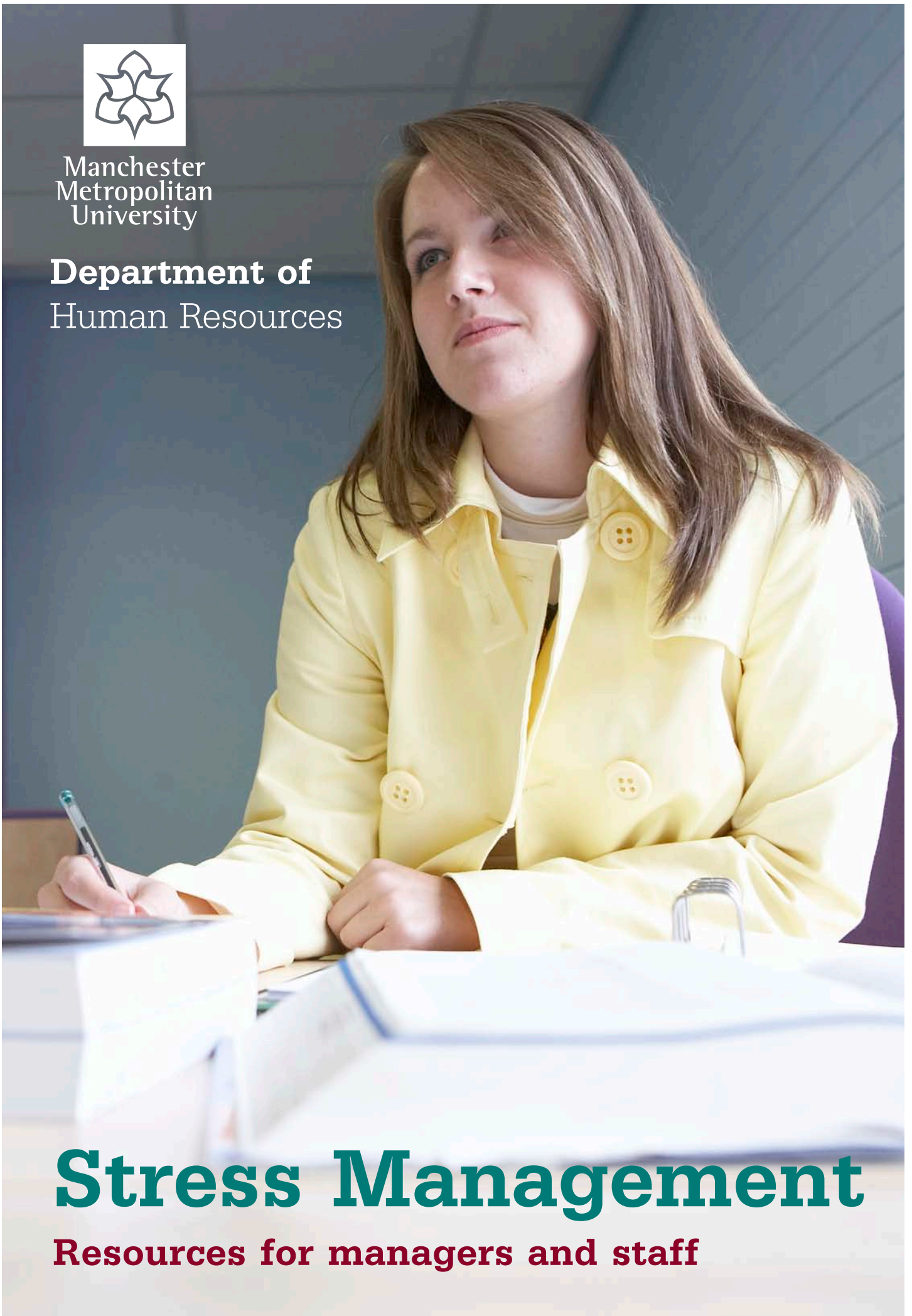


Manchester
Metropolitan
University

Department of
Human Resources



Stress Management

Resources for managers and staff

Contents

Introduction	3
Support Offered	3
Universities Policies and Guidance	4
Resources and Links	4
Where do I go for further information or to book onto a session?	7

Introduction

The University is committed to identifying sources of stress in the workplace and taking appropriate action for their effective management. It is committed to supporting those who are experiencing an adverse reaction to the effects of stress.

