

PSYCHOSOCIAL RISK

From Fear to Forward Momentum



ACKNOWLEDGEMENT OF COUNTRY

Sentis acknowledges the traditional custodians throughout Australia and recognises their connections to land, waters and community.

We acknowledge the Traditional Owners of the land on which we meet today and pay our respects to elders past and present. We extend that respect to Aboriginal and Torres Strait Islander peoples here today. We do this because we value Aboriginal and Torres Strait Islander history, culture and knowledge.



zoom Workplace Session: My event

PSYCHOSOCIAL RISK

From Fear to Forward Momentum



Chat

Audio Video Chat React Share Resources Participants Q&A Show captions Polls/quizzes Record More Enter backstage End

mibo sentis

Get involved in our live chat!



The Sentis and Mibo Partnership





**BE A
GREAT
PLACE TO
WORK**



**SUPPORT
GREAT
WORK**



**DO
GREAT
WORK**

Our Mission: To change the lives of individuals and organisations for the better, every day

sentis



Trusted to Deliver

South East Water GLENCORE genesis ENERGY BHP TITAN
PACIFIC ALUMINIUM ERGON ENERGY RioTinto Viridis Ag contact
GrainCorp AUSTRALIAN CHOICE electranet MMG Downer

22
YEARS

500+
COMPANIES

200,000+
INDIVIDUALS

40+
COUNTRIES

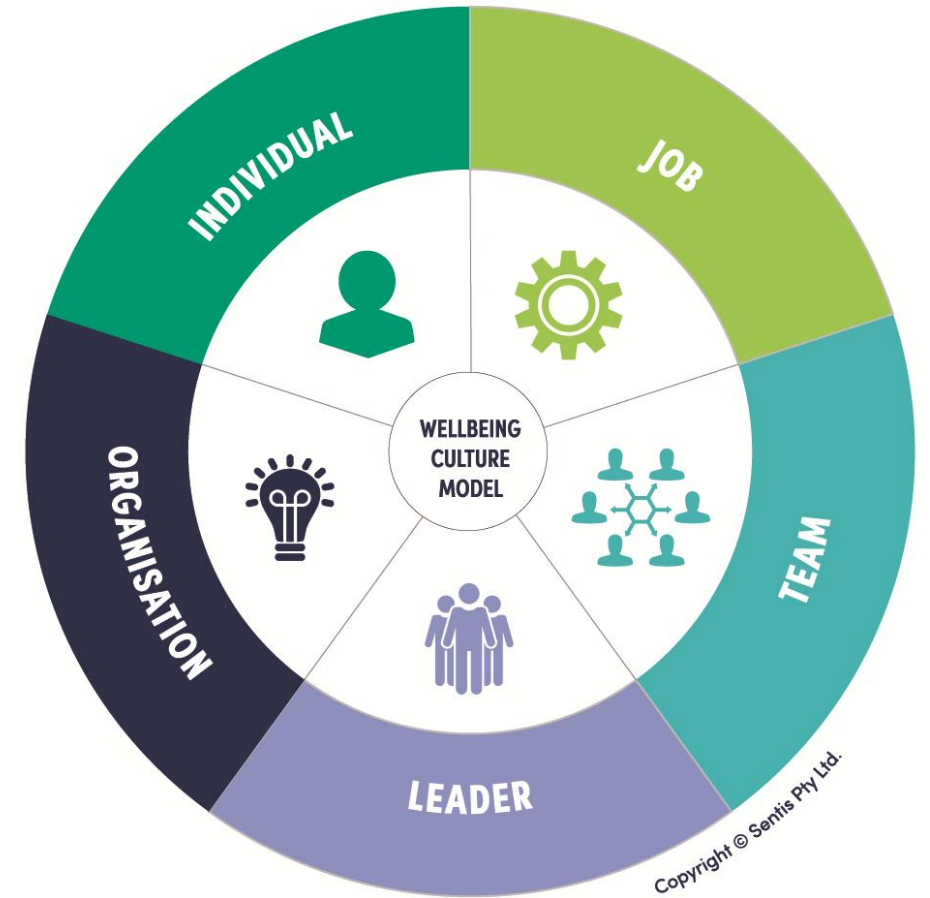


Psychosocial Safety: Our Definition

Psychosocial safety involves promoting and fostering employees' psychological and social well-being in the workplace. Through creating a safe healthy work environment that provides resources and support for employees to effectively manage their tasks while feeling empowered to address challenges and realise their potential. It encompasses a wide range of factors, including workplace culture, leadership, communication, job design, work-life balance, and mental health support.

Safety both physical and psychosocial, serves as a cultural binding agent that cultivates a desirable workplace where employees feel included and comfortable bringing their whole selves to work. By emphasising psychosocial safety, we can create a more inclusive and engaging work environment for all.

Our own research at Sentis has found that **66% of individuals report work having a neutral or negative impact on their lives outside of work**, signifying that two-thirds of the workforce do not perceive work as a positive experience.



Psychosocial hazards



Low job control



Conflict or poor workplace relationships and interactions



Harassment, including sexual harassment



Bullying



Violence and aggression



Poor physical environment



Job demands



Remote or isolated work



Traumatic events or material



Poor organisational justice



Inadequate reward and recognition



Poor organisational change management



Lack of role clarity



Poor support

What is Mibo?



**Next-Gen
Psychosocial Risk
Management**

A future-ready technology platform helping you create safe, healthy, and productive work environments.

