



# Psychological stress at work – scale, importance, and relevance to companies

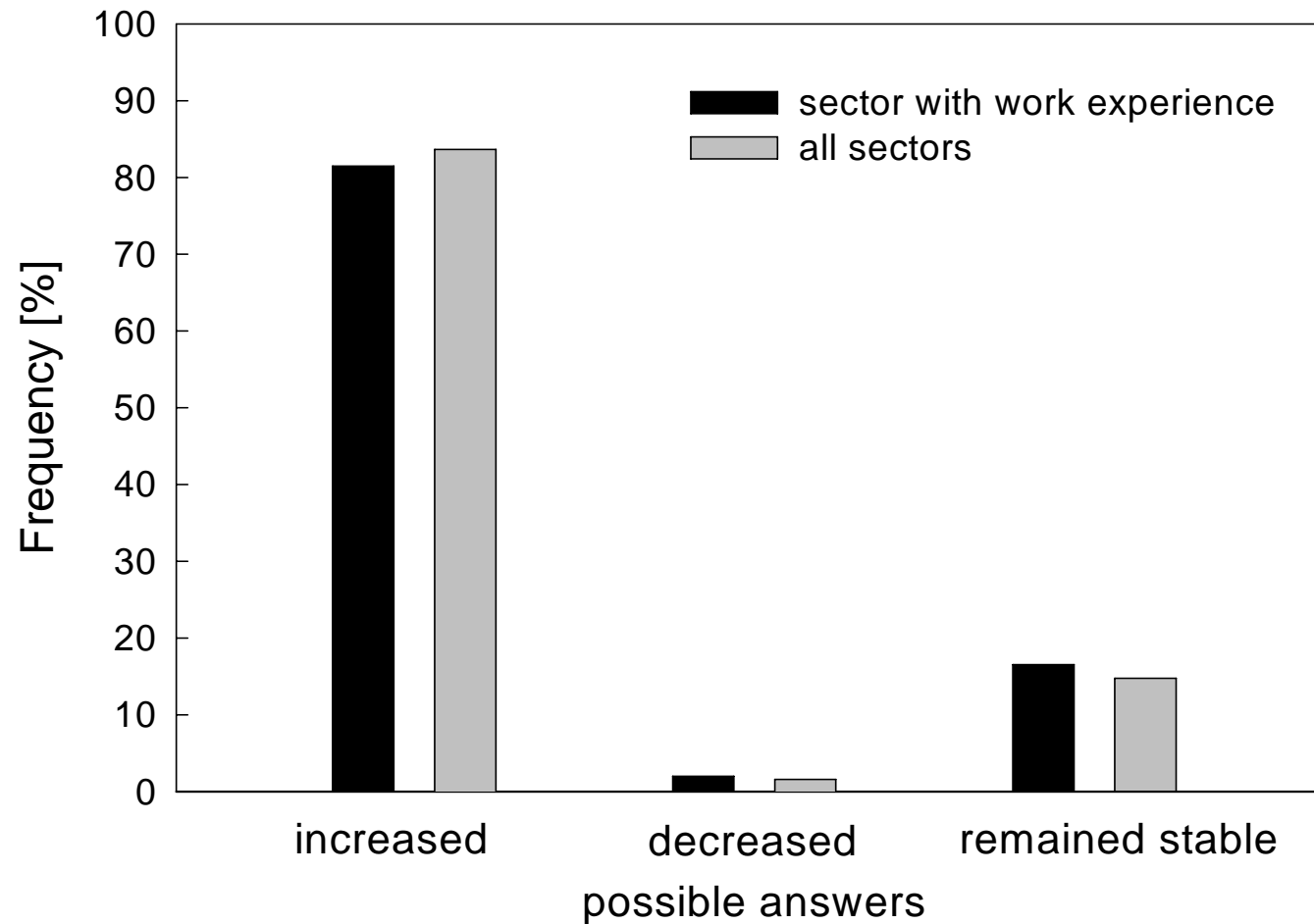
Hiltraut Paridon

1. Selected results of a survey
2. Examples of prevention activities

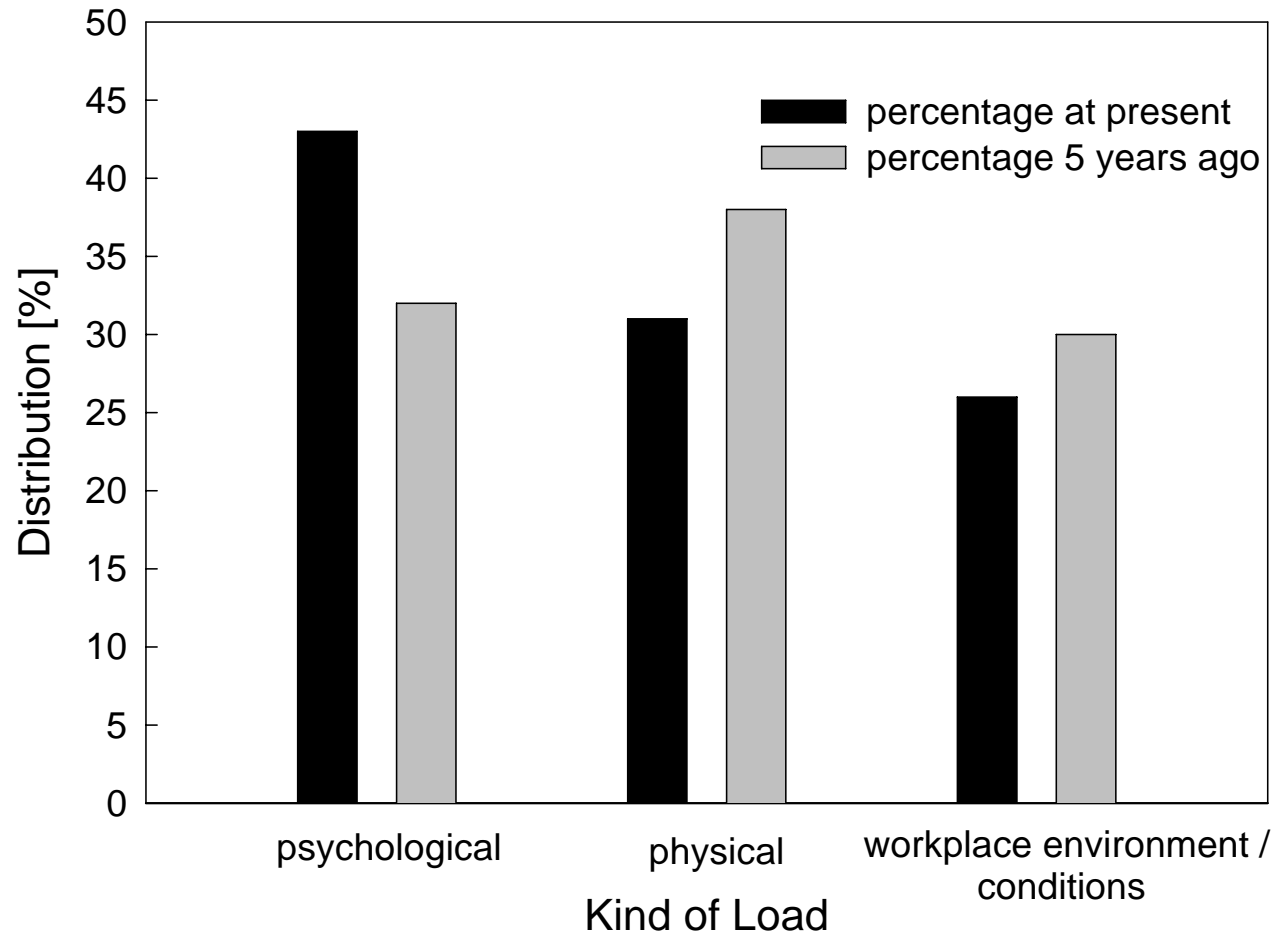
## Method

- An online questionnaire was developed addressing
- safety professionals and inspection staff,
- company physicians,
- scientific experts (particularly psychologists),
- The participants (n = 535) were asked to rate the questions in their capacity as occupational safety and health experts on the basis of their work experience.

