



# 10 Management Responses to Workplace Stress

1

Complete a risk/needs assessment to identify workplace stress indicators and physical and psychological risks. (see [How-to-Guide: Assessing Workplace Alcohol and Drug Risk](#))

2

Consult with workers to identify potential responses (see [Online Learning Topic 8: Alcohol and Drug Policies](#))

3

Act promptly and implement measures to reduce work-related stress as far as reasonably practical. For example, ensure workers are provided with:

- regular breaks
- adequate resources and support
- sufficient rest and recovery time between shifts

4

Review implemented measures to ensure they are meeting their aims

5

Develop clear job descriptions that outline duties, responsibilities, and expectations

6

Provide workers with sufficient training and support to perform their work duties safely, efficiently, and in compliance with workplace policies and procedures

7

Provide 360° performance reviews, regular and constructive feedback, and develop career pathways for interested workers

8

Develop communication protocols and skills to:

- support managers, supervisors, and team leaders to intervene early and have open conversations about workers' health, workplace grievances and stress, and to get help for alcohol and drug use and/or mental health problems if/when they arise (see [Getting Help Posters](#) and [Online Learning Topic 6: Communications Strategies](#))
- encourage workers to speak up about workplace concerns and/or health and safety matters

9

Emphasise the importance of work/life balance by managing workloads fairly, discouraging overtime, and supporting workers to ask for help

10

Adopt flexible working practices where possible.