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!

**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**
- **Discovering and interpreting patterns:** Anticipation? A drift is occurring prior to a stressful event.
- **Measure:** device to measure physiological signs of stress
- **Understand:** stress pattern discovery, predictive modeling
- **Provide personalized coaching:** stress information and stress relief recommendations

**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