

Better prevent and act against external violence at the workplace

Workshop 3

How the project outcomes can help central government administrations to tackle psycho-social risks?

Dr Mareike Bönigk, EUPAE Luxembourg

Actions

“Establish exactly which support networks are present in your workplace. Find out who does what and how they interact.”

1. What are your results regarding support networks?
2. What are/were difficulties you have been facing while establishing these networks?
3. What do you do to create new networks?

Dr Mareike Bönigk, EUPAE Luxembourg

Actions

Well-being and occupational safety & health (OSH) in central government administrations: tackling psychosocial risks at work

“Tackle psychosocial risks in the same way you would tackle other risks in the workplace: as well as **drawing up a policy**, you need to **implement it**, see if it works and **change it** if it doesn't or can be improved.”

1. What are your policies about?
2. What was helpful while implementing these policies?

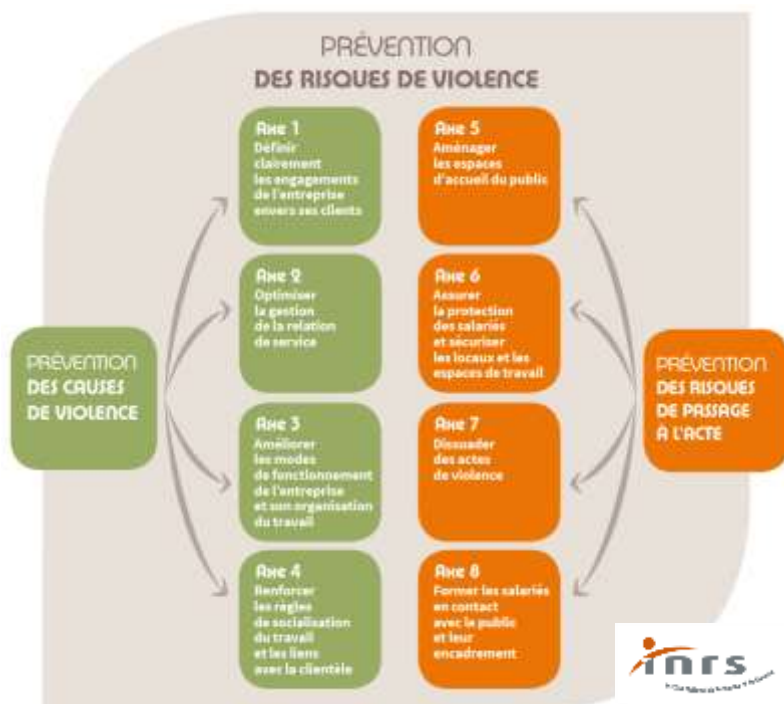
“Ensure that the information, tools and support are available to translate the results of the risk assessment into a series of measures that can be implemented in practice.”

(For example, 29% said that they did not have the tools and information to deal with poor communication or cooperation within the organisation, and 18% said they lacked information and adequate tools to deal with difficult customers. But in relation to noise only 9% responded in this way)

3. How do you stay tuned?

“Make sure that the unions and/or employee representative structure are involved”

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“You should also aim to eliminate or reduce psychosocial risks. Just helping people to cope with them better or picking up the pieces afterwards is not enough.”

“Look at the practical steps that can be taken to eliminate or reduce violence and abuse, such as

- changes to the building or changes in working methods.
- consider training to help to defuse threatening situations and make it clear to users that violence and abuse will not be tolerated.
- ensure that staff are fully supported, before, during and after any incidents.”

1. What are your experiences with the mentioned methods?
2. Can you add others?

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Further actions

- “Ensure you assess the psychosocial risks in your workplace.”
- “Ensure that staff have as much control as possible over how their work is done and organised.”
- “Ensure that a range of training and other activities is available to help employees deal with those psychosocial risks which are unavoidable.”
- “Recognise that those who have been affected by psychosocial hazards need support and establish ways in which it can be provided.”