

Better Life at Work - HR Information

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Introduction

Human resources team has a key role in the employee's sustainable development. As the name implies, "human resources" is all about taking care of people, helping them grow and develop.

In this section, you will find resources and tips on how to help employees when they are stressed or to detect it. What is your role and responsibility and who can help you?

1. What can I do as HR?

First, it's important to listen to employees. They need to trust you as a resource for their well-being, answer their questions and let them speak freely.

Second, you need to identify the times when people are stressed, in order to raise awareness.

Finally, you don't necessarily have to find a solution, but you do have to listen and refer them to qualified people (employee wellness support program, doctor or work psychologist, support person). Of course, you can give advice, but if you don't feel comfortable doing so, be a good listener and point out available resources.

“ The right person at the right place ”

Who are the experts? Who can I ask for help?

- Syensqo Occupational **Physician** : [Aline Hugé](#)
- **External psychologist, coach, or any other well-being support** (Employee Assistance Program) and **hotline 24/7** with our provider Workplace Options)
- **Local Occupational Physician/Nurse on your site**
- **Syensqo Country/zone medical Referent**

Guidance for HR Sites

Prevention

Multidisciplinary work is the best means of prevention, which is why better life at work teams must work closely with HR to detect any risks as early as possible and discuss possible solutions.

Practical Tools

You have the following resources at your disposal

- **Pulse surveys**: conducted three times a year, these surveys will help us assess our well-being at work.
 - **Promoting** these surveys is crucial to achieve a high response rate and obtain a comprehensive overview.
 - **Discussing** your team's results is important to better understand them and decide on an action to implement.
- **Workload Assessment Tool**
- The **Employee Assistance Program**

2. Is it normal to experience stress?

It's impossible to live without stress. We all experience stress, and that's perfectly normal. Stress is a natural process that can be positive, also known as positive stress or Eustress: for example, when you are challenged and have to step out of your comfort zone, but this will help you to acquire skills, evolve and grow.

Negative stress or Distress: stress becomes negative when you are exposed for too long to a period of stress, challenge or uncertainty, without any period of rest. Rest can be a stress-free period, such as doing things well, or receiving recognition, even if you fail in your challenge (and it can happen!). If you have the support of your manager, your colleagues, your customers, to do better next time, and there are no reprisals, stress won't become negative.

When should I worry about my employees' stress levels? How do I know when stress is becoming negative?

If the employee can no longer organize or prioritize. They are more sensitive, change their behavior (arrive more often late or much earlier, stand aside or express themselves much more frequently, seem much more tired, etc). They're still working hard, but less efficiently (lower performance). And these changes last for more than 15 days.

3. What is burnout and how to identify it?

Burnout is the result of a long process linked to an accumulation of stress, the main source of which is work. Burnout is the result of significant and/or recurrent stress factors, without sufficient resources to cope (relaxation period, recognition). A number of symptoms can then be observed and should sound the alarm, such as concentration problems, reduced performance, fatigue, mood disorders, cynicism, detachment, an inability to act, or over-commitment to work that doesn't necessarily lead to the expected results.

Burn-out risk Observatory by medical teams :

The burn out (BO) Observatory, deployed since 2016, is a monitoring system to identify the causal factors and the impact of BO situations or situations at risk of BO in the company. BO and risk of BO cases are recorded by the site physician/psychologist in a secure database, in an anonymous form, after getting the employee's agreement.

The Observatory register allows producing quantitative and qualitative COLLECTIVE data on BO with the aim of better targeting working conditions at risk, and to identify and implement prevention and management measures in order to reduce impact on the company's employees and activities. Quantitative collective data are provided at Group level, and are presented to the Group's Management and to the Workers Representative bodies.

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