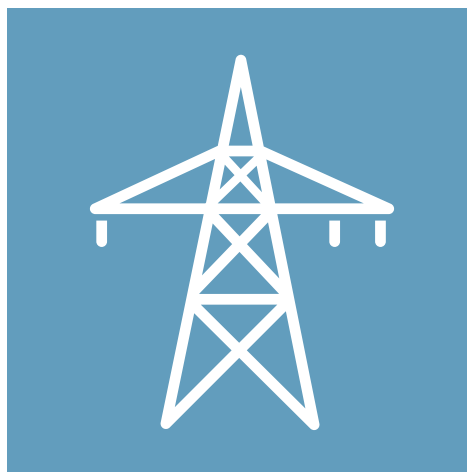


Together towards healthy working conditions

Occupational safety and health compact



Guide for the assessment
of mental workload
in companies with up
to 10 employees

**Includes annexes for
companies with up to
50 employees**

Contents

1. Together towards healthy working conditions	2
Step 1 – Inform employees and hand out the checklist	3
Step 2 – Determine the level of mental workload	4
Step 3 – Identify solutions	5
Step 4 – Plan and implement measures	6
Step 5 – Check effectiveness	7
Documentation	7
2. Annex	8
“Mental workload” checklist (copy template)	9
Together towards healthy working conditions in companies with up to 50 employees	10
Schedule of measures (copy template)	12

Attachments

- Checklist (10 copies)
- “Determine the level of mental workload” poster
- “Identify solutions” poster

Copyright:

© reproduced by permission of Berufsgenossenschaft Energie Textil Elektro Medienerzeugnisse (BG ETEM), based on version 3 • 7 • 3 • 16 • 3

Picture credits:

- Title:** iStockphoto 35277686/MachineHeadz
- Page 2:** iStockphoto 56405320/pixelux
- Page 7:** iStockphoto 24983307/shapecharge
- Page 8:** iStockphoto 25015828/sturti
- Page 10:** 123rf.com/auremar
- Back page:** BG ETEM; iStockphoto 59745946/Michael Jung

This publication contributes to the international ISSA campaign

VISION ZERO 

Safety.Health.Wellbeing.

Introduction

According to the German Occupational Safety and Health Act (Arbeitsschutzgesetz, ArbSchG), employers are obligated to assess the working conditions within their companies (compare § 5 ArbSchG). They are required to determine the psychological risks that may result from conditions such as high workloads, the lack of social support at the workplace or the duration, condition and distribution of work, as well as to identify the necessary actions to be taken in response.

How can you, an employer with up to 10 employees, assess the risks associated with mental workload within your company in only five steps?

Take advantage of this guideline for action: To get started, briefly inform yourself about the pertinent facts related to the overall process. Distribute the checklist (refer to the Annex and page 9: copy template) among your employees






for individual evaluation and set a date to do the risk assessment together with your team.

As part of the risk assessment process, you and your team should analyse the checklists using the "Determine the level of mental workload" poster. For this, your employees should bring the completed checklists to the meeting, where you can examine the resulting issues with the aid of the "Identify solutions" poster: What are the causes? What are some possible solutions?

Thought of everything? The "Schedule of measures" (refer to pg. 12: copy template) serves as an aid for implementing and executing specific measures. Verify effectiveness: Regularly enquire whether the measures taken, such as to modify working conditions, are still effective.

Checklist

5-Step Risk Assessment

Step	Task	
	Inform employees and hand out the checklist	Date: _____ Completed: <input type="radio"/>
	Determine the level of mental workload	Date: _____ Completed: <input type="radio"/>
	Identify solutions	Date: _____ Completed: <input type="radio"/>
	Plan and implement measures	Date: _____ Completed: <input type="radio"/>
	Check effectiveness	Date: _____ Completed: <input type="radio"/>

1

Together
towards
healthy
working
conditions



Step 1: Inform employees and hand out the checklist

This brochure will support your efforts to enter into a discussion with your team about mental workload. You assume the responsibility for identifying potential psychological stress factors associated with the workplace, for evaluating the related level of risk and for implementing suitable measures in response. The ultimate effectiveness of the actions taken will be assessed during the final step (Fig. 1).

In Step 1, inform your team and hand out the checklist to each participant (refer to the annex and copy template on pg. 9). Explain that: "In an effort to achieve improvements, this checklist provides an opportunity to list the stresses you are subjected to and for which there is seldom enough time to discuss."

Implementation of the measures establishes legal certainty and makes an important contribution to encouraging the overall collaboration among your employees, as well as to improving their productivity and satisfaction.

What should I say when announcing the group discussion?

Show that you want to learn from your employees and that you take your legal responsibility seriously. Take advantage of your team's knowledge as "experts in the field". Satisfied and motivated employees work more efficiently and effectively.

Example: How to announce the group discussion

- "I would like to find out what types of psychological stress are associated with our daily operations and whether we can configure our work processes in a healthier manner. For this, I will need your help."
- "The 'Mental workload' checklist (distribute the list) will help to reflect on certain aspects of the work process that we might not think about on our own."
- "I am really curious about your opinion on this. I would like to sit together with you, discuss the results of the checklist and look for solutions."
- "I suggest that we meet on ... at Please bring your completed checklist with you."

