

Vinnis, 7 September 2007

**Working for a better psychosocial working
environment in the Danish Railways**



Danish Railways in numbers



Customers daily	450.000
Train daily	1.050
S-train daily	1.130
Stations	330
Workshops for train 9	
Employees	9.000
Total turnover	1.2 bill. €

Different job functions and many challenges in our work



Major challenges

How to start up

Stress

Absence and presence

Changes

Violence and threats

Stress strategy – what do we want to achieve ?

Open dialog between management and employees

Move focus – stress being an individual's problem towards stress as the workplace's problem

Get employees to talk more openly about stress

Get management to listen to employees and get management to act

Less stress amongst the employees and the organisation

Minimise sick leave caused by stress

Understanding the strategy on preventing stress

DSB 2007	Identification Methods/signals	Activities	Prevention
Organisation	Questionnaire Workplace assessment Sick leave Employee turnover	Management focus Resources/ support from management	Management focus Stress policy
Department level	Questionnaire Workplace assessment Sick leave Employee turnover	Intervention e.g. internal or external consultants Dialogue meetings	Dialogue within the workplace Courses for the management
Individual	Employee development Attention Daily dialogue	Psychological counselling Network Stress coach	Courses in personal stress prevention Competence development

Activities - What do we do ?



The Film "Stress – a return ticket" takes 15 minutes

"Pixibook" with messages from the film and question to discuss

The film has been sent out to management – 550 people and union and safety representative (300 people)

We request to see the film together at the workplace and to discuss the questions from the pixibook (management and employees)

The cooperation committee request management to put stress on the agenda

Activities - What else do we do ?



Offer to management – courses in “How to have a dialogue with employees about managing stress”

Offer to the union and safety representatives: ”Go home meetings” – about roles, responsibility and tasks

One-days meetings about psychosocial working environment for both the management and the union and safety representative

Courses in personal stress prevention for the employees

Pilot project – testing a stress survey tool

Pilot project – education of 11 stress coaches

Timeline - milestones



May 2005

"Psychosocial working environment – a catalogue of inspiration"

June 2005

Draft of stress strategy is prepared

August 2005

Training of stress coaches

Dec. 2005

"Psychosocial working environment – a catalogue of inspiration" was published

November 2006

Stress strategy was approved

April 2007

The film: "Stress – a return ticket" was completed

Spring 2007

Implementation of stress strategy in the organisation begins

Autumn 2007

Mid-project evaluation of stress strategy

Theatre

Spring 2008

Focus on well-being

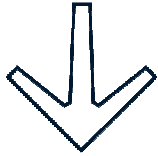
Autumn 2008

Stress strategy is implemented in the organisation



Stress strategy communication plan





Working environment website containing tools and the stress film.

The screenshot shows a web browser window titled "Stress - Arbejdsmiljø - Microsoft Internet Explorer leveret af DSB Informatik". The address bar contains "http://abc.dsb.dk/Webtop/site.aspx?p=8310". The website header includes the "abc.dsb" logo and a search bar. A navigation menu lists: Organisation, Om DSB, Medarbejdere, Kunder, Togproduktion, Intern Service, and På tværs. The main content area is titled "Psykisk - Stress" and "Hvad er stress?". It contains a video player for the film "Stress TUR/RETUR" with a description: "Filmen er et debatoplæg. Den kommer ikke med færdige løsninger. Det er vigtigt at filmen ses sammen - ledelse & medarbejdere. Hvis du som chef/leder eller tillids-/sikkerhedsrepræsentant ikke har modtaget din egen kopi af filmen på DVD er du velkommen til at kontakte Merete Paarup så kan du få et eksemplar." Below the video, there are sections for "Gode råd" and "Kontakt - stress" with contact information for HR-Service and DSB's health insurance.

Course: How to manage your stress

– August 2007

http://intraidx/dokumentarkiv/showdocformacro.asp?token=10&id=070827162655&type=doc&fname=DSB29 - Microsoft Internet Explorer I

Filer Rediger Skift til Foretrukne Hjælp

Adresse http://intraidx/dokumentarkiv/showdocformacro.asp?token=10&id=070827162655&type=doc&fname=DSB2907.pdf

Gem en kopi Søg Vælg 112% Søg på nettet Gode tilbud fra Adobe

6 **dsbdag** Nummer 29 28. august 2007



Få styr på din stress

Et to-dages kursus i stresshåndtering er blevet et **tilløbsstykke**

» Af Xenia Wieth

'Send jeres bevidsthed ud i universet. Hvordan lyder det derude?'

Dyb tavshed. De 16 mænd og kvinder, der ligger udstrakt på gulvet på hver sin liggeunderlag, befinder sig i en tilstand af inens afslapning, og faktisk kunne man tro, de snorksov.

Øvelsen går dog ikke ud på at sove, men handler om at blive bevidst om sin krop og sit åndedræt. Den indgår som en del af det kursus i stresshåndtering, som siden foråret har trukket snesevis af DSB's medarbejdere til Ledernes Konferencecenter i udkanten af Odense.

Her lærer de i løbet af to dage om stress. Om hvorfor den opstår, om symptomerne og om, hvordan man undgår, at den nedbryder ens helbred. Kurset er meget praktisk orienteret, og når deltagerne rejser hjem fra Odense igen, har de fået nogle redskaber, de kan bruge næste gang, det hele er ved at køse over.

'med med flager', som han selv udtrykker det.

»Det gjorde, at jeg fik vrøvl med vejtrækningen. Jeg har prøvet flere midler, bl.a. meditation. En dag hørte jeg på stuen en kollega fortælle om kurset her, og jeg vil godt vide

»Det kom helt bag på os, at så mange ville være med. Det viser, at der er et stort behov for at arbejde med stress i organisationen

Merete Paarup
HR-konsulent

være bedre til at tage hensyn til mig selv. I mit tidligere job har jeg prøvet at være syg på grund af stress. Jeg vidste bare ikke, at det var derfor,« siger Suzanne, der læste om kurset på abc.dsb.

»Jeg synes, det er fabelagtigt at komme til en arbejdsplads, der tager hånd om medarbejderne på den måde. Men man må også spørge sig selv, hvorfor der overhovedet er et behov for et kursus som det her,« siger Suzanne.

Stort behov
Det har de skam også gjort i HR.

»Det kom helt bag på os, at så mange ville være med. Det viser, at der er et stort behov for at arbejde med stress i organisationen, og at medarbejderne er meget åbne over for det. Nu mangler vi bare at få chefer og ledere rundt omkring gjort lige så opmærksomme på det, som medarbejderne øjensynligt er,« siger HR-konsulent Merete Paarup, der har udviklet kurset i samarbejde med arrangøren JobLiv Danmark og Lis

Udført

Start Indba... Mepa... Statu... Opfor... DSB I... Komm... Micro... http... 1 Merete » Arbejdsmiljø » 16:08

Results

Open dialog between management and employees

- **we're on our way**

Move focus – stress being an individual's problem towards stress as the workplace's problem

- **still working on it**

Get employees to talk more openly about stress

- **have come a long way**

Get management to listen to employees and get management to act

- **still working on it**

Less stress amongst the employees and the organisation

- **haven't analysed data**

Minimise sick leave caused by stress

- **haven't analysed data**

Useful advice ...

Use your imagination – have fun

Work systematically – what are your goals ?

Work with management and employees

Listen to the good stories in your organisations and use them in the process - focus on the positive instead of on the problems

Inform about your work – tell about the successes

Investigate what financial support is available for the projects

You are welcome to contact me:

mepa@dsb.dk

Merete Paarup
DSB HR Service
Danish Railways