The Voice of the Networks

ENA Occupational Health Committee – Case Study

TITLE 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.**

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| **Company Name: Northern Ireland Electricity Networks Limited (NIE Networks)** http://thewire.net/Departments/HR/Communications/Media-gallery/NIE-Networks-logo |
| **Company Initiative:** To deliver a number of different training sessions on Personal Resilience, Mental Toughness and Mindfulness in order to raise the profile of Stress and help give management and staff some tools and techniques to improve their general mental wellbeing. |
| **What did the Company do:** The company organised a series of Personal Resilience half day training sessions throughout the year open to all employees. Mental Toughness 1 day workshops aimed primarily at frontline/team managers. Also a number of Mindfulness training sessions were delivered during Occupational Health & Wellbeing week.All these courses were facilitated by external independent advisers and comprised of some one to one and group discussions. |
| **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 employees as well as management
* Improved management information
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| **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:*** Personal resilience training provided for all Connections staff and many other departments signed up for the sessions delivered during Occupational Health & Wellbeing week. Mental Toughness sessions for front line managers
* Mindfulness sessions well received by staff.
* Trade Unions very supportive of these initiatives.
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| **Management View:*** Very useful training sessions which have given a greater awareness and understanding of stress related issues.
* Staff and management better equipped to identify stress factors and where appropriate utilise the techniques learned to help reduce stress.
* Allows management to determine the next steps with employees and Trade Unions.
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