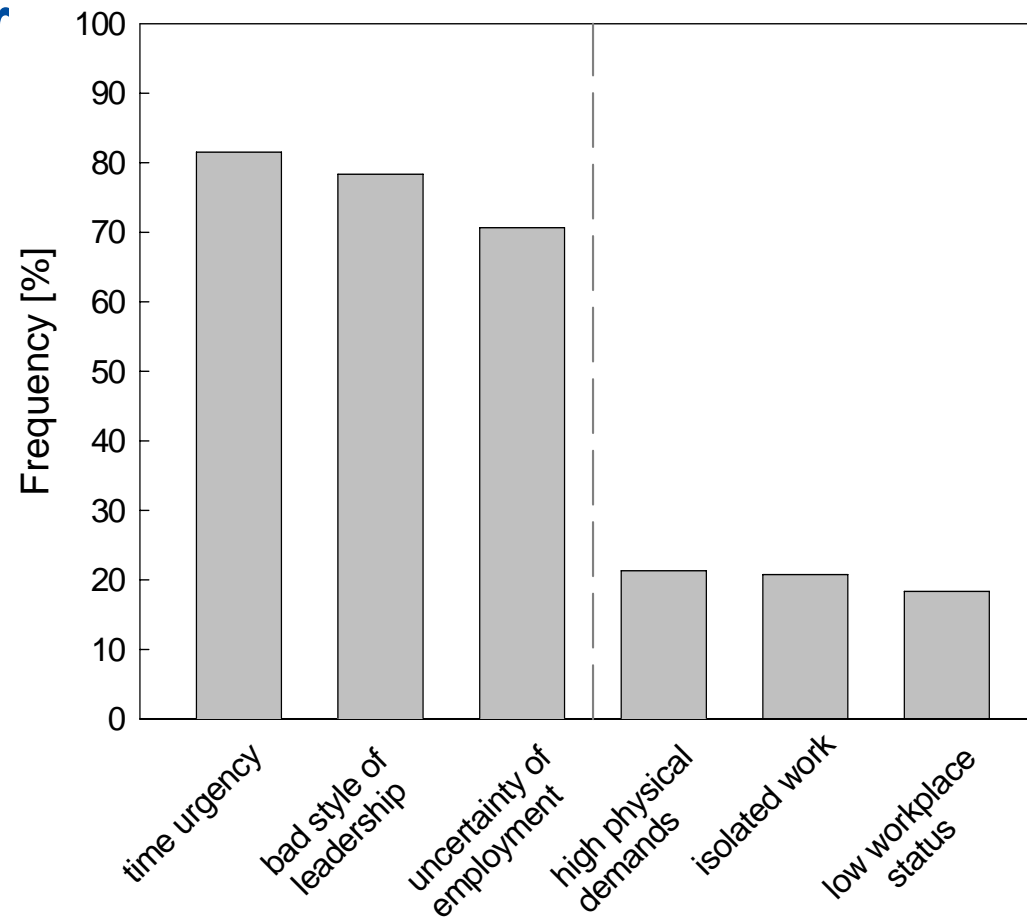
## Changes in the extent of aversive psychological stress (last 5 years)



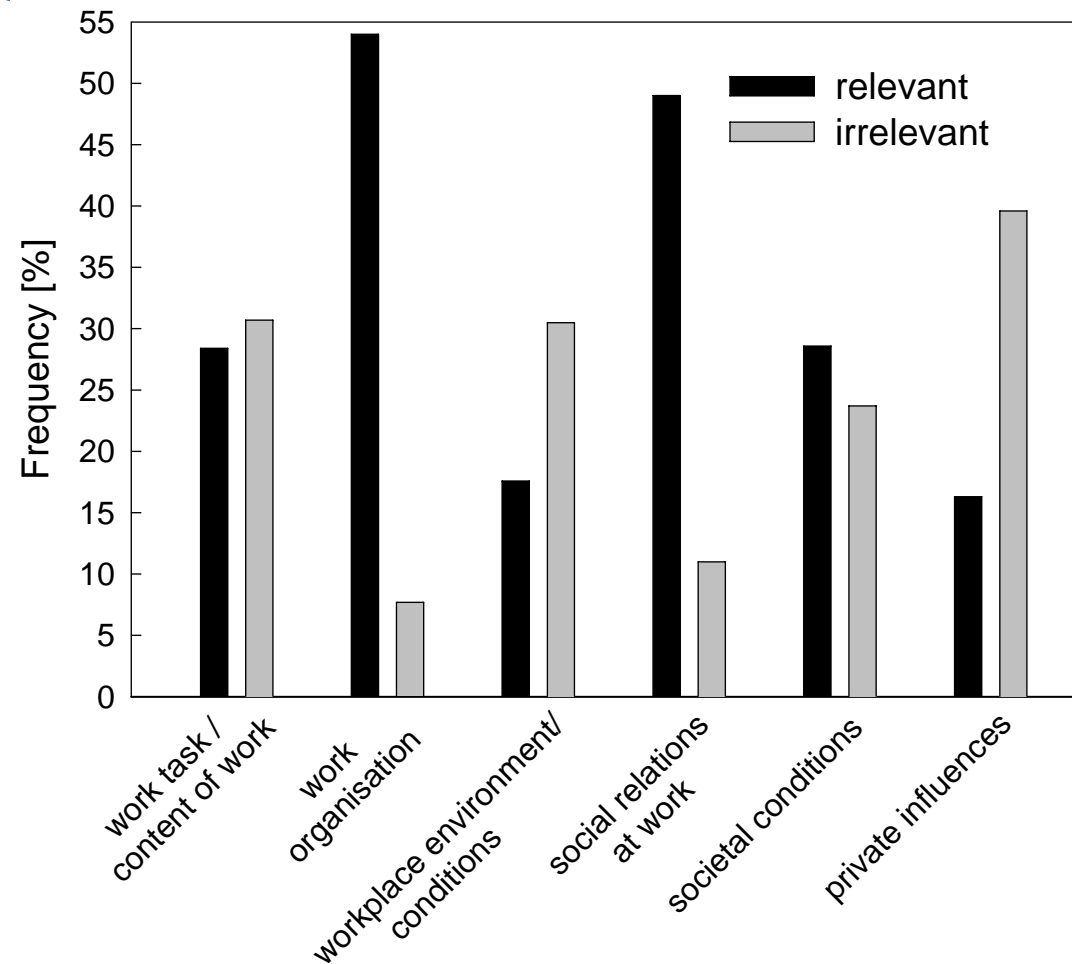
## Distribution of work-related aversive stress



