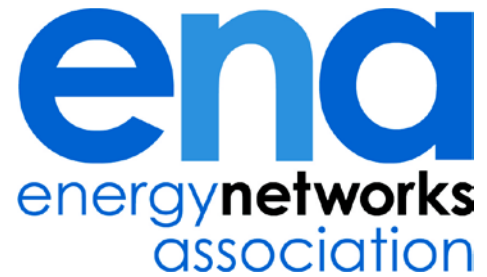


ENA Occupational Health Committee



Stress - Initiatives

These case studies are designed to outline the overall management of stress programmes within ENA member companies, and so identify different approaches to the management of this issue and examples of good practice.

Company Name: Northern Ireland Electricity plc

What did the Company do:

The Company organised a number of half-day training courses to enable Managers to identify symptoms of stress, understand the impact on the employee and business and to discuss various strategies and techniques for dealing with employees who are, or perceive, that they are suffering from stress.

These courses were facilitated by an external, independent adviser and comprised of both one to one and group discussions.

In addition, the course also considered stress as it affected the individual Managers.

Health and safety benefits:

- Improved awareness of stress, its cause, and symptoms
- Improved understanding of correct (and incorrect) techniques for dealing with stress
- Puts accountability on employee as well as manager
- Improved management information

Business / Cost Benefits:

- Reduced ill health absence
- Identifying location 'hot spots' and 'at risk' jobs
- Help to minimise 'stress spread'
- Improved information therefore improving defence in claims
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Employee involvement:

- Managers were required to brief all employees on what working in a 'Target Culture' is and to allay the myths associated with target achievement

Management View:

- A useful training session so that stress can be understood and dealt with at a high level initially
- Allows management to determine the next steps with employees and Trade Unions.