

## Psychological Demands: Action planning worksheet (Sample)

What our workplace will <u>continue</u> doing:		What our workplace will <u>start</u> doing:	
Action: (To ensure continued success with this risk factor)	Impact: (How this might affect our workers/work environment)	Action: (To enhance this factor)	Impact: (How this might affect our workers/work environment)
In job ads, ensure that the interpersonal and emotional skills required are listed in addition to the technical job skills.	Ensures applicants have clarity on the psychological demands of roles they are applying for.	Provide emotional intelligence training to all staff who are in roles that require interacting with challenging or demanding situations, including clients/customers.	Provides staff with skills to increase their ability to manage emotionally challenging or difficult job situations.
We will measure progress by:		We will know we are successful if:	
Retention data.		Staff report that training in emotional intelligence skills increases their effectiveness and success in dealing with challenging situations.	