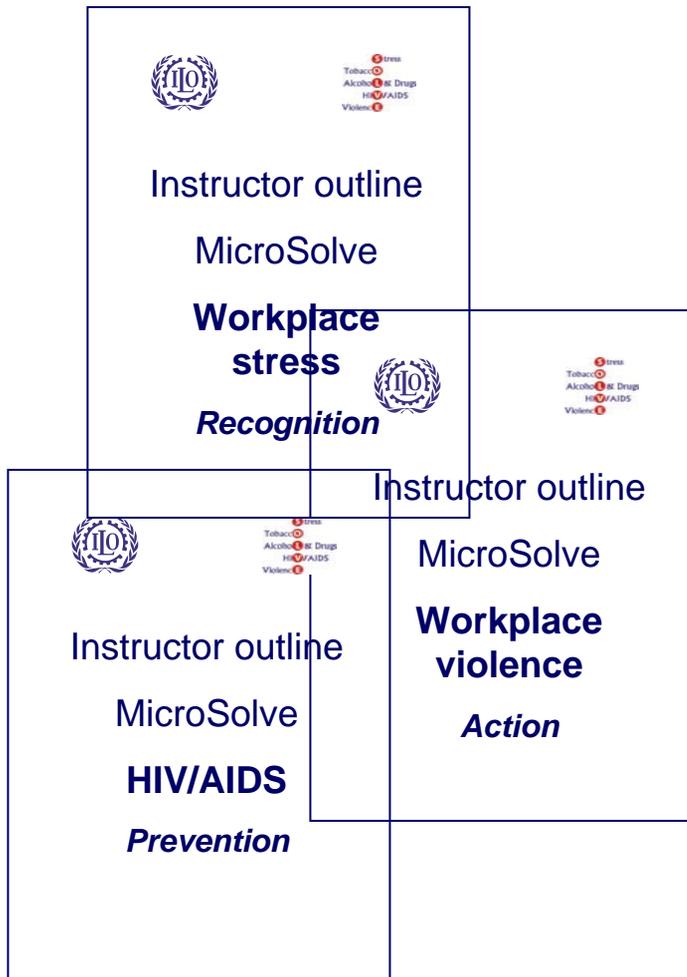
What is SOLVE for Workers ?

A one-hour course for workers, workers' representatives and supervisors



- Demonstrates how multiple psychosocial problems can impact the worker at work, during leisure activities and at home.
- Can familiarise workers with corporate policy
- Uses exercises, group discussion and individual action planning to achieve its objective

What is MicroSOLVE?



 Action-based follow-up to SOLVE

 Targeted at workers and supervisors

 Each MicroSOLVE addresses one psychosocial issue

 Each issue is broken down into modules on

 recognising the problem

 dealing with the problem

 preventing the problem

Methodology

Each of the four SOLVE activities...

ATTITUDE

KNOWLEDGE

APPLICATION



- Builds an open attitude towards the subject
- Builds a sufficient knowledge base so that the participant can apply knowledge learnt
- Applies the new knowledge through simulation exercises

SOLVE Evaluation

Currently four mechanisms

- Questionnaire: attitudes, knowledge, perception and beliefs
- Pre-test / Post-test
- Qualitative evaluation by participants
- Three month post-course report on action plan

