

Taking the long view: tackling the causes of stress and anxiety by managing workloads

Here are a few things you can do as a manager to help tackle the causes of stress and anxiety...

Someone senior needs to know who's doing what.

Team leaders must both set, and accept, realistic targets.

Know when to say "no" – or at least "not right now" or "not in that way".

Don't over-stretch people.

Managing workloads properly within departments or teams

Establish contingency plans, so that when someone needs to step back, someone else can step in to cover.

Make sure at least two people are roughly familiar with each case, or at least with each client.

Team leaders need to understand how much and what type of work each team member can reasonably take – this will be different for everyone, and change with time.

Ensure regular communication within teams, with the aim of watching one another's backs for the greater good.