

Identifying the Needs for - work Related Stress Management Among Young Health Professionals: The boostress study

Maria Prodromou,¹ Charalambos Stergiou,²
Sotiris Themistocleous,² Dimitris Koukoylaris,³ Giagkos Lavranos¹

Προσδιορισμός Αναγκών των Νέων Επαγγελματιών Υγείας για τη Διαχείριση του Εργασιακού Στρες

Περίληψη στο τέλος του άρθρου

¹Department of Health Sciences, European University Cyprus,

²CARDET - Centre for the Advancement of Research & Development in Educational Technology

³General Hospital "Konstantopoulio", N. Ionia, Attiki

Υποβλήθηκε: 15/01/2018
Επανυποβλήθηκε: 21/02/2018
Εγκρίθηκε: 05/03/2018

Corresponding author:

Maria Prodromou,
European University Cyprus,
6 Diogenous street, 2404 Engomi, Nicosia,
P.O. Box: 22006, 1516 Nicosia-Cyprus,
Tel: (+35) 799 662 293
e-mail: M.Prodromou@euc.ac.cy

Introduction: Work-related stress has been identified at international, european and national level as a concern for both employers and workers. Stress can potentially affect any workplace and any worker, irrespective of the size of the company, field of activity, or form of employment contract or relationship. Having identified the need for specific joint action on this issue and anticipating a Commission consultation on stress, the European social partners included this issue in the work programme of the social dialogue 2003–2005. **Aim:** The aim of the Boostress project was to identify the needs of young professionals and relevant stakeholders regarding work related stress management. Furthermore, the aim was to develop a suite of training materials to support young Europeans to develop their skills and competencies to able them to manage stress in the workplace more effectively. **Material and Method:** A focus group approach was implemented using a convenience sample of young professionals (15 participants) and stakeholders (15 participants) all professionally active within the healthcare sector. The Focus Group sessions lasted 2,5 hours each using a semi structured discussion were led by a facilitator. The process was recorded using voice recorder. Bioethic Committee approval and participants' consent were obtained prior to study implementation. **Results:** A lot of health professionals are systematically and increasingly reporting physical symptoms that may be associated to overstress, such as musculoskeletal problems, headaches, back pain, migraine, insomnia, hypersomnia and gastro internal problems. Increased physical and mental demand at work, poor work conditions, low salaries, increased working hours, unrealistic deadlines, lack of support, psychological pressure and

time limitation were reported during the focus group as common factors contributing to the onset of the aforementioned conditions. **Conclusion:** In order to support the new employees to cope with the very demanding work conditions in the healthcare sector there is a necessity to create an effective stress management program. A program that will give them the opportunity to have access to guidelines and stress management tips and tools, including psychological support, therapeutic techniques, breathing techniques, scenarios, case studies and videos could be beneficial to prevent burnout for both stakeholders and young health professionals in their everyday life.

Key words: *Burnout, stress at work, stakeholders, young professionals, work related stress.*

Introduction

Work-related stress has been identified at international, European and national levels as a concern for both employers and workers. Stress can potentially affect any workplace and any worker, irrespective of the size of the company, field of activity, or form of employment contract or relationship. In practice, not all work places and not all workers are necessarily affected. Having identified the need for specific joint action on this issue and anticipating a Commission consultation on stress, the European social partners included this issue in the work programme of the social dialogue 2003–2005. Tackling stress at work can lead to greater efficiency and improved occupational health and safety, with consequent economic and social benefits for companies, workers and society as a whole. Diversity of the workforce is an important consideration when tackling problems of work-related stress.^{1,2}

