

# playbook

## psychosocial health



advance  
your  
approach

# Introduction

We all want happy, healthy employees who show up ready to give their best, right? But here's the thing: that doesn't happen by accident.

Creating a safe, supportive workplace means proactively addressing the psychosocial risks that can derail your team's well-being faster than you can say "burnout."

This playbook is your guide to building a healthier, more engaged workplace by managing psychosocial health like a pro.

*Let's dive in!*



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# Understand Psychosocial Hazards

**Let's start with the basics**—psychosocial hazards are the workplace stressors that affect your team's mental, emotional, and physical health. And no, we're not talking about the broken coffee machine (though that's pretty stressful too). These hazards can show up in how work is managed, unclear expectations, or even strained relationships. If left unchecked, they lead to disengagement, burnout, and ultimately, higher turnover.

## Key strategies

- **Workload Checks:** Keep tabs on employee workloads. Overwhelmed teams are unhappy teams. It's all about balance—too much or too little work is a hazard in itself.
- **Job Clarity:** Ensure everyone knows exactly what's expected of them. Nothing says “stress” like having no clue what success looks like.
- **Relationship Building:** Foster a culture where employees feel supported by their colleagues and managers. It's harder to feel stressed when you know someone's got your back.

# Involve Employees in Hazard Identification

**Want to know what's stressing your employees? Ask them!** They're the experts when it comes to identifying what's really going on. Involving them in the process not only surfaces issues you might have missed but also gives them a voice in shaping solutions. It's a win-win.

## *Key strategies*

- **Anonymous Surveys:** Sometimes, people don't want to say, "Hey, my boss is stressing me out!" publicly. Use anonymous surveys to gather honest feedback on psychosocial hazards.
- **Open-Forum Focus Groups:** Invite employees to participate in open discussions about stressors in their day-to-day. You'll be surprised what they bring to the table when they feel safe to speak up.
- **Check for Warning Signs:** Keep an eye on the symptoms—burnout, stress, fatigue. If these are creeping in, it's time to act.

# Develop and Implement an Action Plan

**Okay, you've gathered the data. Now what?** It's time to take action. Developing a plan that addresses the identified hazards is key to making lasting change. And remember—this isn't a “set it and forget it” kind of thing. You need an action plan with legs.

## Key strategies

- **Prioritise the Big Stuff:** Tackle the most pressing issues first. If workloads are crushing your team, focus on that. If job clarity is the problem, start there.
- **Get Everyone Involved:** Work with employees, managers, and key stakeholders to co-create solutions. You'll get better buy-in if everyone has a hand in shaping the plan.
- **Set Clear Goals:** Lay out specific, measurable goals and timelines for tackling each hazard. Accountability is your friend here.

# Monitor and Evaluate Progress

**Change doesn't happen overnight—and neither does perfecting your approach to psychosocial health.** Once your plan is in action, you need to keep a close eye on how things are going. Track the progress, adjust as needed, and always be ready to pivot when something's not working.

## Key strategies

- **Track Metrics:** Use employee feedback, absenteeism rates, and even exit interview data to measure the success of your action plan. Is stress going down? Are people taking fewer sick days? That's what you want to see.
- **Quarterly Check-Ins:** Schedule regular check-ins with your teams to assess how things are going. Sometimes just asking, "Hey, how are you feeling about your workload?" goes a long way.
- **Be Ready to Adjust:** If something's not working, don't be afraid to pivot. Psychosocial risks evolve, and so should your strategy.

# Comply with Psychosocial Health Regulations

You can't just focus on employee wellbeing because it's the right thing to do (although, yes, it is!). You've also got legal obligations. Psychosocial health regulations are evolving, and failing to comply can lead to costly fines and a hit to your company's reputation. Stay ahead of the curve by keeping your workplace compliant.

## Key strategies

- **Stay Informed:** Laws around psychosocial health are changing. Make sure your policies reflect the latest regulations to keep your company on the right side of the law.
- **Involve Legal or HR Experts:** Have HR and legal advisors review your policies and action plans to ensure they meet all regulatory requirements.
- **Document Everything:** Keep detailed records of your psychosocial health efforts. If regulators come knocking, you'll want to show them you've been proactive.



Addressing psychosocial health is no longer a “nice-to-have”—it’s a “must-do” if you want to create a thriving workplace (& it’s the law)

By staying proactive, involving your employees, and constantly refining your approach, you can turn psychosocial health from a risk into a competitive advantage.

*Roll up your sleeves and take care of your employees*

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