Fifth mechanism foreseen for next year

- Impact on absenteeism, turnover and productivity



SOLVE Selected Feedback

Improvements

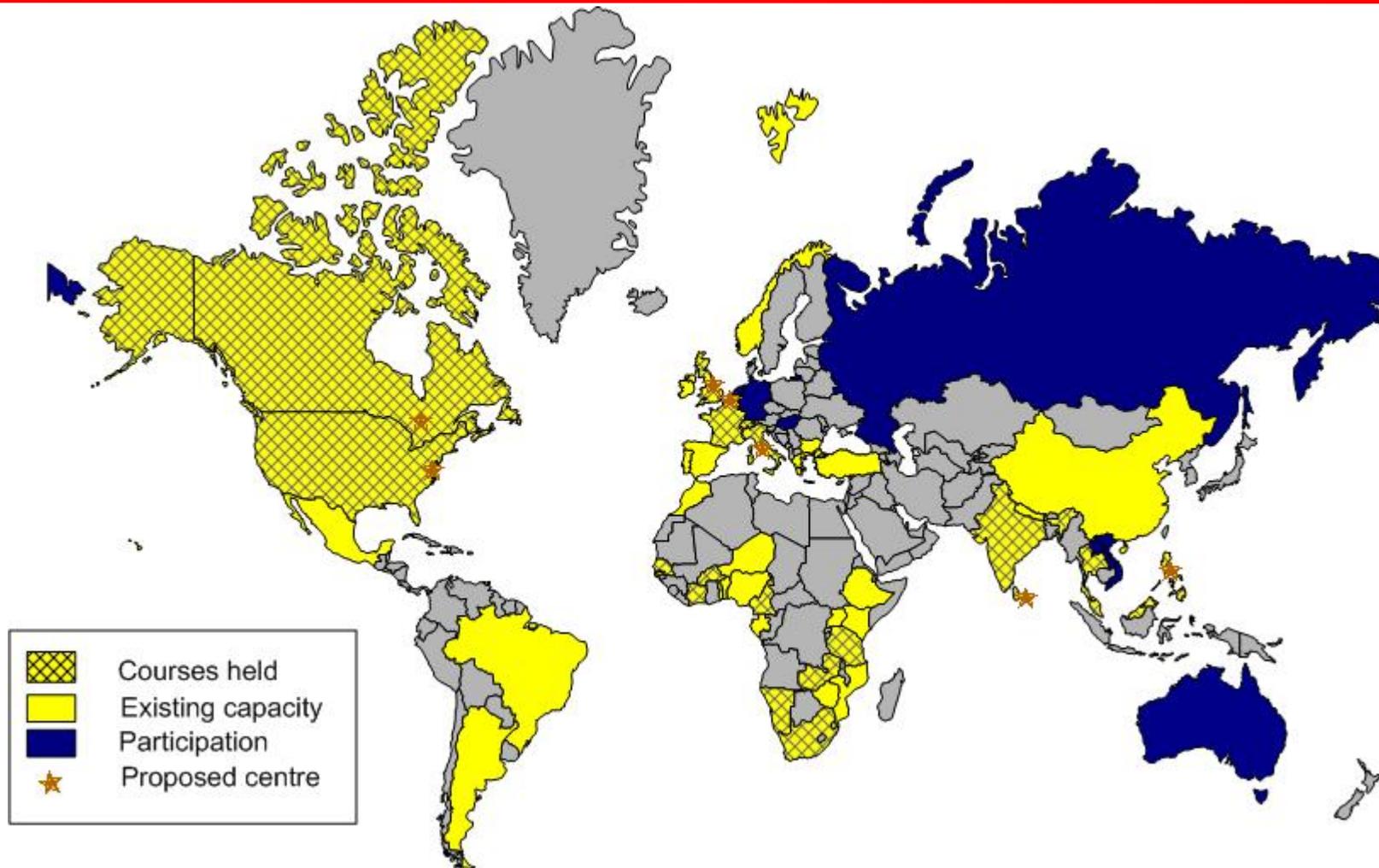
- Reduce length of policy course
- Add course for managing directors
- Computerize simulation exercise

Strengths

- “I liked the application of theory to practice through the simulation exercises.” (Windhoek, Namibia 2001)
- “This course was very useful to understand five important psychosocial factors that might be spread easily at workplaces and to develop integrated policies using modern approaches.” (Annecy, France 2003)



Capacity to Organize SOLVE



Capacity to Organize SOLVE

SOLVE has been translated into in the following languages

- English
- French
- Spanish
- Thai
- Portuguese
- Russian
- Bulgarian
- Italian



Projects for 2005 -2006

 The 2nd Edition of the Policy Course

 SOLVE adaptations for

-  the healthcare sector (complete)
-  the fire services (complete but not tested)
-  public administration (complete)
-  the maritime sector
-  the air transport sector (complete)

 Translate into Chinese and German languages

 SOLVE for mid-level managers

 SOLVE for trade union counsellors

For Further Information



Stress
Tobacco **O**
Alcohol **L** & Drugs
HIV **V**/AIDS
Violence **E**

Dr. David Gold
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SafeWork
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1211 Geneva 22
Switzerland

