

Stress Management: Supervisor Best Practice

Actions to Support Staff	Communication	Work design	Health, safety and welfare
Ask if there is anything you can do to help	Have clear, regular two-way communication with your team	Ensure your team are clear on their roles / responsibilities	Take health and safety seriously
Discuss the issue with individuals show you are concerned about their well-being	Recognise / individual / team achievements, hard work and effort. Give supportive and constructive feedback when required	Regularly review known work pressures e.g. high workloads / tight deadlines / need for skills development	Tackle any relationship issues early: identify issues and agree steps to improve these
Ensure HR are aware and agree way forward.	Give time to individuals. Provide opportunities for them to discuss their concerns	Identify roles where stress has been or is an issue. What can be done to reduce the risk of stress in that role?	Visit your staff in the workplace
Consider any simple adjustments to work	Listen to concerns. Take appropriate actions	Ensure that instructions and requests to staff are clear and not conflicting	Ensure you are aware of how many hours your team are working
Actively follow up an individual with stress reactions and demonstrate your wish to support them	Involve staff in proposed changes to tasks and responsibilities	Allow flexible work schedules if/when this is practical	Encourage staff to take their full holiday entitlement each year
Review and, if necessary, modify tasks / responsibilities of individuals who have been absent due to stress / depression. Continue to monitor their progress	Think through the impact of your actions and decisions on your team	Where possible, ensure staff have some control of their work tasks and that their work is varied	Provide a positive a work environment with the necessary equipment to do the work efficiently