As reported by the European Foundation for the Improvement of Living and Working Conditions, work-related stress is among the most commonly reported causes of illness for workers, affecting over 40 million people throughout the European Union (EU). The fourth European survey on working conditions³ showed that in 2005, 20% of EU workers believed that their health is at risk from work-related stress. In 2002, the annual financial cost of work-related stress in the EU of 15 was estimated at 20,000 million euros. A European Business Survey on Emerging and Emerging Risks (ESENER) in 2009 showed that accidents, musculoskeletal disorders and work-related stress are the most important concerns of business executives / organizations. Based on a pan-European survey conducted by the European Agency for Safety and Health at Work in late 2012, work-related stress is more common in Cyprus than anywhere else in Europe, although half

the workforce believes they are well controlled at their workplace. Nervousness, irritability and anxiety affect an employee's working life to varying degrees depending on the sector. The most problematic sectors are healthcare (including social welfare), transport and services. According to European surveys on working conditions and scientific literature, some professionals are particularly at risk from various forms of violence. In 2005, threats of physical violence were reported by workers in the fields of education and health (14.6%), transport and communications (9.8%), hotels and restaurants (9.3%) and services of stores and markets (9.2%).⁴⁻⁷

Work-related psychosocial risks and stress, together with their associated negative health and business outcomes affect a remarkable number of European workplaces.⁸ Despite this effect, research shows that 70% of businesses in Europe have no procedures or systems in place for dealing with workplace stress.^{9,10} In many organizations there is a misconception that addressing psychosocial risks is challenging and will incur additional costs when, in fact, the evidence suggests that failure to address these risks can be even more costly.¹¹⁻¹³

At a European level, according to the EU Labour Force Survey, in 1999–2007 nearly 28% of respondents, corresponding to approximately 55.6 million European workers, reported that their mental well-being had been affected by exposure to psychosocial risks. Among workers with a work-related health problem, "stress, depression or anxiety" was reported as the most serious health problem by 14%.⁸ Increased globalization, advances in information and communication technology, new types of contractual and working time arrangements as well as significant demographic changes¹⁴ have all contributed to work intensification, constant time pressure, multitasking and

the need to learn new things just to maintain the status quo.¹⁵ As the EU economy continues to recover, many young people remain trapped in unsuitable employments with many working below their qualification level in sectors where their skills and competences are undervalued.

Regarding the stress management of young professionals, different initiatives were identified, such as "Work in Tune with Life", coordinated by the European Network for Workplace Health Promotion (ENWHP) between 2009 and 2010.¹⁶ This initiative specifically addressed the need to ensure the positive mental health and well-being of the European workforce by raising awareness of the impact of mental health issues to European employers and managers.

It has to be mentioned that in Cyprus, there are no state agencies and service providers, which provide support specifically to young professionals.

The BooStress project was developed to cover this so far unmet need. This Erasmus+ Program (BOOSTRESS) aimed at identifying the latent needs of the stakeholders and the young professionals in each participating European country. Resources developed by the BooStress project consortium will be transferrable to young employees in other EU Member States adding to its value and impact

Material and Method

This section summarizes the process that was followed in the Boostress project in order to identify the different needs among the stakeholders and the young health professionals relating to work related stress. Data was obtained via 2 distinct focus groups for the stakeholders and the young professionals (15 members in each group selected via convenience sampling). During the operations of each focus group, we had two facilitators present to moderate the session, ensuring that all the participants had an equal say and shared their opinions using a semi structured session plan, which encouraged discussion and meaningful feedback. Each session lasted 1-3 hours, and following permission of the participants

the proceedings of each focus group were recorded using a dicta-phone. A sample of the basic topics/questions discussed in each focus group is provided in the appendix (appendix:1&2). The whole process was approved by the National Bioethics Committee prior to its implementation and conformed to the Personal Data Protection Legislation requirements.

Results

The results of the first Focus group from the team of the young professionals, including young people from disadvantaged groups are presented in table 1.

For the Question 2: What supports or resources are you aware of that help you to manage workplace stress? The majority of the participants answered that they do not know any resources that can help them to manage workplace stress (73%), and only the (27%) of the participants, their usual resources to manage workplace stress are Books, Psychologist, Psychotherapy, Friends Support, Meditation, Pilates, Gym, Positive thinking.