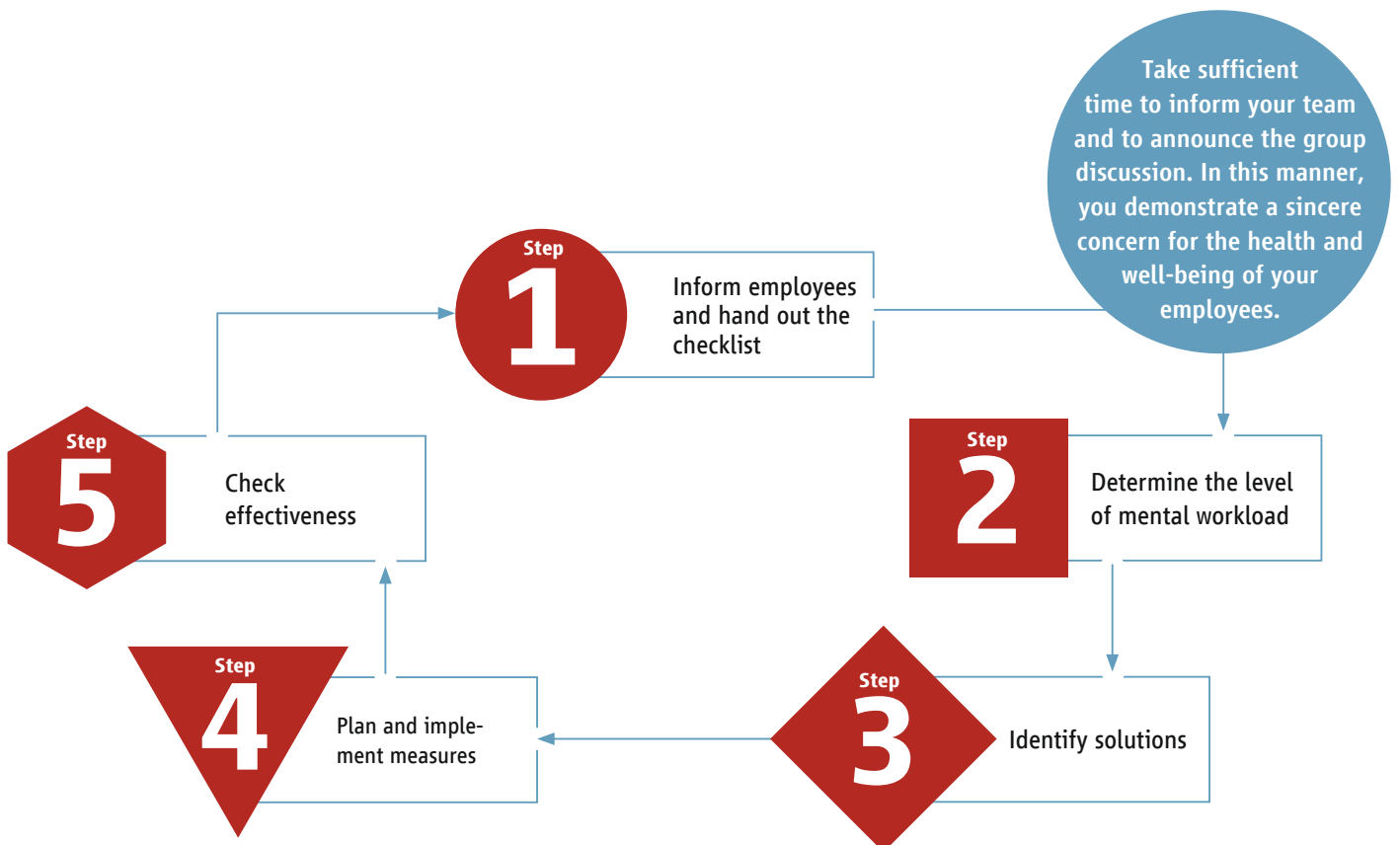


Fig. 1: 5-Step Risk Assessment: These 5 steps form a logical sequence and are easy to put into practice. If they are followed as presented and the results documented, then the legal requirements (ArbSchG in Germany) for assessing the risks associated with mental workload will have been fulfilled. Anticipate from 10 to 30 minutes to announce the discussion and 90 minutes to conduct it.

Step 2: Determine the level of mental workload

Employees are requested to complete the “Mental workload” checklist in advance. During the group discussion, the results will be copied onto the “Determine the level of mental workload” poster. This provides an overview of the general situation.

Request that each participant copy the results from their checklist onto the poster. The poster should be situated in such a manner that the individual entries remain anonymous.

Examine the overall results

What is going particularly well? Where is action needed? Highlight those questions (using the felt-tip marker) that were marked in the red column by more than 50% of the participants. Copy the most important topics onto the “Identify solutions” poster and then continue with this poster.

Do the answers to all questions fall within the green column?

Then you can be satisfied with the good working conditions in your company!

Use the time together to think about further improvements.



