

Stress@Work

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The impact of stress

WHO: By **2020** the **top five diseases** will be **stress** related

USA: **health care expenditures are 50% greater** for workers with high levels of **stress**

NL: direct costs of stress: **€4,000,000,000 a year;** **150.000 – 300.000** employees become ill **because of stress at work;** 1 out of 7 disabled gets his condition because of stress at work.

It's better to prevent than to cure!

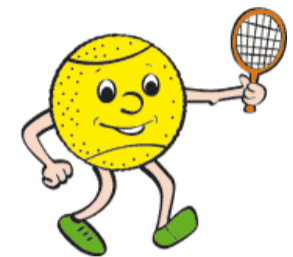
Our goal



Measure : device to measure physiological signs of stress



Understand : stress pattern discovery, predictive modeling



Provide personalized coaching: stress information and stress relief recommendations

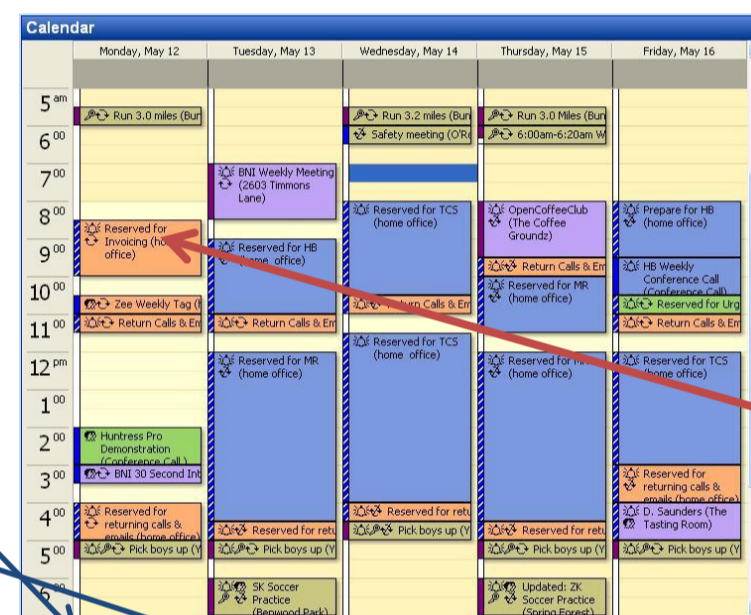
Job stressors types



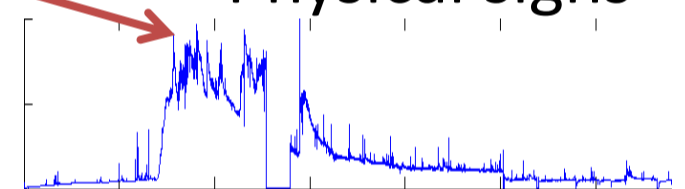
• **Unique to the job:** workload (overload and underload), pace, variety, autonomy, hours of work, physical environment ...

- **Relationships at work:** Interpersonal (with supervisors, coworkers, subordinates)
- **Role in the organization:** role conflict, role ambiguity, level of responsibility
- **Organizational structure/climate:** participation in decision-making, communication patterns...

Our approach

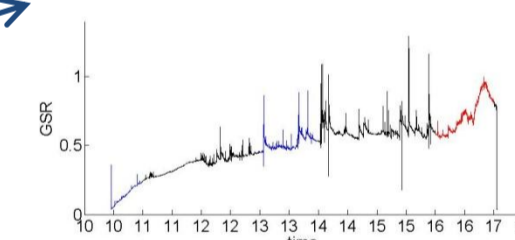


Physical signs



What, When, Where, Who initiated, with Whom,

Discovering and interpreting patterns: Anticipation? A drift is occurring prior to a stressful event.



Experiments planned

- Together with our **launching customer Human Capital Care**
- Targeting three groups of professionals: school teachers, health care providers and university researchers
- Discovery of individual stressors, as well as organisation-wide stressors ("Oh, that 3C no teacher can manage...")
- Defining triggering mechanisms for the use of individual and organisational stress-coping strategies
- Development in 2012 of coaching e-services making use of the discovered stress patterns and predictive stress models