For the Question 3: List any ICT tools you are aware of that can help you to manage work-related stress, shows that the usual tools that they are aware are: Anti-stress ball – Music – Dance- Teamwork -Priority Hierarchy-Concentration -Clear mind – Ask help from other people that know better their responsibilities, have more experience and they are more effective in their work- Asked for second opinion, and talk with others and discuss the situation.

For the Question 4: Have you ever used these tools to improve your stress management skills? If yes, what has your experience been with using these tools?

All the participants answered that they never used these tools in order to manage their work related stress.

For the Question 5: What training programs are you aware of that could help you to improve your stress management skills? All the participants answered that they are not aware of any training program that could help to improve the stress at work.

Table 1. Focus group result.

Question number	Option 1	Option 2	Option 3	Option 4
Question 1: How do you cope with stress in your working environment?	"I stand and face the stress and then I concentrate and I put goals in order to manage it"	"I freeze, I become inert, I lose control, and I laugh"	"I smoke and I drink water", "I ask for help"	"I call to a friend and I talk with them" and "I try to turn stress into something positive"
Relative Freq:	45%	63%	27%	18%

For the Question 6: In your opinion, what are the main challenges affecting young professionals today that could be addressed through training and learning resources? The majority of the participants answered that the main challenges that usually affect them are (65%) the People that they meet at their working environment, the teamwork and their employee, the (36%) of the participants worries if they can manage with the Work demands properly and also worries if they can manage with the Client demands properly and they worries how they can become a team member?

For the Question 7: What gaps exist in providing support to young professionals to help them to manage stress? The most of the participants they feel that they do not have support from the oldest employees because they usually feel that they antagonist them and this is the reason that they feel loneliness and without support. For the most of the participants, the gap exists because of the different knowledge, different way of thinking, different way of work and they feel that they are not equal member of the team. Specifically 25% of the young professionals believe that the gender inequality at work environment with the male employees to have more opportunities in employment in comparison with women young employee is one of the most usual problems that they phase and causes gap to provide support to the young professionals.

For the Question 8: What are your primary training needs in relation to supporting you to manage and cope with work place stress? The majority of the young employees answered that they need to have more Group meetings with both young and old employees together in order to share knowledge, experience thoughts and feelings. The majority of the participants (75%) express that they want to have access in more knowledge that will help them to live with stress in positive way. A Forum in which they will be able to share answers with other employees, Music, Short structure lessons, Real examples from the environment at work. Moreover (30%) answered that games or quiz that will show and help them to manage stress (e.x. animation) will help them at work additionally the access in knowledge of Structure Steps for stress management and anonymous Chat room will help them to minimize the gap between stakeholders and old employees and young professionals.

For the Question 9: Considering our aim to develop a suite of training materials to help young professionals to manage stress, what recommendations can you make to support the development of this innovative training? The participants answered the same as above.

For the Question 10: How can we ensure that the BooStress training package is user-friendly and widely accessible to young professionals, in your opinion? The participants answered that they want the training package to be translated into many languages, and to include many pictures, sounds also friendly to the people that they have audio or visual problems. Moreover, the training package should take into consideration the education principles like instructional design. Furthermore, they preferred the training package to have minimal structure, looked like other social media, to be available for mobiles, and able to download the material of the package without the need to connect to the internet.

The other part of the focus group took place with the stakeholders and the questions were six with different meaning. In this focus group, we asked the stakeholders their opinion about the youngest employees and how they are planning to help them to enter normally and physically in their working environment. The focus group started when the participants signed the consist form to participate and share their ideas with other people. The following results revealed:

In question 1: When we asked them to list any ICT tools you are aware of which can be used by young professionals to help them to develop stress management skills. The stakeholders said that their ability to talk low would help them in their work, as well as the ability for time management. The majority of the participants answered that the ability to manage their time at work, organize their work and oriented themselves in their working environment in a positive way in a friendly environment without competition among the employees is the best way to help the young professionals to develop stress management skills. The use of guidelines, notes for work and checklist in order to help them to control that they have done everything that they should do during their working time. The skill that they will help them to gain is the hierarchy of the work during the day.

