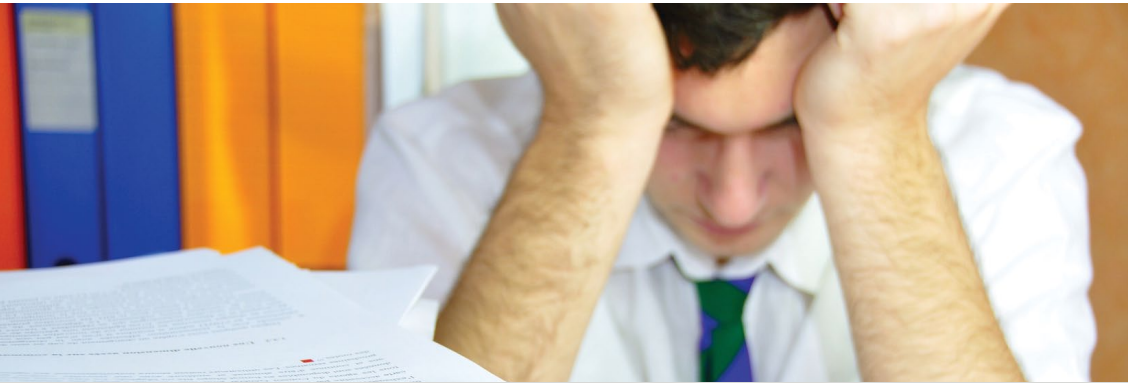


Work Related Stress



'Gareth' accessed the service feeling 'confused' and 'under the weather'. He had been working for his company for under three months. It was his "dream" job working for his "dream" company. He had seen his GP about his recurring chest infections.

Over the past month Gareth found he was not coping with the pressure at work. He felt overwhelmed by the volume of work, started missing deadlines and said he felt 'afraid of letting people down'. He called the Employee Assistance Programme after he broke down in tears in front of his manager and was sent home. Gareth explained that he was not eating properly, he felt nauseous all the time and he was unable to sleep at night. He was unable to find the time to exercise and had little energy at the end of the week to socialise. He talked about having two chest infections within an eight-week period and the only solution he could see was to leave the company.

Telephone Counsellor's Intervention/Support

Our counsellor helped Gareth to explore his concerns around missing deadlines and his overwhelming workload. Being encouraged to explore his feelings and emotions enabled Gareth to identify issues around his 'lack of confidence in the workplace' and his extraordinarily high expectations regarding what he should be achieving over such a short period of time. Our counsellor helped Gareth think about the help he needed at work and encouraged him to enrol his manager's support:

- to put some key developmental steps in place that would enable Gareth to negotiate his role more effectively.
- to support him while he was building up his stamina after several weeks of illness.

Referral Process

The counsellor encouraged Gareth to find the time to exercise, advising him of alternative ways to stay fit other than strict time dependent gym sessions. Factsheets were also provided to Gareth on nutrition and energy.

F2F Counsellor's Intervention/Support

- Strategies to negotiate workload: prioritising, breaking it down into "bite size chunks", open conversations with his manager.
- Self-care strategies to help overall wellbeing: sleeping and eating habits; work-life balance; relaxation and exercise.
- Strategies to negotiate relationships more effectively: open and timely conversations; asking for feedback, asking for help; time to know the team.

Key Points

- Client in new job suffering stress symptoms
- Feeling overwhelmed with work, missing deadlines
- Lack of sleep and losing appetite
- Telephone advisor discussed focus for F2F work and encouraged client to speak to manager
- Case progressed to face to face counselling