

Five tips from BFA

In addition to making it clear what requirements the Danish Working Environment Authority impose in the "Guidance on high workload and time pressure", the guidance also shows how you as a workplace can undertake prevention and follow-up on your actions. BFA has selected five pieces of good advice that you can use in the MED/working environment group as inspiration. Use the five tips to discuss the best way you can work on prevention and maintain follow-up on heavy workloads and time pressure.

1

Plan

Planning is important. Both to make tasks more predictable and to make room for the unexpected. Not everything can be planned in advance. Make sure managers and employees work together to avoid overload and too many or unrealistic deadlines.

- Do you have influence on workflow planning, and do you know who is responsible for what?
- How do you make sure everyone knows their tasks and plans?
- What procedures do you have in place for how emergency situations such as absences or peak loads should be handled, and do you follow up on them?

2

Prioritise

Have visible priorities for tasking, by way of clear "can" and "must" demands. It is important for everyone to have a common understanding of their tasks and how they are prioritised, especially when facing extra time pressure.

- Is there a clear enough division of responsibilities between teams?
- How do you know which tasks and workflows can be postponed when suddenly extra busy?
- Could you be better at prioritising? For example, by dividing your tasking into "can" and "must" demands?

3

Recovery

Being able to recover between working days is important. The same applies to variation and respite during the working day.

- How do you create opportunities to take breaks?
- When is there a special need for recovery, for example in the case of demanding work or long shifts?
- How do you create variety in your work?

4

Influence

Influence is closely linked to work being meaningful and is important in order to have the flexibility to tackle tasks professionally in the best possible way.

- Are you able to influence working methods and workflows?
- Do you routinely involve each other when work has to change?
- How do you manage expectations when working?

5

Support

Getting support from your manager as well as professional and social support during work are essential for a good working environment. It also helps ensure quality when the volume of work and time pressure increase – that applies to new co-workers, temporary and more experienced employees.

- Can you take a "breather" together?
- Do you make space for professional support and dialogue?
- What is the best way for you to provide instruction and training for co-workers?
- Could you work more regularly on well-being? For example, could your manager run mini well-being conversations with individual employees once a month?

Asking for example, these three questions:

- o Are you happy with your work?
- o What are you successful with, and what do you struggle with?
- o What help do you need from me as your manager?