## Most and least relevant aversive psychological stressor

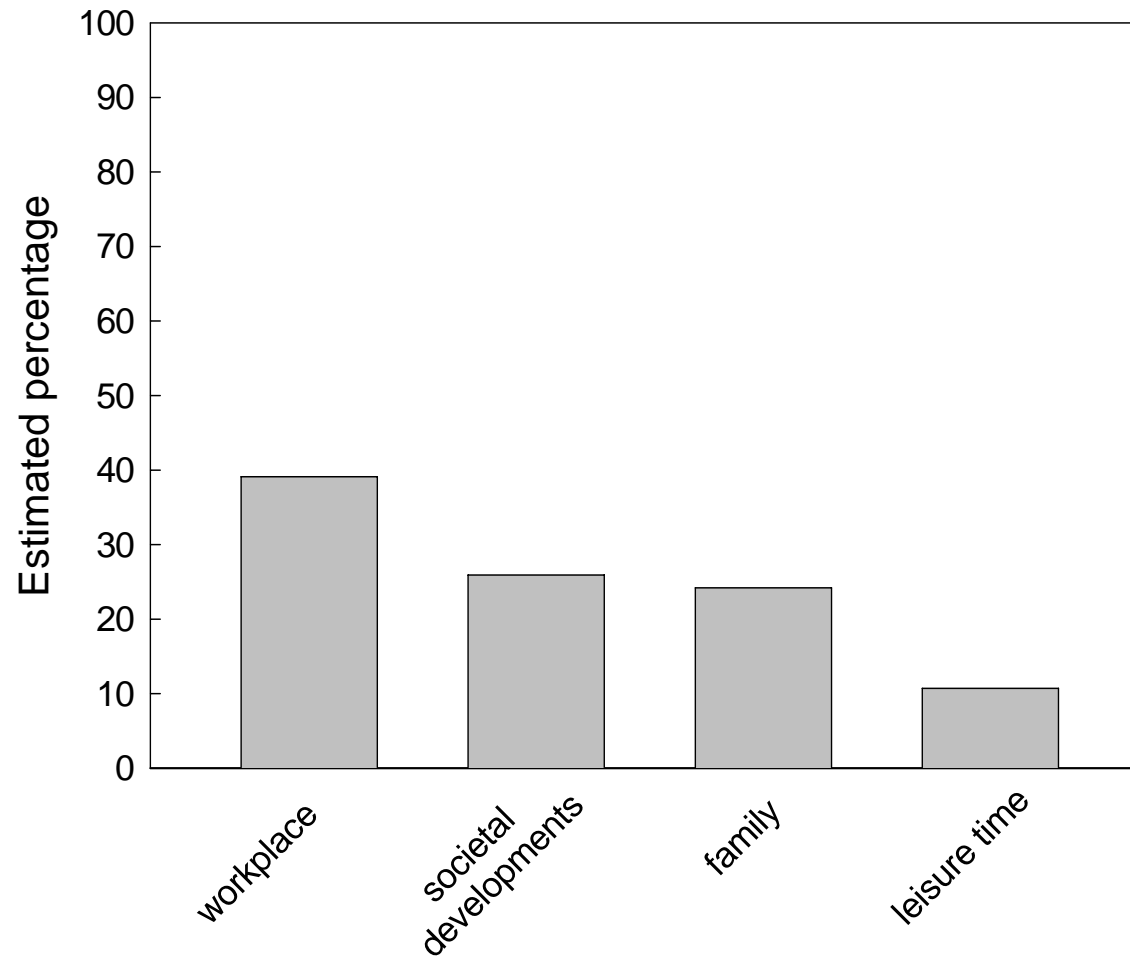


## Relevant and irrelevant areas of aversive