Materials

- “Determine the level of mental workload” poster
- Completed checklists (submitted by the participants)
- A wide felt-tip marker

Tips

A calm atmosphere provides a suitable environment for conversation. The best time to meet with your team is when you are not expecting any calls or visitors. If you announce the group discussion well enough in advance, then most participants will find the time to take part. Solutions that come from your employees are often creative and will be acceptable to the group.

Initially discuss one topic at a time until you are confident to have found a good solution. Other topics can be addressed later.



Step 2: Determine the level of mental workload

Risk assessment in five steps:

Step 1: Inform employees and hand out the checklist

Step 2: Determine the level of mental workload

Step 3: Identify solutions

Step 4: Plan and implement measures

Step 5: Check effectiveness

And this is how you proceed:

You've asked the employees beforehand to complete the "Mental workload" checklist and to bring the group discussion.

Copy up this poster in the meeting so that it can only be seen by one person at a time; ask the guests to enter their results on the poster.

Areas with greatest need for action can now be easily identified. Highlight the topics (using a red marker) that received the most "More no" answers. Copy the subject onto and continue on with the "Identify solutions" poster.

Time limit:
5 minutes

Materials:
1 broad felt-tip marker

This poster documents the risk assessment according to § 4 of the German ArbStättG. Please retain it.

Collection of answers based on the "Mental workload" checklist*

	👍 More yes	👎 More no
1. Work activities		
1.1 Do you prepare, organize and test the work you personally carry out?		
1.2 Do you perform varied work tasks?		
1.3 Do you have the option of changing your body posture and/or receive sufficient movement during work?		
1.4 Do you receive sufficient information about your field of work?		
1.5 Do your qualifications meet the requirements of your work activities?		
1.6 Is your work free from the risk of injury or disease?		
1.7 Is your work environment free from unfavourable conditions (e.g. noise, climate, odours, etc.)?		
1.8 Is your work free from potentially highly emotional demands (e.g. dealing with the public)?		
1.9 Do you have any influence on your work schedule (e.g. breaks, work pace, deadlines, etc.)?		
1.10 Do you have any influence on how your work is performed (e.g. choice of work means/methods)?		
1.11 Do you receive sufficient information about company developments?		
2. Work organization		
2.1 Is it possible to work continuously without frequent interruptions?		
2.2 Can you normally work without time and deadline pressures?		
2.3 Do you receive proper feedback (recognition, criticism, judgment) about your own performance?		
2.4 Are there clear decision-making structures for your field?		
2.5 Is ordered overtime the exception?		
2.6 In case of overtime, can you take compensatory days off in a timely manner?		
3. Social issues		
3.1 Does your work provide the opportunity to work together with colleagues?		
3.2 Is there a positive social climate?		

*"Mental workload" checklist from the German Social Accident Insurance Institution of the Federal Government and for the railway services (Unfallversicherung Bund und Bahn) (refer to pg. 9)

Do not get distracted by taking on too many topics. In most cases, it is sufficient to discuss the most important topic first, and then seek out a suitable solution just for it.

Fig. 2: Example of a poster completed by 5 employees

4

Step 3: Identify solutions



Copy the most important topic onto the "Identify solutions" poster (other topics will have to wait until the most important one has been completely worked through). Structure the group discussion by dealing with the questions on the poster from left to right and record the results.

Make sure your notes are legible for everyone.

- 1. Collect** examples or specific situations from the past to illustrate the problem. Continue to pose questions until further examples are no longer proposed.
Do not argue!
- 2. Ask** for the causes and record them. The more specific the examples, the easier it will be to identify the causes.
- 3. Solve** the problems. New and creative solutions are of particular interest. Do not spend too much time discussing whether or not a solution is viable because a selection will be made at a later point in time.
- 4. Follow up:** Discuss what needs to be considered with respect to implementing a measure and record the basic related factors in the last column.

Materials

- "Identify solutions" poster
- A wide felt-tip marker

The group discussion ends at this point. Thank your employees for their active participation and announce the implementation of the most important measures. You are responsible for determining the actions to be taken and who will implement them. Therefore, this should not be part of the group discussion.

Tips

Your employees should especially have an opportunity to speak out during the group discussion. After giving a brief introduction, focus on answering questions and taking notes. The posters can be very useful for this, so use them to record the most important conclusions in bullet format for all to see.

Employees often have good ideas, but it might take some time before they are willing to discuss them. This is why you should write down all proposals at first, but choose one later.



Step 3: Identify solutions

Risk assessment in five steps:

Step 1: Inform employees and hand out the checklist
Step 2: Determine the level of mental workload
Step 3: Identify solutions
Step 4: Plan and implement measures
Step 5: Check effectiveness

And this is how you proceed:

Following evaluation of the "Mental workload" checklist, continue by discussing the most important topic. This process follows the direction of the arrows. Initially collect examples or define situations, then seek out the causes and ask for possible solutions and determining factors: Gather, Ask, Solve, Follow up.

Rules of communication:

- Only one person talks at a time!
- Talk about yourself and what matters to you (not somebody else)!
- Keep it short!
- Be sympathetic and respectful to each other!
- Listen to the other participants!
- Do not evaluate or judge one another!