Policy on Stress at Work (September 2006)

This information sheet provides an outline of the support available to support both managers and staff in preventing and dealing with workplace stress.

Support Offered

For individuals

Recognising

Opportunity to either:

- access the **Calm Relief Series** assessment tools, in “Under Pressure from Stress”; or
- attend the ½ day University **Personal Stress Management workshop** (details in the staff development programme).

Managing

Following recognition, options include:

- dependent on needs, attend the half day University workshop **Personal Stress Management - Keeping a Balance;** or the University’s **Time Management or Communication and Assertiveness** workshops.
- access the **Calm Relief Series Personal Program** and/or **Information + tips;** and/or
- access resources available through the Library and on-line links (see below).

Evaluation

- stop and take stock at regular intervals to review how you are managing; and
- after a 3/6 month period, review your actions from the end of the workshop/e-learning to identify whether the actions are making a difference and if anything further is required.

For managers

Understanding responsibilities

- all managers/supervisors must attend the University's **Delivering the University's Stress Policy workshop** (details in the staff development programme);
- responsibilities are identified in the **Policy on Stress at Work** (September 2006).

Options to discuss with staff

- Talk through the above options for individuals with your team;
- There are 6 key management standards for managing work-related stress: demands, control, support, role, relationships and change. Dependent on the conditions within your team, you may need to explore 1 or more of these areas with them.

Evaluation

Annual review risk assessment, including an audit of current policies and practices; and/or

Any team action plans put in place to meet the management standards should be reviewed to assess impact.

Review with team members following their completion of any development to assess whether this was valuable.

University Policies and Guidance

University's *Policy on Stress at Work* (September 2006):

<http://www.mmu.ac.uk/humanresources/pdf/general/policyonstressatwork.pdf>

University's *Stress Policy Management Guidelines* (September 2005):

http://www.mmu.ac.uk/humanresources/pdf/general/stress_policy_managementguidelines.pdf

University's *Undertaking a Work Related Stress Risk Assessment*:

http://www.mmu.ac.uk/humanresources/pdf/general/undertaking_a_work_related_stress_risk_assessment_1.pdf

Resources and Links

Calm relief series

The CALM (Computer Aided Lifestyle Management) Relief Series is a cutting edge online programme to help with common problems such as anxiety, stress and insomnia.

<http://www.mmu.ac.uk/academic/studserv/counselling/calm.php>

PPC Employee Assistance Programme

PPC is an independent company which provides professional, confidential counselling, help and information services 24 hours a day. The service is available free to all employees of Manchester Metropolitan University. It can be helpful to everyone faced with handling constant change and difficult issues in the workplace or their personal lives.

To access the service simply dial free 0800 282 193.

The service is complemented by a member's only Health & Wellbeing website which is full of helpful information on work-related matters, personal wellbeing and health.

<http://ppcworldwide5.com/ppconline/>

Login details are available on HR area of the staff website.

Health and Safety Executive – stress management pages

This page contains resources and links to help you to manage stress, including specific information for line managers and employees.

<http://www.hse.gov.uk/stress/>

Living life to the full

Living Life to The Full on-line is a life skills resource that aims to provide access to high quality, practical and user-friendly training in life skills.

<http://www.livinglifetothefull.com/>

Health Matters

Health Management provide occupational health services for the University. They provide an interactive site as part of their service, which contains information and advice on a range of health and lifestyle related issues, including dealing with stress.

<http://healthmanagement.org.uk/healthmatters/home/default.aspx>

Library resources

Looker, T. & Gregson, O. (2003) *Teach yourself managing stress* Hodder Arnold

Cooper, C. L. (1981) *The Stress Check: Coping with the Stresses of Life and Work* Prentice Hall

Cooper, C & Cartwright, C (1997) *Managing Workplace Stress* Sage



Where do I go for further information or to book onto a session?

Your first point of call to discuss the above should be your manager.

You can also contact your HR advisor who will be able to give you information.

To book onto a course, you should complete the University's standard booking form and send to:

dandtcoursebookings@mmu.ac.uk

from your line manager's e-mail address or post to *Development and Training, 6th Floor, All Saints.*