psychological stress

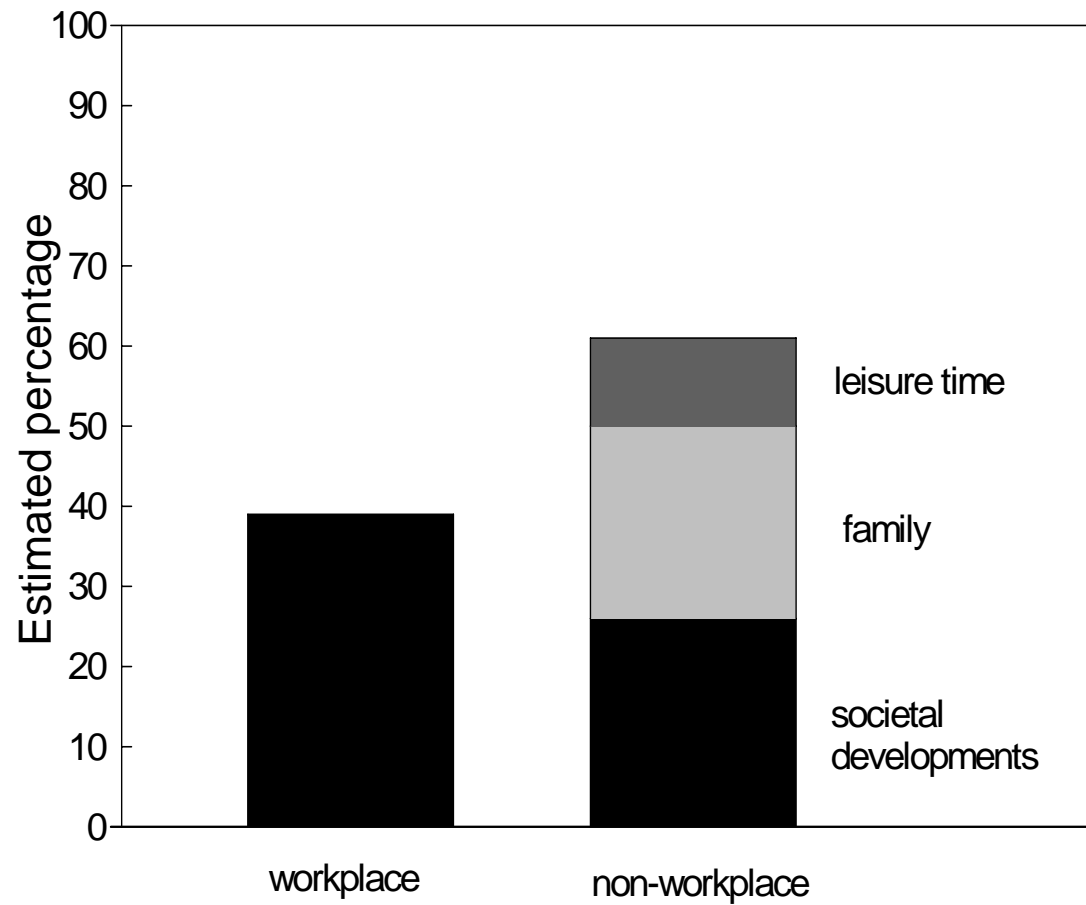




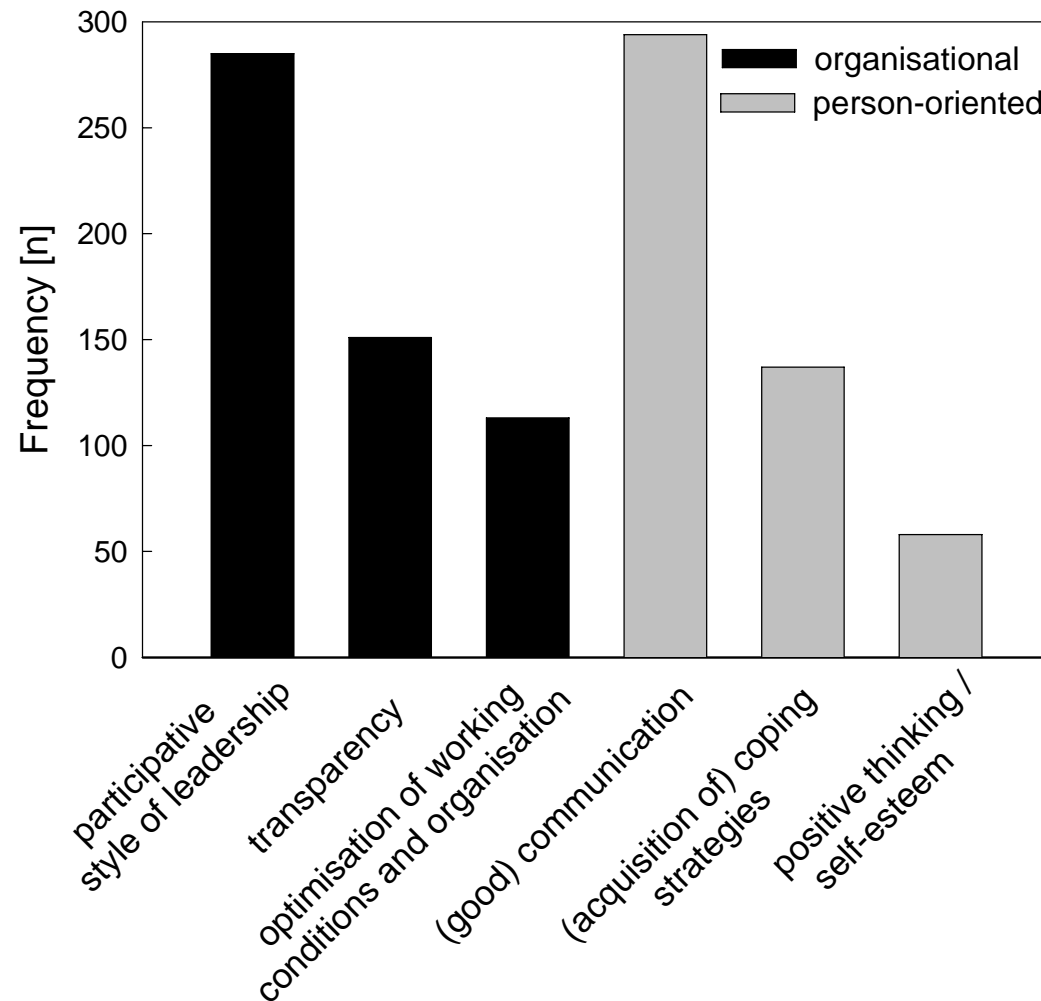
## Possible sources of aversive mental stress - 1