Time limit:
90 minutes

Materials:
1 wide felt-tip marker

This poster documents the risk assessment according to § 4 of the German ArbStättG. Please retain it.

Our topic: ✖ Work interruption

What comes to your mind when you think about this topic? <small>Gather: Ask for examples that illustrate the problem. If further examples are not given, continue with "The cause" column.</small>	What are the causes? <small>Ask: Seek out the causes of the problem.</small>	What kind of operational solutions are available? <small>Solve: Key points to investigate are responsibilities, information, qualifications, tools and materials, work organization and working environment.</small>	What should be kept in mind with respect to implementation? <small>Follow up: What kind of resources do we need?</small>
The PC crashes constantly	Outdated soft- or hardware	<ul style="list-style-type: none"> • Buy a used PC • Buy a new PC • Avoid PC work ??? • Procure new software (how?) 	<ul style="list-style-type: none"> • New MS Office max. 21 EUR • Ask Miller for upgrade options • Miller gathers offers
Cellphone ringing during customer meetings	Availability has priority. It could be something important	<ul style="list-style-type: none"> • Mute your phone beforehand • It is better to return the call • Office calls only in urgent situations: The office sends an SMS, information to be retrieved by the technicians following the meetings. • Important calls from boss go to the voicemail 	<ul style="list-style-type: none"> • Use breaks to return calls • Listen to the mailbox

Continue with step 4: "Schedule of measures"
 Copy the best solutions onto the "Schedule of measures".

Schedule of measures:
 The results of the group discussion can be entered into the "Schedule of measures" at a later time. We recommend announcing the implementation of specific measures as quickly as possible following the group discussion. In most cases, this will have a positive effect on the team climate and will promote employee willingness to contribute to the success of the measures ultimately taken.

issa | INSTITUT FÜR SOZIALE SICHERHEIT
 Section for Electricity

Fig. 3: Example of a completed "Identify solutions" poster

Step 4: Plan and implement measures

You may be asking yourself at this point, which proposals should ultimately be implemented?

Quick decisions and **rapid implementation** will have a positive effect on the working atmosphere, but you must decide prudently. There is nothing more disappointing for an employee than to look forward to a long-awaited improvement that is cancelled just a short time later. Therefore, it is totally acceptable to put off making a decision until you've "slept on it". When a decision is made to

undertake specific measures, the following principle (from § 4 ArbSchG in Germany) should be kept in mind: **Risks should be combated at their source.**

Copy all reasonable measures over to the "Schedule of measures" template and decide on which should be addressed immediately and which can be deferred. Specify a responsible person and set a deadline for implementation.

Get your employees on board! Inform them about the measures to be implemented, but also tell them why you chose not to implement other proposed measures.



Schedule of measures

Company <i>Sample company</i>	Date <i>15 March</i>	Processor <i>M. Smith</i>
----------------------------------	-------------------------	------------------------------

1 st measure	Stress factor/task	Responsible person
	Conditions for implementation/Work interruptions Check and optimize the tool classification system	D. Miller
Measures and activities	Deadline (date)	
Identify the demand, purchase and install products	15 May	<input checked="" type="checkbox"/> Completed
Check of effectiveness	Deadline (date)	
Notes	15 July	<input checked="" type="checkbox"/> Completed
Introduce new system; positive feedback from employees		
2 nd measure	Stress factor/task	Responsible person
	Work interruptions	H. Mitchell
Measures and activities	Deadline (date)	
Instruction regarding mobile phone usage policy, ensure compliance by all employees	19 May	<input checked="" type="checkbox"/> Completed
Check of effectiveness	Deadline (date)	
Notes	14 June	<input checked="" type="checkbox"/> Completed
Functions to a limited degree; permanent guidance necessary		

Fig. 4: Example of a completed "Schedule of measures"

Tips

Aid for making the implementation decision:

1. Which problems require urgent attention?

Criteria: frequency of problematic occurrence / severity of the problem

Example of "frequency of occurrence": ongoing interruptions due to customer complaints over the phone, which lead to a persistent feeling of being under stress.

Example of "severity": colleague absenteeism over a lengthy period of time due to a work-related accident.

2. Which measures are most suitable?

Criteria: Does the measure improve the situation? How far-reaching is it? Is it easy to implement?



Step
5

Only by making a check of effectiveness can you be assured that you actually chose the right measures.

Step 5: Check effectiveness

It is not clear yet, whether you have actually chosen the right measures. Certainty about that decision can only come after checking its effectiveness over time. Company management is responsible for checking effectiveness: the current state of effectiveness should be evaluated at established intervals.

Was the measure actually put into practice?
Has the level of mental workload receded? Is the reduction in workload permanent? The simplest approach is to verify effectiveness by using both the checklist and poster.

Check the "Completed" box if the measure was successful. If not, seek out reasons for the failure and develop new measures.

It may also be possible that the situation has changed and another (better) solution has been implemented in the meantime. In this case, include this measure in the "Schedule of measures".

