

## Psychosocial Factor 9

# WORKLOAD MANAGEMENT

**Workload Management** is demonstrated in a workplace where assigned tasks and responsibilities can be accomplished successfully within the time available. It is not only the amount of work that makes a difference but also the extent to which employees have the resources (time, training, equipment, support) to do the work well.



### Workload Management: **Where to Start?**

#### Take Action!



**Consider varying levels of psychological efforts and responsibility associated with different positions** when assigning work to your employees to ensure that tasks are distributed equitably.



**Provide the necessary equipment and resources to your employees** (i.e. Information Technology/computers, monitors, printers; tools and personal protective equipment; support staff; and required training) to help complete work competently and efficiently.



**Set reasonable deadlines and allow for flexibility** on task prioritization and deadlines where appropriate.



**Develop, communicate, and implement timely interventions** for dealing with peak periods of demand (i.e. hire temporary staff, reallocate work between same positions, set aside “nice to have” projects or assignments during peak periods).



**Talk to your employees about how you can help to relieve some of their stress** to prevent job burnout when you observe signs and indicators that your employees are becoming physically, psychologically and/or emotionally tired and stressed.



**Talk to your manager** about putting aside some of your employees’ priorities and/or extending their deadlines when your staff is overwhelmed.



**Seek and encourage your employees to complete training** on resiliency, stress management, and time management (see Canada School of Public Service Courses listed below).



**Encourage your employees to take their lunch break** by stopping by their desk and inviting them to take a break from work.



**Demonstrate a healthy work-life balance** by refraining from working through lunch or on the weekends.

#### Additional Resources:

- ◆ Canada School of Public Service Courses
  - ◆ [Controlling Conflict, Stress and Time in a Customer Service Environment \(FON503\)](#);
  - ◆ [Choosing the Right Interpersonal Communication Method to Make Your Point \(TRN105\)](#);
  - ◆ [The Art of Staying Focused \(TRN216\)](#);
  - ◆ [Running Meetings in Better Directions \(TRN214\)](#); and
  - ◆ [Self-improvement for Lifelong Success \(WMT215\)](#)
- ◆ [Workload Management - Workplace Strategies for Mental Health](#): Facilitator's Guide, Presentation Slides, Participant handout

To assess each psychosocial factor, you may use the [Organizational Review Worksheet](#) and [Survey Tool](#) provided by Guarding Minds at Work.

Developed in collaboration with the [Centre of Expertise on Mental Health in the Workplace](#).