In Question 2: Have you ever used these tools to young professionals? If yes, what has your experience been with using these tools? The stakeholders answered Yes. The tools that they usually used are: educate them through examples and scenarios from the working environment, educate them about their duties, their behavior skills (how to behave to other people at work, like clients, employer, colleagues) help them to gain the ability to discuss their ideas and their problems in order to solve them. The stakeholders according their opinion are using Friendly and positive behavior towards the young employees and

they make them feel comfortable by using their knowledge and their previous experience. Orientation techniques, like giving them clear structure through examples and they are avoiding orders techniques that will make them to feel member of the teamwork.

In question 3: Please list any training programmes or resources, which can help young professionals to manage stress. The stakeholders answered that the training programs or resources that will help the young employees are: The opportunity to include them as an equal member of the teamwork in order to share knowledge, experience and feelings for their work according the stress at work, through role plays, discussion and scenarios. Advised them to do sports, gym and other hobbies during their free time in order to spend time in positive way, read books that will explain about the emotional intelligence at work, use psychologist support where is needed to help them hierarchy their thoughts, and to reduce negative thoughts.

In question 4: From your experience, what are the main gaps, which exist in the provision of tools and training opportunities to help young professionals to develop stress management skills?

The majority of the stakeholders answered that usually the time pressure, the workload and the fatigue, the absence of the opportunity for the young employees to participate in an educational program base on how to manage stress at work, different way of thinking between the management and the young employees, lack of money for education programs are the main gaps for the young professionals to develop stress management skills. Moreover the stakeholders highlighted the need for training in task and time management for young employees. From their experience of working with and managing young professionals, some of them stated that the main issue with young employees in terms of their stress management is that they may become overwhelmed by their work-load when in reality, with proper planning and scheduling of their up-coming tasks, they would eliminate their stress over these issues. They also highlighted that often young employees who come straight from a university environment have little practical work-place experience and so they can become stressed over issues such as managing professional relationships working in an office environment working, in a transnational environment, working through a second-language (English was mentioned), event management and planning, etc.

To negate the impact of these stresses on young professionals, one employer mentioned that university grad-

uates could undertake a work-readiness programme or work-placement so that they gain this practical experience and understanding of the workplace, before entering into employment.

In Question 5: From your experience of working with young professionals, what are the primary needs of this group in relation to supporting them to manage and cope with work place stress?

The most of the stakeholders answered that: Usually the young employees need a non-stressful environment that enhances calm, which is based in clear structure and duties and in clear allocation of work. An environment that gives to the new employees the opportunity to participate in interprofessional group that will support them, give guidelines, knowledge, the space to express their thoughts, their feelings, their needs and the skill to isolate the negative thoughts and feelings. The young employees have the need to have existence and to be appreciated in their working environment, as well as the need to be visible. Finally they need an environment that will give them the feeling of belonging to all employees, both stakeholders and young employees.

In Question 6: Considering our aim to develop a suite of training materials to help young professionals to manage stress, what recommendations can you make to support the development of this innovative training? Stakeholders recommended that resources that are developed by the BooStress team should be interactive and instructive. Resources should be made available online and through a mobile app so that employees can develop their stress management skills at their convenience, when they are not in work.

Where formal training is provided, the employers advocated that provided training was performed through intensive workshops such as hot-topic courses or master class sessions on a specific topic, such as time management or coping strategies. The employees could 'pick and choose' which workshops they would attend or which modules they would complete. Stakeholders also stressed that not all modules or training content will be relevant to all young professionals, as people can become stressed due to a broad range of factors. Therefore, all modules should not be compulsory, as some young employees may be stressed over personal factors such as low self-esteem or social anxiety, others may be stressed over environmental factors such as relationships with colleagues or the nature of their job, others may be stressed by practical issues such as a heavy work-load or not receiving adequate remuneration for their work. As such, the type

of resource that will be useful to young professionals will vary from person to person, and the materials that will be helpful for the young employees are: Discussion groups like (Blind chat rooms)- Interactive video in order to have the opportunity to talk with someone -Video with practical guidelines, advice and stress management techniques – Questions and Answers that they can choose through Keyword search -Video with examples and scenarios how to manage stress at work (First the wrong example and then explain the right one. The materials will be based at work environment (Relation with colleagues, relations between employees, relation with partners, relation with clients, relation with employers e.t.c).

