

Psychological injury in the workplace: Benefits of Preventative Strategies

Recent Trends in Early Intervention for Psychological Injuries

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Psychological Injuries are currently one of the most significant compensation costs facing many organisations. Traumatic incidents have traditionally caused stress claims. However, in recent years, workplace conflict rather than trauma has been a major contributor to the increased frequency, extended duration and cost of stress claims.

Significant lost productivity or absenteeism in the workplace can occur if "at risk" employees are not being recognised and managed in an effective and timely manner.

Factors contributing to the duration of psychological claims

Factors contributing to the duration of psychological claims include:

- Failure to identify "at risk" employees or having suitable support mechanisms for them.
- The failure to correctly or fully identify the key causal factors of the claim at the outset.
- Mismanaging "the first 5 minutes" of the claim.
- The postponement of intervention that often occurs with disputing the claim.
- The lack of stakeholder commitment; including supervisors and managers, who may not be financially accountable for the costs of the claim and / or do not respond to attempts to facilitate return to work or conflict resolution.
- An adversarial approach to the claim that is either overtly and/or covertly communicated to the claimant and/or the claimant's co-workers.
- Uncertainty for employers and colleagues about how or whether to interact with a worker with stress related illness and a resultant tendency to avoid contact and fuel alienation from the workplace.

Di's presentation will focus on:

- Recent trends in early intervention for psychological injuries
- Best practice early intervention models
- Specific services underpinning an early intervention approach
- Review recent research outcomes from an "Early Intervention Stress Pilot Project" conducted by Resolutions
- Factors contributing to the duration of psychological injuries

Stress Management for Individuals

This workshop will deliver practical tips and strategies for managing employee stress in the workplace and will include:

- Managing yourself first so that you can manage others
- Identifying the warning signs in "at risk" employees
- Three - pronged approach to stress management
- Know what you can and cannot control
- Being flexible to manage different styles under stress
- Avoiding potential pitfalls of dealing with "stressed" employees