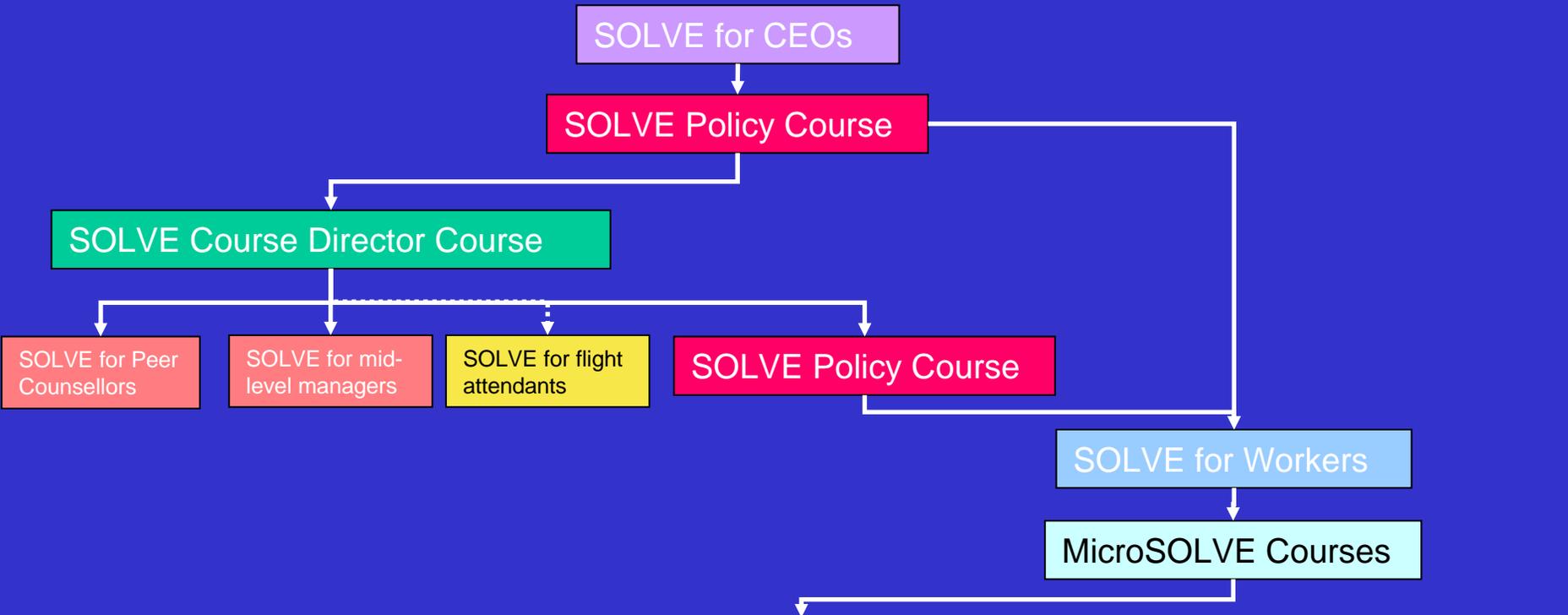
Email: solve@ilo.org

Phone: +41-22-799-6715

Fax: +41-22-799-6878

Web site: www.ilo.org/safework/solve





| | |
|--|--|
| Recognizing the problem of stress at work | Recognizing the problem of alcohol and drugs at work |
| Dealing with the problem of stress at work | Dealing with the problem of alcohol and drugs at work |
| Managing the problem of stress at work | Preventing the problem of alcohol and drugs at work |
| Recognizing the problem of stress and the young worker | |
| Recognizing the problem of HIV / AIDS at work | Recognizing the problem of HIV / AIDS at work |
| Dealing with the problem of violence at work | Dealing with the problem of HIV / AIDS at work |
| Dealing with the problem of violence at work | Managing the problem of HIV / AIDS at work |
| Managing the problem of violence at work | |
| Recognizing the problem of tobacco at work | Recognizing the problem of tobacco at work |
| Recognizing the problem of sexual harassment at work | Dealing with the problem of tobacco at work |
| Dealing with the problem of sexual harassment at work | Preventing the problem of tobacco at work |
| Managing the problem of sexual harassment at work | |
| | Recognizing the problem of inadequate nutrition at work |
| | Dealing with the problem of inadequate nutrition at work |
| | Preventing the problem of inadequate nutrition at work |