

HR ASSURED™
smarter workplace solutions

Financial Services Federation

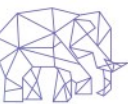
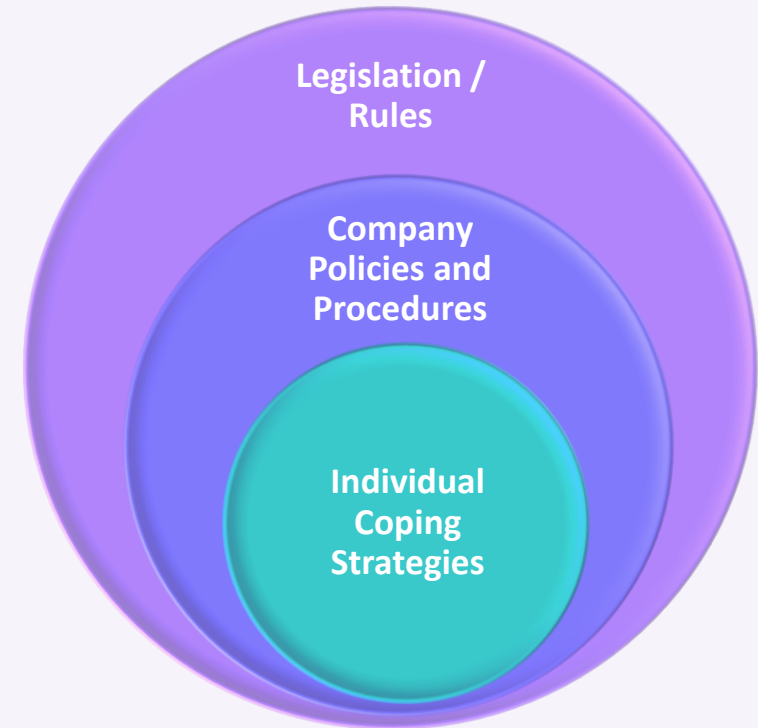
Assessing & Managing Fatigue

In a post-lockdown world

Understanding fatigue in the workplace

Defining fatigue at work

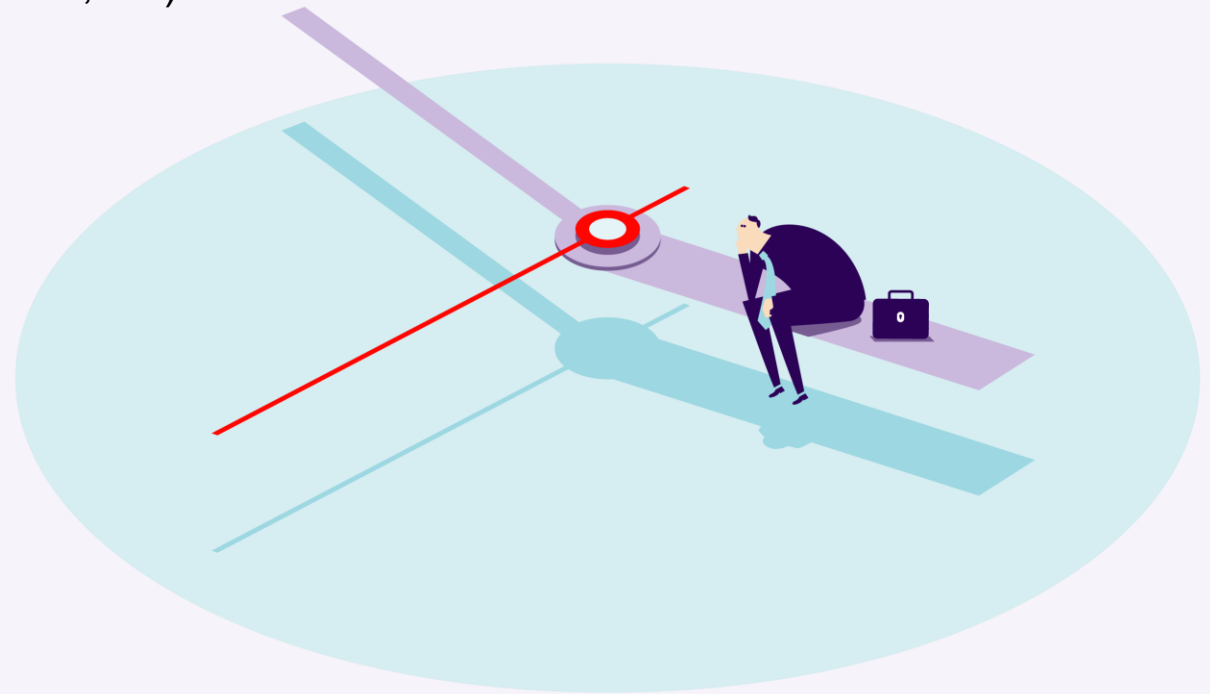
- Not simply “being tired”
- State of impairment (mental/physical)
- Risk should be **assessed** at an organizational level
- Prevention implemented at structural and personal level
- Managers are key



COVID-19's impact

COVID has created a new set of fatigue concepts at work:

- Constant & unrelenting exposure to a new environment
- Not just standard fatigue issues (driving, long hours, etc)
 - Isolation / Loneliness
 - Frustration
 - Fear
 - Hopelessness



Consider three key areas

Company Role	Awareness	Techniques
<ul style="list-style-type: none">• Good policy & Process• Flexibility• EAP• Implementation depends on Managers credibility	<ul style="list-style-type: none">• Depends on Managers• Communication & trust-based• Very human issues – so humanise your approach• Fear of shame or of being perceived as weak/needy/high maintenance	<ul style="list-style-type: none">• 1 – 10 shout out• Surveys• Catch ups• Reality / life-checks



What **managers** may be **seeing/hearing**

- Lack of focus
- Disengagement
- Slow work completion
- Avoiding contact
- Arguing
- Asking many questions
- Being pushy or controlling
- Withdrawing
- Ignoring
- Complaining

What **employees** may be **experiencing**

- Uncertainty
- Worry about job, family, money, health
- Difficulty concentrating
- Lack of information/direction
- Confusion
- Boredom
- Anxiety
- Helplessness
- Mistrust
- Disconnection
- Lack of coping / job-related skills
- Misunderstanding

WHAT YOU CAN DO

Rather than focusing on the tip of the iceberg, ask your employees how they really are and problem-solve ways to address what's under the surface. Don't forget to check in with your employees who seem fine too – they may be experiencing difficulties but not showing it. Ask, explore and problem-solve together.

Image source unknown