Keep your assessment of mental workload-related risks up-to-date and evaluate it regularly. A new analysis should be performed if:

1. the working conditions change or
2. there are signs of critical mental workload.

Documentation

All necessary information for documenting the risk assessment of mental workload is now available and should be retained:

1. "Determine the level of mental workload" poster.
2. "Identify solutions" poster.
3. "Schedule of measures" with notes related to the effectiveness check.

2

Annex



Handed over by

Mental workload checklist

Please respond to all questions. Indicate whether the questions tend to apply or not apply to your work activity by checking either the "More yes" or the "More no" box. Checklists not completely or clearly filled out will unfortunately not be evaluated or included in the evaluation.

1. Work activities		More yes	More no
1.1	Do you prepare, organize and test the work you personally carry out?	<input type="checkbox"/>	<input type="checkbox"/>
1.2	Do you perform varied work tasks?	<input type="checkbox"/>	<input type="checkbox"/>
1.3	Do you have the option of changing your body posture and/or receive sufficient movement during work?	<input type="checkbox"/>	<input type="checkbox"/>
1.4	Do you receive sufficient information about your field of work?	<input type="checkbox"/>	<input type="checkbox"/>
1.5	Do your qualifications meet the requirements of your work activities?	<input type="checkbox"/>	<input type="checkbox"/>
1.6	Is your work free from the risk of injury or disease?	<input type="checkbox"/>	<input type="checkbox"/>
1.7	Is your work environment free from unfavourable conditions (e.g. noise, climate, odours, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>
1.8	Is your work free from potentially highly emotional demands (e.g. dealing with the public)?	<input type="checkbox"/>	<input type="checkbox"/>
1.9	Do you have any influence on your work schedule (e.g. breaks, work pace, deadlines, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>
1.10	Do you have any influence on how your work is performed (e.g. choice of work means/methods)?	<input type="checkbox"/>	<input type="checkbox"/>
1.11	Do you receive sufficient information about company developments?	<input type="checkbox"/>	<input type="checkbox"/>

2. Work organization		More yes	More no
2.1	Is it possible to work continuously without frequent interruptions?	<input type="checkbox"/>	<input type="checkbox"/>
2.2	Can you normally work without time and deadline pressures?	<input type="checkbox"/>	<input type="checkbox"/>
2.3	Do you receive proper feedback (recognition, criticism, judgment) about your own performance?	<input type="checkbox"/>	<input type="checkbox"/>
2.4	Are there clear decision-making structures for your field?	<input type="checkbox"/>	<input type="checkbox"/>
2.5	Is ordered overtime the exception?	<input type="checkbox"/>	<input type="checkbox"/>
2.6	In case of overtime, can you take compensatory days off in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>

3. Social issues		More yes	More no
3.1	Does your work provide the opportunity to work together with colleagues?	<input type="checkbox"/>	<input type="checkbox"/>
3.2	Is there a positive social climate?	<input type="checkbox"/>	<input type="checkbox"/>

Mental workload checklist of the German Social Accident Insurance Institution of the Federal Government and for the railway services (UVB). **Unauthorized "Mental workload checklist" of UVB.**



We recommend conducting a group discussion with your team of managers right from the start. This will demonstrate the benefits of the group discussion concept while your managers gain experience in moderating the proceedings.

Together towards healthy working conditions in companies with up to 50 employees

How can you, an employer with 10 to 50 employees, use the guidelines found in “Together towards healthy working conditions” to benefit your company?

Has the practical approach used in “Together towards healthy working conditions” been persuasive enough to arouse your interest? If so, this section will offer advice on how to implement it, even in companies with significantly more than 10 employees. The basic 5-step process remains the same, but a little preparation is needed, however, since Steps 4 and 5 have been slightly amended.

To begin with, inform and involve your management team

Speak with your managers, explaining that a healthy workplace is not only a legal requirement (ArbSchG in Germany), but it is also associated with economic benefits. Over the long term, the number of absentee days will recede and the quality of work will increase. The active participation of the employees will also promote motivation and teamwork.

Preparation – form employee discussion groups based on fields of activity in order to inform them and determine their level of stress, with the ultimate goal of finding adequate solutions.

With more than 10 employees, multiple group discussions should be conducted. Proceed in the following manner: Form discussion groups to bring together employees who perform approximately the same work tasks. In many cases, it is possible to orient on the existing organizational structure and to adapt the groups accordingly. If possible, no more than 10 persons should participate in a discussion group.

Plan to proceed through the group discussion with reference to the “Overview & action plan”.

The responsible manager can moderate the group discussion, although this is not a requisite. An external person may often-times prove more suitable because they can ask more questions and bring new issues to light. Special moderating skills are not

necessary if the tips provided on the posters are followed. Don't forget to submit a timely order for sufficient quantities of "Together towards healthy working conditions": www.bgetem.de, web code: 17444775.

Tips

Successful moderation saves time and increases the quality of the results. There is no reason why a good moderator should not be used on more than one occasion. Particularly in cases where a manager and his/her employees may not harmonize very well, it is advisable for an external moderator to assume the task. This could be, for example, a manager from another field.

