

## TEST YOUR STRESS LEVEL AND LEARN MORE ABOUT THE SIGNS OF STRESS

Within the past four weeks, how often have you ... (Tick one box only for each question)		RARELY OR NEVER	SOMETIMES	ALWAYS OR OFTEN
TENSION	... had problems relaxing?			
	... felt irritable?			
	... felt tense?			
	... felt tired?			
SLEEP	... slept badly and restlessly?			
	... had problems falling asleep?			
	... woken up too early without being able to go back to sleep?			
	... woken several times during the night and found it hard to go back to sleep?			
MOOD	... felt unhappy?			
	... lacked self-confidence?			
	... had a bad conscience or felt guilty?			
	... felt uninterested in the tasks that you do in your daily life?			
BODY	... had a stomach ache?			
	... had a headache?			
	... had heart palpitations?			
	... had muscle tension?			
THOUGHTS	... had problems concentrating?			
	... had problems thinking clearly?			
	... had problems making decisions?			
	... had problems remembering things?			

Source: The Danish Health and Medicines Authority's leaflet from 2007 'Are you familiar with stress? How to do something about it'

The above-mentioned symptoms may be caused by many other factors than stress. If you are in doubt, you should consider consulting your own doctor. If you have ticked 5 or more boxes in the red column and believe this is because of stress due to conditions at your workplace, you should consider talking to your manager, union representative, occupational health and safety representative or a colleague (see the table on the previous page).

### MORE INFORMATION AND CONTACT INFORMATION (links)

AU's offer of anonymous consultation by referral  
Health's work environment contact person

### READ MORE ABOUT STRESS (links)

AU HR

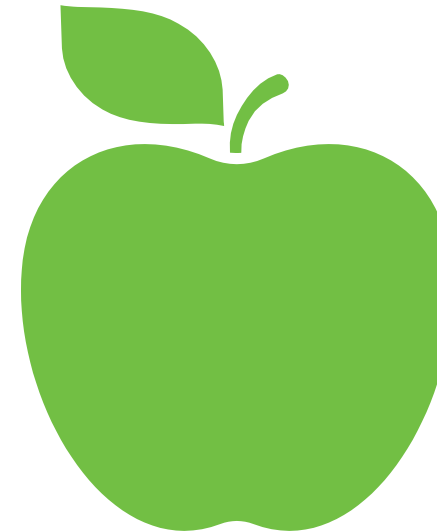
Danish Health Authority

The Danish Knowledge Centre for the Working Environment

The Danish Working Environment Authority

# PREVENTING AND DEALING WITH STRESS

## AT DEPARTMENT OF DENTISTRY AND ORAL HEALTH (IOOS)



IOOS wants to be a good and healthy workplace for all employees

IOOS views stress as a shared challenge and a joint responsibility

IOOS will work to ensure that everyone actively takes responsibility for promoting well-being and preventing stress

## WHAT IS STRESS?

Stress is a physical and psychological response to overload. Stress is not always unhealthy. Basically, you can talk about stress as being in the well-being, risk or danger zone.

### THE WELL-BEING ZONE

Even when we are thriving and feel well, it is natural to experience brief periods of stress. As long as the stress is temporary, it is an appropriate reaction, which helps us to overcome strain.

### THE RISK ZONE

Long periods of stress can trigger a number of physical and psychological symptoms (see table on the last page), that may have a negative impact on work capacity and health.

### DANGER ZONE

If you do not stop being stressed and re-establish a balance, stress can have consequences that are more serious and become a real threat to both your health and working capacity.

Question for use at the **staff development dialogue (SDD)**:

With regards to promoting well-being and preventing stress in my work life, what is especially important to me?

Even though stress affects the individual, his or her surroundings play an important role. There are factors – both in an employee's private life and in his or her working life – that can either aggravate or help protect against stress.

## A SHARED RESPONSIBILITY

At the Department of Dentistry and Oral Health we all have a responsibility when it comes to promoting well-being and **preventing stress, detecting and reacting** to unhealthy stress, **handling** reduced work capacity due to stress and illness.

### Rolls, tasks and responsibilities when it comes to ...

	PREVENTING	DETECTING AND REACTING	HANDLING
EMPLOYEE	<p>Identify own work-related sources of well-being and stress</p> <p>Learn about stress and own reactions to stress and use this knowledge to prevent stress at work</p>	<p>Take symptoms seriously and react to them by talking with your immediate manager about workload and prioritizing work tasks</p> <p>Use network, colleagues/Health and safety representative/union representative and if necessary take up AU's offer of anonymous psychological counselling</p>	<p>Contact:</p> <ol style="list-style-type: none"> <li>1. Own doctor</li> <li>2. Immediate manager</li> <li>3. AU's psychological counselling service</li> </ol> <p>Cooperate with your manager/colleagues/Health and safety representative/union representative about returning to work</p>
	<p>Take responsibility for shared tasks and well-being</p> <p>Be aware of colleagues' well-being and signs of stress</p> <p>Contribute to creating a culture of openness in relation to stress and well-being</p>	<p>If a colleague shows signs of unhealthy stress, talk to him/her and express concern to:</p> <ol style="list-style-type: none"> <li>1. The colleague (be curious to know s/he has sought help and where)</li> <li>2. The immediate manager, if necessary Health and safety representative/union representative</li> </ol>	<p>Prepare a plan for:</p> <ul style="list-style-type: none"> <li>• What kind of support and help should be given to the colleague suffering from stress</li> <li>• How to ensure a common responsibility for solving the work tasks of the colleague suffering from stress</li> </ul> <p>If in doubt ask immediate manager</p>
MANAGER	<p>Have focus on prioritizing and coordinating task allocation</p> <p>Ensure a culture which is characterized by openness in relation to well-being and stress</p> <p>Make sure to have the necessary knowledge and competencies in relation to stress. Be aware of signs of stress among employees and show that they are always welcome to come and talk</p> <p>Ensure a continuous visualization of how the department works with well-being and prevention of stress. Ask about well-being e.g. at the annual SDD</p>	<p>Talk to the employees when worried</p> <p>Prepare a plan for how workload and work pressure can be reduced and prioritize tasks</p> <p>Look into whether the source of stress also can lead to stress for others</p>	<p>Encourage the employee to contact:</p> <ol style="list-style-type: none"> <li>1. Own doctor</li> <li>2. AU's psychological counselling service</li> </ol> <p>Focus on communication and prioritizing work tasks in the department in consideration of the other employees</p> <p>Prepare a return-to-work plan ensuring a gradual return and handling of the task complexity</p>