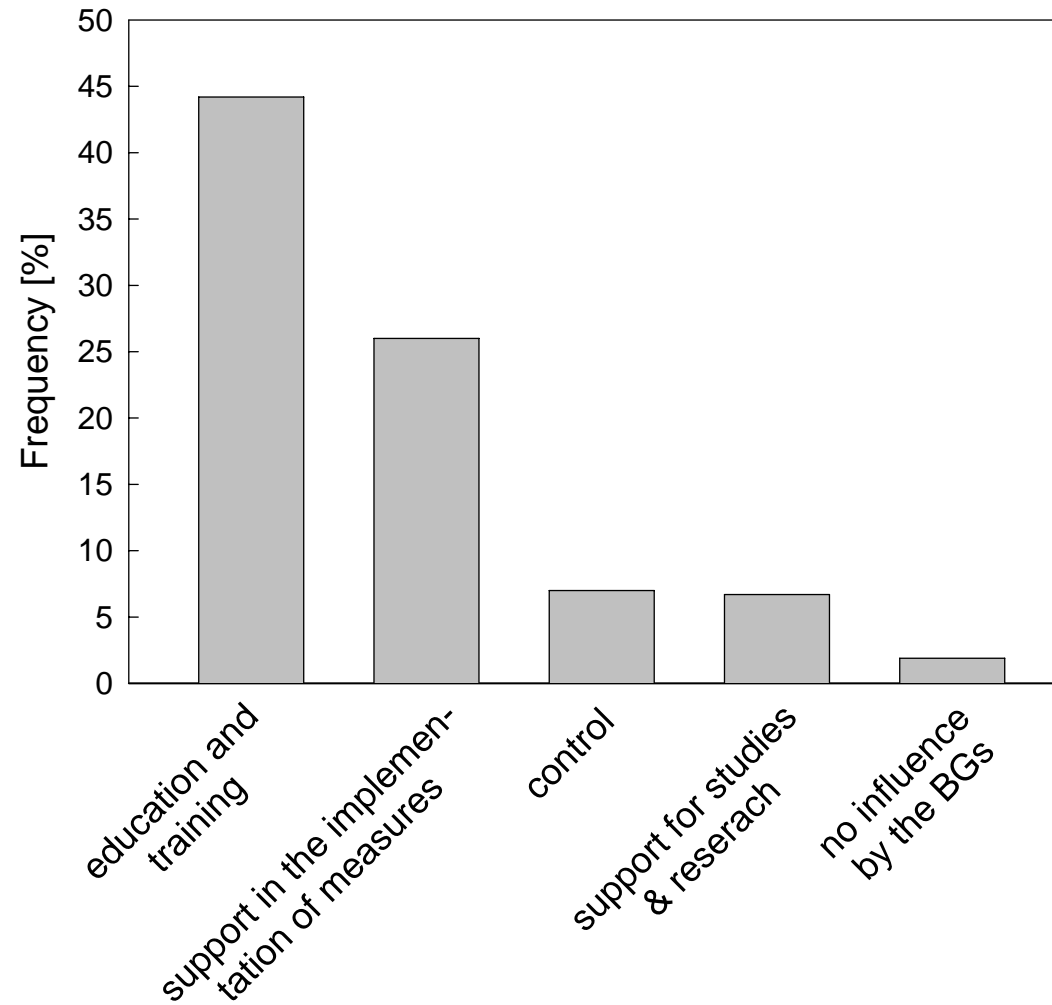
## Possible sources of aversive mental stress - 2