Step 4 – Compare results and plan measures

When the group discussions are finished, consult with your management team to decide upon and implement the best solutions. Update the "Overview & action plan", making note of the positive effects you anticipate, as well as how and when they are to be ascertained.

Step 5 – Document and update the assessment of working conditions

Steps 1 through 5 have now been worked through by each task-related discussion group using "Together towards healthy working conditions" as a guide. For documentation purposes, it is sufficient to retain the posters as well as the "Overview & action plan". In order to keep the assessment of working conditions up to date and to monitor the effectiveness of the measures implemented, it is advisable to repeat the process at reasonable intervals. These intervals should be determined together with your management team.

A new analysis should be performed whenever the working conditions have changed or when critical levels of mental workload appear.

Tips

By mounting the posters next to each other on the wall, you will gain a clear perspective of the overall situation. Please don't forget to explain why a proposal for a specific solution may not have been implemented and instruct your managers to share this information with their employees.

Overview and action plan				
Area of activity	Management team	Field service	Production	Office
Number of employees	4	7	12	5
Responsible person/ Manager/ Moderator	Employer Mr Reich Mrs Zoll	Field service manager Mr Meyer Mrs Zoll	Production manager Mrs Zoll –	Office manager Mr Grund –
Date of group discussion	14 June	18 June	19 June	16 June
Stress factors/tasks	Information comes too late	Disturbances during assembly work caused by mobile phone calls		Disturbances caused by colleagues bursting into the office and customer phone calls
Measures and activities	Copy the field service manager	Mute (private mobile phones, as well)		Rotate telephone service on a daily basis
Who? Until when? Completed?	General manager	All personnel		Claus takes over IT adaption for all offices
Check of effectiveness/ remarks	Results insufficient New deadline	New run		Meeting date for the entire office on 15 July – OK!
By when? Completed?	15 July	15 Dec.	15 Dec.	15 July/completed

Fig. 5: Example of a company with 28 employees



Schedule of measures

Company

Date

Processor


1st measure	Stress factor/task		Responsible person
	Measures and activities		Deadline (date)
	Check of effectiveness		
	Notes		Deadline (date)
			<input type="checkbox"/> Completed?
			<input type="checkbox"/> Completed?

2nd measure	Stress factor/task		Responsible person
	Measures and activities		Deadline (date)
	Check of effectiveness		
	Notes		Deadline (date)
			<input type="checkbox"/> Completed?
			<input type="checkbox"/> Completed?


3rd measure	Stress factor/task		Responsible person
	Measures and activities		Deadline (date)
	Check of effectiveness		
	Notes		Deadline (date)
			<input type="checkbox"/> Completed?
			<input type="checkbox"/> Completed?

4th measure	Stress factor/task		Responsible person
	Measures and activities		Deadline (date)
	Check of effectiveness		
	Notes		Deadline (date)
			<input type="checkbox"/> Completed?
			<input type="checkbox"/> Completed?

Attachments



 Headed over by



Mental workload checklist

Please respond to all questions. Indicate whether the questions tend to apply or not apply to your work activity by checking either the "More yes" or the "More no" box. Checklists not completely or clearly filled out will unfortunately not be evaluated or included in the evaluation.

Work activities	More yes	More no
1.1 Do you prepare, organize and lead the work you personally carry out?	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Do you perform varied work tasks?	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Do you have the option of changing your body posture and/or receive sufficient movement during work?	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Do you receive sufficient information about your field of work?	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Do your qualifications meet the requirements of your work activities?	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Is your work free from the risk of injury or disease?	<input type="checkbox"/>	<input type="checkbox"/>
1.7 Is your work environment free from unfavorable conditions (e.g. noise, climate, odors, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>
1.8 Is your work free from potentially highly emotional demands (e.g. dealing with the public)?	<input type="checkbox"/>	<input type="checkbox"/>
1.9 Do you have any influence on your work schedule (e.g. breaks, work pace, deadlines, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>
1.10 Do you have any influence on how your work is performed (e.g. choice of work measurement)?	<input type="checkbox"/>	<input type="checkbox"/>
1.11 Do you receive sufficient information about company developments?	<input type="checkbox"/>	<input type="checkbox"/>

Work organization	More yes	More no
2.1 Is it possible to work continuously without frequent interruptions?	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Can you normally work without time and deadline pressure?	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Do you receive proper feedback (recognition, criticism, judgment) about your own performance?	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Are there clear decision-making structures for your field?	<input type="checkbox"/>	<input type="checkbox"/>

Social issues	More yes	More no
3.1 Does your work provide the opportunity to work together with colleagues?	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Is there a positive social climate?	<input type="checkbox"/>	<input type="checkbox"/>

Mental workload checklist of the German Social Accident Insurance Institution of the Federal Government and for the railway services (UVB). Questionnaire "Mental workload checklist" of UVB.

This poster documents the risk assessment according to § 11.4 of the German ArbStättG. Please contact us.