Another recommendation made by one stakeholder was related to different trigger factors between men and women. As female employees may take maternity leave throughout their careers, they may also experience different stresses as a result. Therefore, this stakeholder recommended that before undertaking any training and identifying which supports are needed employees should be guided through a self-assessment process so that they can better understand what is triggering their particular and current workplace stress.

Discussion

The results revealed that the most of the young professionals, including young people from disadvantaged groups are not able to cope with stress in their working environment and they usually freeze, become inert, lose the control, and are unable to turn stress into something positive. Moreover they are not aware of any supports or resources or any training program that will help them to manage workplace stress. The main challenges affecting young professionals today are the people that they met at their working environment, the work and client demands, and they worry if they will succeed to be accepted from the teamwork. The gap that they phase from the stakeholders usually is that they did not feel support from the oldest employees, because of the different knowledge, different way of thinking, different way of work and they feel that they are not equal member of the team. The gender inequality at work environment with the male employees to have more opportunities in employment for the men in comparison with women is an another aspect that causes problems, and more stress for the young women at work.

These findings are associated with the findings of the research that took place in February 2018, at the University of Bath, Bristol, Exeter, Southampton and Surrey in or-

der to identify the main factors causing stress among students and professionals in Great Britain and to ascertain the effects this is having on the health of British citizens. The results show that on average, the 85% of British adults experience regular stress with 54% of these individuals worrying about the effect it is having on their health. This research also highlighted that in general women suffer more from stress than men do, with women typically experiencing stress on 3 days more per month than men. Additionally, the researchers found that young adults suffer more from stress than any other age group with 18-24 year olds experiencing stress on 12 days per month and 69% of these young people worrying about the impact that it is having on their health. When the study assessed the factors which contribute to rising stress levels among young professionals in the UK, it was found that, in general, those aged 18–24 worry most about money and those aged 25–34 worry most about factors related to their employment and careers.¹³ This study shows the impact that financial and professional stress and anxiety are having on young adults and young professionals and our research confirms that the trends that are presented in the findings from this study are comparable across other EU Member States.

The stakeholders considered time management, work organization and orientation in a friendly environment without competition among the employees are the best ways to help the young professionals to develop stress management skills. The use of guidelines, notes for work and checklist case based learning and promotion of sport and exercises were identified as good practices. The opinion of the stakeholders about the main challenges and underlying causes of stress included time pressure, workload, fatigue, the absence of educational programs, different way of thinking between the management and the young employees and lack of resources. They also highlighted that often young employees who come straight from a university environment have little practical workplace experience and so they can become stressed over issues such as managing professional relationships working in an office environment working, in a transnational environment, working through a second-language (English was mentioned), event management and planning, etc.

These findings are similar with the findings that revealed that there are almost 17 million young people in Europe aged between 20 and 34 who are classed as neither in employment nor in education and training (NEETS). Research shows, and European policy highlights, that paid employment is crucial for ensuring sufficient liv-

ing standards for European citizens and it contributes to economic performance, quality of life and social inclusion. Young professionals from disadvantaged backgrounds generally have participation rates of 64% in the labour market in Europe. Here the term 'disadvantaged' is defined as individuals who are 'at risk of poverty, material deprivation, low work intensity and social exclusion'.¹⁰

The above findings of the focus group and the opinion of the stakeholders what could be helpful for the young workers are similar with the campaign "Work in Tune with Life with both studies confirming the same good practice goals.¹⁶

- Increasing the awareness of companies and the general public about the needs and benefits of mental health promotion at work
- Attracting companies to take part in the campaign and to convince them that investments in workplace mental health promotion initiatives are worthwhile.
- Designing practical measures and models for promoting mental health in workplace settings and encourage an exchange of experience in this field.