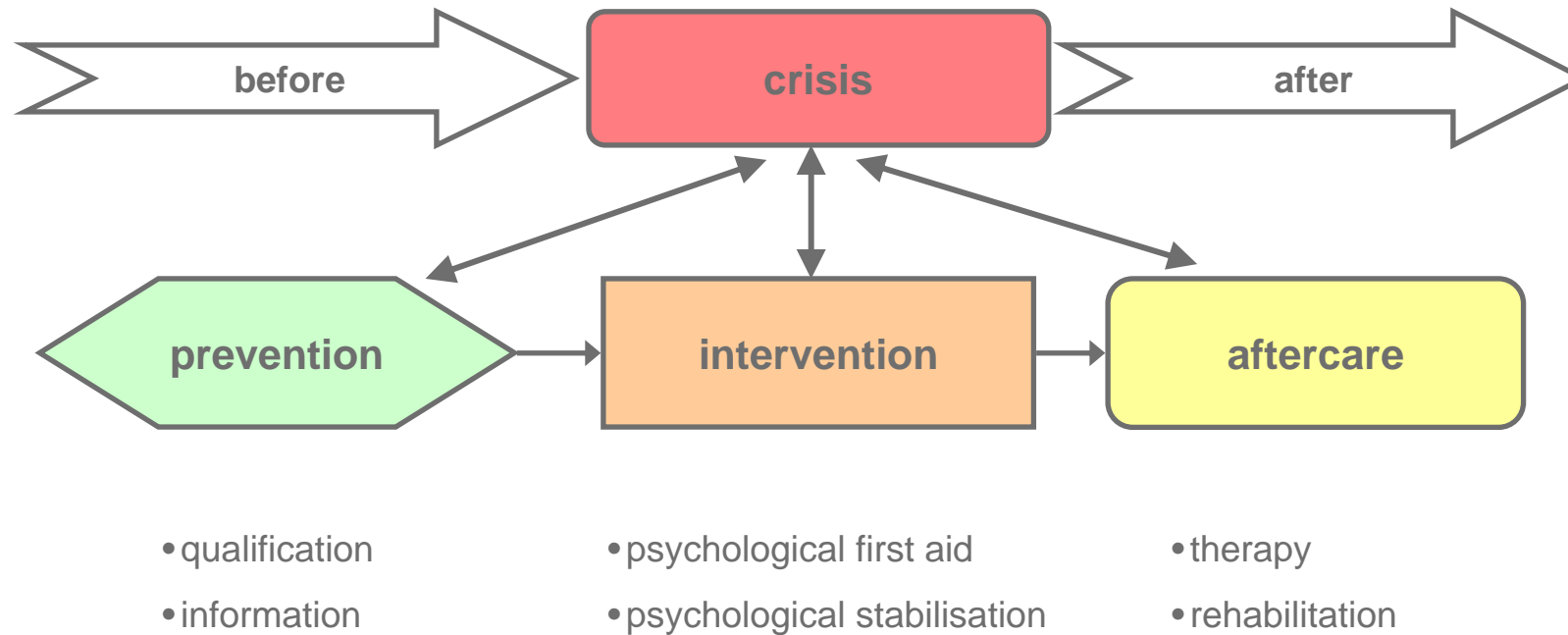
## Helpful measures to reduce aversive psychological stress