Step 2: Determine the level of mental workload


Collection of answers based on the "Mental workload" checklist*

Work activities	More yes	More no
1.1 Do you prepare, organize and lead the work you personally carry out?		
1.2 Do you perform varied work tasks?		
1.3 Do you have the option of changing your body posture and/or receive sufficient movement during work?		
1.4 Do you receive sufficient information about your field of work?		
1.5 Do your qualifications meet the requirements of your work activities?		
1.6 Is your work free from the risk of injury or disease?		
1.7 Is your work environment free from unfavorable conditions (e.g. noise, climate, odors, etc.)?		
1.8 Is your work free from potentially highly emotional demands (e.g. dealing with the public)?		
1.9 Do you have any influence on your work schedule (e.g. breaks, work pace, deadlines, etc.)?		
1.10 Do you have any influence on how your work is performed (e.g. choice of work measurement)?		
1.11 Do you receive sufficient information about company developments?		

Work organization	More yes	More no
2.1 Is it possible to work continuously without frequent interruptions?		
2.2 Can you normally work without time and deadline pressure?		
2.3 Do you receive proper feedback (recognition, criticism, judgment) about your own performance?		
2.4 Are there clear decision-making structures for your field?		

Continue with Step 3: Identify solutions poster

Step 3: Identify solutions

Our topic: 

What comes to your mind when you think about this topic?	What are the causes?	What kind of operational solutions are available?	What should be kept in mind with respect to implementation?
<p>What comes to your mind when you think about this topic? Add: Ask to respond to the problem. If further examples are not given, continue with "The cause" column.</p>	<p>What are the causes? Add: Look for the causes of the problem.</p>	<p>What kind of operational solutions are available? Add: Think of ways to improve the responsibility, information, qualifications, task of materials, work organization and working conditions.</p>	<p>What should be kept in mind with respect to implementation? Add: Give your best idea of measures to be used!</p>
<p>Following evaluation of the "Mental workload" checklist, continue by discussing the most important topic. This process should be directed at the causes. Initially, other examples of different solutions, their pros and cons, can be discussed (e.g. organizational and administrative factors: Gantt, A3, 5W2H, etc.).</p>			

Continue with Step 4: "Checklist of measures"

Schedule of measures:
 The results of the group discussion can be summarized in the "Checklist of measures" as a later time. Recommendations regarding the implementation of specific measures can be made in this part. This will have a positive effect on the team climate and will encourage everyone to contribute to the success of the measures ultimately taken.

This poster documents the risk assessment according to § 11.4 of the German ArbStättG. Please contact us.

Checklists (10 ea.)

"Determine the level of mental workload" poster and "Identify solutions" poster



issa

INTERNATIONAL SOCIAL SECURITY ASSOCIATION

International Section for Electricity



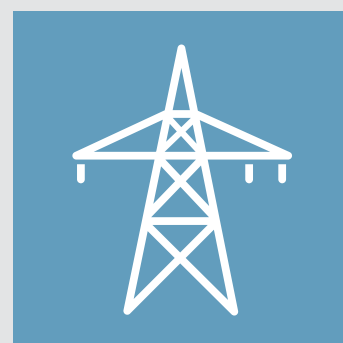
ISSA – International Section for Electricity

The Section was founded in 1970 and is located in Cologne, Germany. The Section's work is based on the collaboration of more than forty members from twenty countries. Its objective is to promote occupational health and safety in the electricity area as regards the commercial production and distribution of electricity and gas worldwide.

The Section encourages international exchange of information and experience among experts through symposia, workshops, international working groups and trainings on safety and

health with regard to crucial issues of occupational safety and health protection in this sector.

A further key activity of the Section's work is the organization of the International Media Festival for Prevention, which takes place every three years in the framework of the World Congress on Safety and Health at Work. The Festival provides a comprehensive overview of films and multimedia productions from all over the world regarding occupational safety and health.



International Section of the ISSA for Electricity
c/o BG Energie Textil Elektro Medienerzeugnisse
Gustav-Heinemann-Ufer 130 | 50968 Cologne | Germany
Tel.: +49 221 3778 6007 | Fax: +49 221 3778 196007
Email: electricity@bgetem.de

www.issa.int/prevention-electricity

Handed over by

Mental workload checklist

Please respond to all questions. Indicate whether the questions tend to apply or not apply to your work activity by checking either the "More yes" or the "More no" box. Checklists not completely or clearly filled out will unfortunately not be evaluated or included in the evaluation.

1. Work activities	More yes	More no
1.1 Do you prepare, organize and test the work you personally carry out?	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Do you perform varied work tasks?	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Do you have the option of changing your body posture and/or receive sufficient movement during work?	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Do you receive sufficient information about your field of work?	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Do your qualifications meet the requirements of your work activities?	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Is your work free from the risk of injury or disease?	<input type="checkbox"/>	<input type="checkbox"/>
1.7 Is your work environment free from unfavourable conditions (e.g. noise, climate, odours, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>
1.8 Is your work free from potentially highly emotional demands (e.g. dealing with the public)?	<input type="checkbox"/>	<input type="checkbox"/>
1.9 Do you have any influence on your work schedule (e.g. breaks, work pace, deadlines, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>
1.10 Do you have any influence on how your work is performed (e.g. choice of work means/methods)?	<input type="checkbox"/>	<input type="checkbox"/>
1.11 Do you receive sufficient information about company developments?	<input type="checkbox"/>	<input type="checkbox"/>