Conclusion

The aim of this research was to present the findings from the research activities completed by the BooStress project in Cyprus through the focus group. Through these research activities, the Cyprus partners have presented the state-of-the-art in relation to labour market statistics, targeted initiatives, programmes, resources and policies, which address the issue of workplace stress management

for young employees. What we have learned is that there are several gaps at both policy and practice level to support young professionals to develop stress management skills, further supporting the rationale for the BooStress project across Europe. As such, building the competences of young workers and professionals of "how to" be resilient and self-confident is critical.

In order to support the new employees to cope with this entire problem there is a necessity to create an effective stress management program. A program that will give them the opportunity to have access in guidelines, clear steps for stress management, psychological support, therapeutic techniques, all these materials will guide both stakeholders and young professionals in their everyday life at work.

If a support group is established this may be also facilitated online, through Skype or other online communication channel, so as to reach all interested parties who may live in other EU countries or regions. It is also recommended that resources developed should be interactive and instructive, available freely online and accessible through an app on smartphones and devices so that individuals can develop their stress management skills and techniques at a time and place that is convenient to them. Before undertaking any training, young employees should also be guided through a self-assessment process so that they can better understand what is triggering their particular workplace stress and how to best use their time by choosing the tools that best fit their individual needs and priorities..

ΠΕΡΙΛΗΨΗ

Προσδιορισμός Αναγκών των Νέων Επαγγελματιών Υγείας για τη Διαχείριση του Εργασιακού Στρες

Μαρία Προδρόμου,¹ Χαράλαμπος Στεργίου,² Σωτήρης Θεμιστοκλέους,²
Δημήτρης Κουκουλάρης,³ Γιάγκος Λαυράνος¹

¹Τμήμα Επιστημών Υγείας, Ευρωπαϊκό Πανεπιστήμιο Κύπρου,

²CARDET - Centre for the Advancement of Research & Development in Educational Technology,

³Γ. Ν. Ν. Ιωνίας «Κωνσταντοπούλειο», Αττική

Εισαγωγή: Το σχετιζόμενο με την εργασία στρες έχει αναγνωριστεί σε παγκόσμιο, πανευρωπαϊκό και εθνικό επίπεδο ως σημαντικό πρόβλημα τόσο για εργοδότες όσο και για τους εργαζόμενους. Το στρες μπορεί θεωρητικά να επηρεάσει κάθε χώρο εργασίας και εργαζόμενο, άσχετα από το μέγεθος της επιχείρησης, το είδος εργασίας ή τη μορφή της εργασιακής σχέσης. Έχοντας αναγνωρίσει την ανάγκη για κοινή δράση στο τομέα αυτό και αναμένοντας τις συστάσεις της Ευρωπαϊκής Επιτροπής για το στρες, οι κοινωνικοί εταίροι της Ευρώπης συμπεριέλαβαν τη θεματική αυτή στο πρόγραμμα κοινωνικού διαλόγου 2003–2005. **Σκοπός:** Ο σκοπός του προγράμματος Boostress ήταν να αναγνωριστούν οι ανάγκες νέων επαγγελματιών και άλλων σχετικών προσώπων σχετικά με τη διαχείριση του στρες στο χώρο εργασίας. Επιπλέον, σκοπός ήταν η ανάπτυξη ενός σετ εκπαιδευτικών υλικών για να βοηθη-