## Requests to the statutory accident insurance



## Psychological First Aid at the Workplace



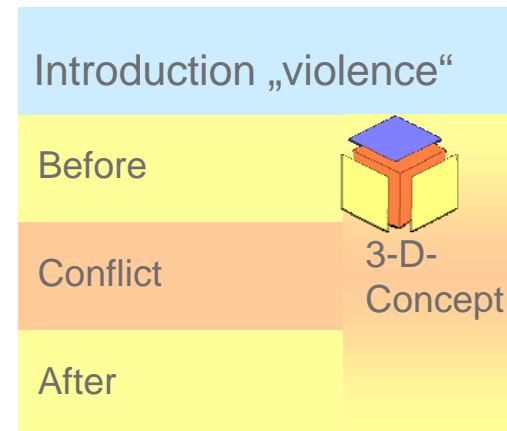
## Violent Work Encounters on Public Transport

**A concept to prevent public transport employees from third party violence**

one out of ten work accidents that are reported to the statutory accident insurance in charge, the BG BAHNEN, is caused by third party violence

due to the elevated risk of work-related violence a prevention concept was required

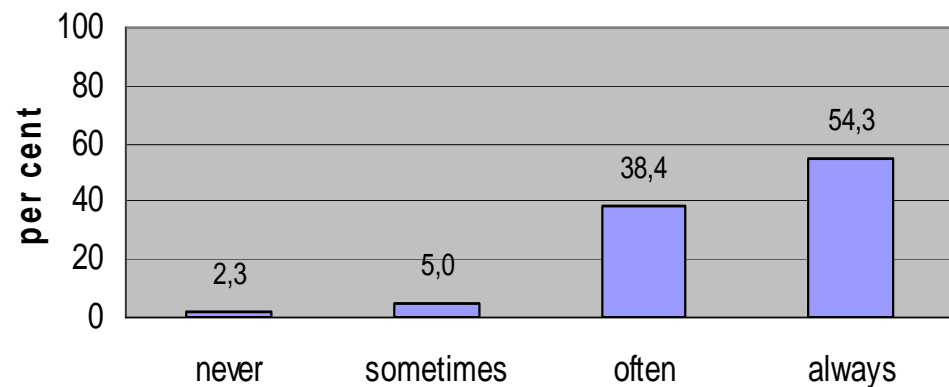
a specific multiplier training program was developed



## some further activities

- specific trainings to prevent violence at work, e.g. for the aliens department or for those persons who come to disconnect your power supply because you haven't paid the bills for months
- trainings to prevent stress and cope with it
- research projects, e.g. regarding the stress and strain of mobile workers in order to develop adequate health and safety strategies

**the demand to organise my work by myself is high**



## some further activities

- consultation how to perform risk assessment regarding psychological stress
- touring exhibitions with different topics, e.g. mobbing or violence at schools





## Take-home messages

- BGs must deal with stressors such as time urgency, bad styles of leadership, and deficits in communication, but also topics like violence at work and emergency psychology are important.
- Education, training and consultation already offered appear to be an adequate means of ameliorating the conditions, and should be intensified.
- Moreover, support in the implementation of measures is one important duty of the BGs which might also be enforced.