2. Work organization	More yes	More no
2.1 Is it possible to work continuously without frequent interruptions?	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Can you normally work without time and deadline pressures?	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Do you receive proper feedback (recognition, criticism, judgment) about your own performance?	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Are there clear decision-making structures for your field?	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Is ordered overtime the exception?	<input type="checkbox"/>	<input type="checkbox"/>
2.6 In case of overtime, can you take compensatory days off in a timely manner?	<input type="checkbox"/>	<input type="checkbox"/>

3. Social issues	More yes	More no
3.1 Does your work provide the opportunity to work together with colleagues?	<input type="checkbox"/>	<input type="checkbox"/>
3.2 Is there a positive social climate?	<input type="checkbox"/>	<input type="checkbox"/>

Step 2: Determine the level of mental workload

Risk assessment in five steps:

- Step 1: Inform employees and hand out the checklist
- Step 2: **Determine the level of mental workload**
- Step 3: Identify solutions
- Step 4: Plan and implement measures
- Step 5: Check effectiveness

And this is how you proceed:

- You've asked the employees beforehand to complete the "Mental workload" checklist and to bring it to the group discussion.
- Hang up this poster in the meeting room so that it can only be seen by one person at a time; ask the participants to enter their results in-turn onto the poster.
- The areas with greatest need for action can now be easily identified. Highlight the topic (using a red marker) that received the most "More no" answers. Copy the subject onto and continue on with the "Identify solutions" poster.



Time limit:

5 minutes

Materials:

1 broad felt-tip marker

Collection of answers based on the "Mental workload" checklist*

	 More yes	 More no
1. Work activities		
1.1 Do you prepare, organize and test the work you personally carry out?		
1.2 Do you perform varied work tasks?		
1.3 Do you have the option of changing your body posture and/or receive sufficient movement during work?		
1.4 Do you receive sufficient information about your field of work?		
1.5 Do your qualifications meet the requirements of your work activities?		
1.6 Is your work free from the risk of injury or disease?		
1.7 Is your work environment free from unfavourable conditions (e.g. noise, climate, odours, etc.)?		
1.8 Is your work free from potentially highly emotional demands (e.g. dealing with the public)?		
1.9 Do you have any influence on your work schedule (e.g. breaks, work pace, deadlines, etc.)?		
1.10 Do you have any influence on how your work is performed (e.g. choice of work means/methods)?		
1.11 Do you receive sufficient information about company developments?		
2. Work organization		
2.1 Is it possible to work continuously without frequent interruptions?		
2.2 Can you normally work without time and deadline pressures?		
2.3 Do you receive proper feedback (recognition, criticism, judgment) about your own performance?		
2.4 Are there clear decision-making structures for your field?		
2.5 Is ordered overtime the exception?		
2.6 In case of overtime, can you take compensatory days off in a timely manner?		
3. Social issues		
3.1 Does your work provide the opportunity to work together with colleagues?		
3.2 Is there a positive social climate?		

Continue with Step 3: "Identify solutions" poster

"Identify solutions" poster

Copy the subject that received the highest number of "More no" answers into the "Our topic" field in the upper section of the "Identify solutions" poster.

*"Mental workload" checklist from the German Social Accident Insurance Institution of the Federal Government and for the railway services (Unfallversicherung Bund und Bahn) (refer to pg. 9)

Step 3: Identify solutions

Risk assessment in five steps:

- Step 1: Inform employees and hand out the checklist
- Step 2: Determine the level of mental workload
- Step 3: Identify solutions**
- Step 4: Plan and implement measures
- Step 5: Check effectiveness

And this is how you proceed:

Following evaluation of the "Mental workload" checklist, continue by discussing the most important topic. This process follows the direction of the arrows. Initially collect examples or define situations, then seek out the causes and ask for possible solutions and determining factors: Gather, Ask, Solve, Follow up.

Rules of communication:

- Only one person talks at a time!
- Talk about yourself and what matters to you (not somebody else)!
- Keep it short!
- Be sympathetic and respectful to each other!
- Listen to the other participants!
- Do not evaluate or judge one another!

Time limit:

90 minutes

Materials:

1 wide felt-tip marker

Our topic: X

What comes to your mind when you think about this topic? Gather: Ask for examples that illustrate the problem. If further examples are not given, continue onto "the causes" column.	What are the causes? Ask: Seek out the causes of the problems.	What kind of operational solutions are available? Solve: Key points to investigate are responsibilities, information, qualifications, tools and materials, work organisation and working environment.	What should be kept in mind with respect to implementation? Follow up: What kind of resources do we need?

Continue with step 4: "Schedule of measures" Copy the best solutions onto the "Schedule of measures".

Schedule of measures

The results of the group discussion can be entered into the "Schedule of measures" at a later time. We recommend announcing the implementation of specific measures as quickly as possible following the group discussion. In most cases, this will have a positive effect on the team climate and will promote employee willingness to contribute to the success of the measures ultimately taken.