σουν νέους Ευρωπαίους στην ανάπτυξη δεξιοτήτων και ικανοτήτων διαχείρισης του στρες στο χώρο εργασίας πιο αποτελεσματικά. **Υλικό και Μέθοδος:** Η προσέγγιση της ομάδας εστίασης εφαρμόστηκε με τη χρήση δείγματος ευκολίας νέων επαγγελματιών (15 συμμετεχόντων) και άλλων ενδιαφερομένων (15 συμμετεχόντων) που ασκούν δραστηριότητα στον τομέα της υγειονομικής περίθαλψης. Οι συνεδρίες της ομάδας εστίασης διήρκεσαν 2,5 ώρες καθεμιά χρησιμοποιώντας μια ημι-δομημένη συζήτηση που καθοδηγείτο από έναν διευκολυντή. Η διαδικασία καταγράφηκε χρησιμοποιώντας συσκευή εγγραφής φωνής. Η έγκριση της επιτροπής βιοηθικής και η συγκατάθεση των συμμετεχόντων εξασφαλίστηκαν πριν από την εφαρμογή. **Αποτελέσματα:** Πολλοί επαγγελματίες υγείας συστηματικά και όλο και περισσότερο αναφέρουν φυσικά συμπτώματα που μπορεί να σχετίζονται με υπερβολική πίεση, όπως μυοσκελετικά προβλήματα, πονοκεφάλους, οσφυαλγία, ημικρανία, αϋπνία, υπερυπνία και γαστρεντερικά προβλήματα. Η αυξημένη σωματική και πνευματική ζήτηση στην εργασία, οι κακές συνθήκες εργασίας, οι χαμηλοί μισθοί, τα αυξημένα ωράρια εργασίας, οι μη ρεαλιστικές προθεσμίες, η έλλειψη υποστήριξης, η ψυχολογική πίεση και ο περιορισμός του χρόνου αναφέρθηκαν κατά τη διάρκεια της ομάδας εστίασης ως κοινά στοιχεία που συμβάλλουν στην εμφάνιση των προαναφερθέντων. **Συμπεράσματα:** Προκειμένου να υποστηριχθούν οι νέοι εργαζόμενοι για την αντιμετώπιση των πολύ απαιτητικών συνθηκών εργασίας στον τομέα της υγειονομικής περίθαλψης, υπάρχει ανάγκη να δημιουργηθεί ένα αποτελεσματικό πρόγραμμα διαχείρισης του στρες. Ένα πρόγραμμα που θα τους δώσει την ευκαιρία να έχουν πρόσβαση στις κατευθυντήριες γραμμές και να προωθήσουν τις συμβουλές και τα εργαλεία διαχείρισης, συμπεριλαμβανομένης της ψυχολογικής υποστήριξης, των θεραπευτικών τεχνικών, των τεχνικών αναπνοής, των σεναρίων, των περιπτώσιολογικών μελετών και των βίντεο, θα μπορούσε να αποβεί επωφελής για την πρόληψη της εξουθένωσης.

Key-words: *Εξουθένωση, εργασιακό στρες, ομάδες συμφερόντων, νέοι επαγγελματίες.*

✉ **Υπεύθυνος Αλληλογραφίας:** Μαρία Προδρόμου, Ευρωπαϊκό Πανεπιστήμιο Κύπρου, Διογένους 6, 2404 Έγκωμη, Λευκωσία, Ταχ. Κωδ: 22006, 1516 Λευκωσία -Κύπρος, Τηλ: (+35) 799 662 293, e-mail: M.Prodromou@euc.ac.cy

Appendix 1:

Focus Group Questions for Young Professionals

1. How do you cope with stress in the workplace?
2. What supports or resources are you aware of that help you to manage workplace stress?
3. Please list any ICT tools you are aware of that can help you to manage work-related stress.
4. Have you ever used these tools to improve your stress management skills? If yes, what has your experience been with using these tools?
5. What training programs are you aware of that could help you to improve your stress management skills?
6. In your opinion, what are the main challenges affecting young professionals today that could be addressed through training and learning resources?
7. What gaps exist in providing support to young professionals to help them to manage stress?
8. What are your primary training needs in relation to supporting you to manage and cope with work place stress?
9. Considering our aim to develop a suite of training materials to help young professionals to manage stress, what recommendations can you make to support the development of this innovative training?
10. How can we ensure that the BooStress training package is user-friendly and widely accessible to young professionals, in your opinion?

Appendix 2:

Focus Group Questions for Stakeholders

1. Please list any ICT tools you are aware of which can be used by young professionals to help them to develop stress management skills.
2. Have you ever used these tools to young professionals? If yes, what has your experience been with using these tools?
3. Please list any training programmes or resources which can help young professionals to manage stress.
4. From your experience, what are the main gaps which exist in the provision of tools and training opportunities to help young professionals to develop stress management skills?
5. From your experience of working with young professionals, what are the primary needs of this group in relation to supporting them to manage and cope with work place stress?
6. Considering our aim to develop a suite of training materials to help young professionals to manage stress, what recommendations can you make to support the development of this innovative training?

Βιβλιογραφία

1. Constanti P, Kyriacou M. "The influence of hardiness on job stress" Identify workplace and individual factors, that increase or reduce stress in the lives of call center operators at the Cyprus Telecommunications Authority, CYTA, 2008
2. Kokkinos MC. Job stressors, personality and burnout in primary school teachers. *Br J Educ Psychol* 2005, 77:229–243
3. European Agency for Safety and Health at Work. E-guide to managing stress and psychological risk; available at: <https://osha.europa.eu/en/tools-and-publications/e-guide-managing-stress-and-psychosocial-risks>, 2018
4. Health and Safety Authority. Workplace Stress; available at: http://www.hsa.ie/eng/Workplace_Health/Workplace_Stress/Overview/Workplace_StressFAQs.html, 2018
5. European Observatory of Working Life in Cyprus: Employment demand forecast to increase 21% in next decade <https://www.eurofound.europa.eu/observatories/eurwork/articles/cyprus-employment-demand-forecast>
6. Department of Labour Inspection, Ministry of Labour and Social Insurance. Assessment of the Situation in Cyprus regarding the Physical and Mental Disorders of Working People, Lefkosia, 2006
7. Department of Labour Inspection. Psychosocial risks at work; available at: <http://www.mlsi.gov.cy/mlsi/dli/dliup.nsf/Al/69FE35342D7E7E96C2257DF00036C157?OpenDocument>, 2018
8. EU-OSHA. Calculating the cost of work-related stress and psychosocial risks; available: https://osha.europa.eu/en/tools-and-publications/publications/literature_reviews/calculating-the-cost-of-work-related-stress-and-psychosocial-risks, 2014
9. Euro Found. Work-related stress; available at: https://www.eurofound.europa.eu/sites/default/files/ef_files/docs/ewco/tn1004059s/tn1004059s.pdf, 2010
10. Eurostat. Europe 2020 indicators – poverty and social exclusion; available at: http://ec.europa.eu/eurostat/statistics-explained/index.php/Europe_2020_indicators_-_poverty_and_social_exclusion, 2018
11. EU OSHA. Research on Work-related Stress; available at: <https://osha.europa.eu/en/tools-and-publications/publications/reports/203>, 2000
12. Bond et al. A business case for the Management Standards for stress; available at: <http://www.hse.gov.uk/research/rrpdf/rr431.pdf>, 2006
13. Forth With Life. Great Britain and Stress - How bad is it and why is it happening?; available at: <https://www.forthwith-life.co.uk/blog/great-britain-and-stress/> 2018
14. EU OSHA. European Survey of Enterprises on New and Emerging Risks Managing safety and health at work; available at: https://osha.europa.eu/en/node/6745/file_view, 2010
15. Russell, Helen, Maitre, Bertrand and Watson, Dorothy. Work-related Musculoskeletal Disorders and Stress, Anxiety and Depression in Ireland: Evidence from the QNHS 2002–2013; available at: <https://www.esri.ie/pubs/RS53.pdf>, 2016
16. European Network for Mental Health Protection. Work in Tune with Life; available at: <http://www.enwhp.org/enwhp-initiatives/8th-initiative-work-in-tune-with-life.html>, 2016