Rigour – Independent Academic Assessment - High Validity and Reliability

Psychosocial Specificity – manages complexity to get to root cause prioritisation – not just a linear approach to risk

Tech stack – Sustainable large-scale programs delivered efficiently and effectively with high levels of granularity, customisation and flexibility

In action – Large Enterprises across Australia, all levels of government and globally e.g. Rolls Royce Global Partner

Mibo – The Gold Standard of Psychosocial Risk Assessment

- Smart survey system – 8 to 12 minutes for complete assessment and pulse checking system
- Complete hazard profile across 24 factors, work climate, work outcomes
- In-built Risk Assessment – via risk-protective analysis
- Captures real insights
- Understanding of Interrelated nature of work factors
- Protective factors – essential
- Nature and Source follow up questions for incivility, trauma and harmful behaviours

Reward and Recognition



68

High

Higher score the better

Procedural Fairness



74

Moderate

Higher score the better

Direct Leader Support



Mibo Insights

Large high-quality data sets, combined with mibo's proprietary advanced machine learning model, leading to world first capability and insights.

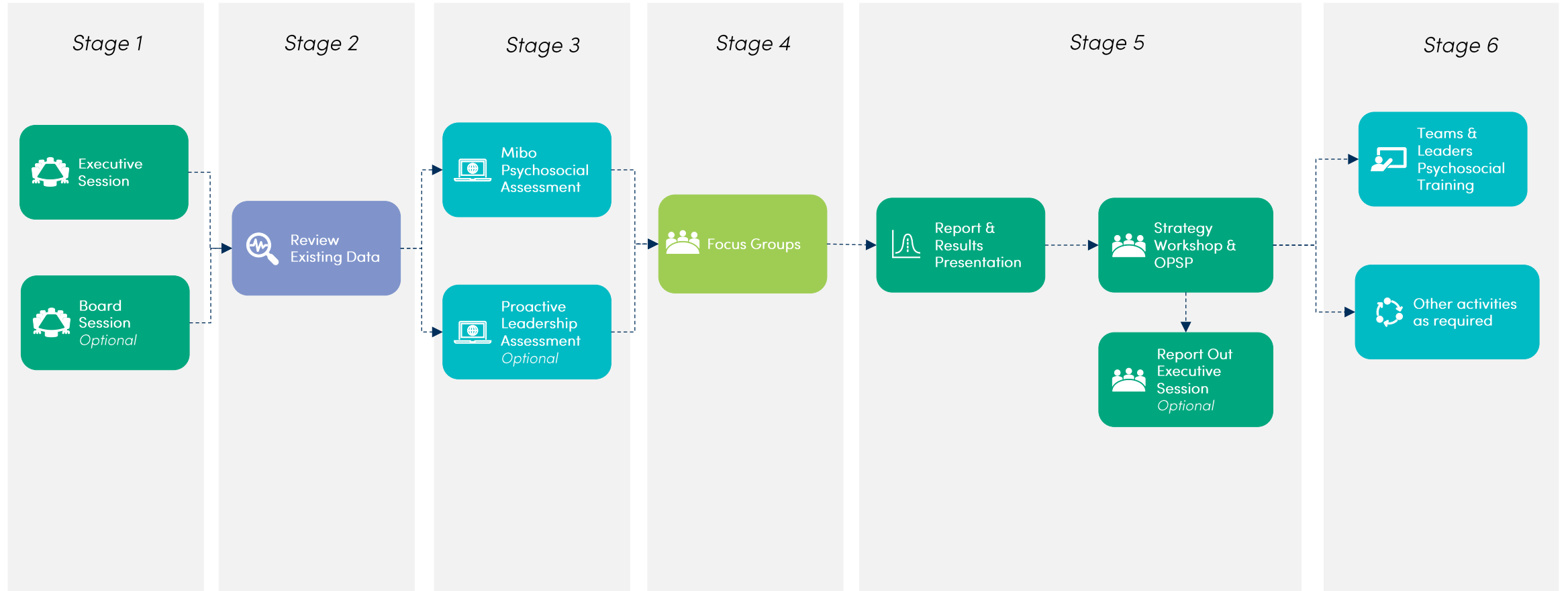
Insight examples coming up later.

	Harm/Benefit Ratio	Cumulative Harm Score	Cognitive Demands	Emotional Demands	Productivity Hindrances	Workplace Incivility	Procedural Fairness	Counterproductive Behaviour	Change Management	Isolated Work	Work Overload	Reward and Recognition	Equipment and Systems	Bullying	Job Control	Violence & Aggression	Trauma	Discrimination	Role Clarity	Direct Leader Support	Harassment	Co-worker Support	Low Workload	Sexual Harassment
Organisation	0.82	296	33	31	29	28	26	22	21	18	17	14	13	8	7	5	5	5	4	4	3	3	1	1
People Leader	0.74	303	32	32	33	30	27	24	19	15	22	13	16	8	5	4	4	4	6	3	3	1	1	0
Self Leader	0.82	297	35	30	26	27	25	20	24	20	12	16	13	8	8	6	6	5	4	4	3	3	1	1
Senior Leader - Extended Team	0.90	291	32	43	30	34	26	23	19	15	24	9	7	5	3	5	5	2	3	4	-	2	-	-
Senior Leader	1.02	269	31	36	35	38	19	35	7	8	27	2	4	6	5	4	2	2	1	1	-	1	2	-
Exec Leader	3.13	150	15	40	25	20	-	0	-	10	40	-	-	-	-	-	-	-	-	-	-	-	-	-

**How are Sentis and
Mibo supporting clients
in the psychosocial
space?**



Psychosocial Pathway



Insights we've learnt



Q1:

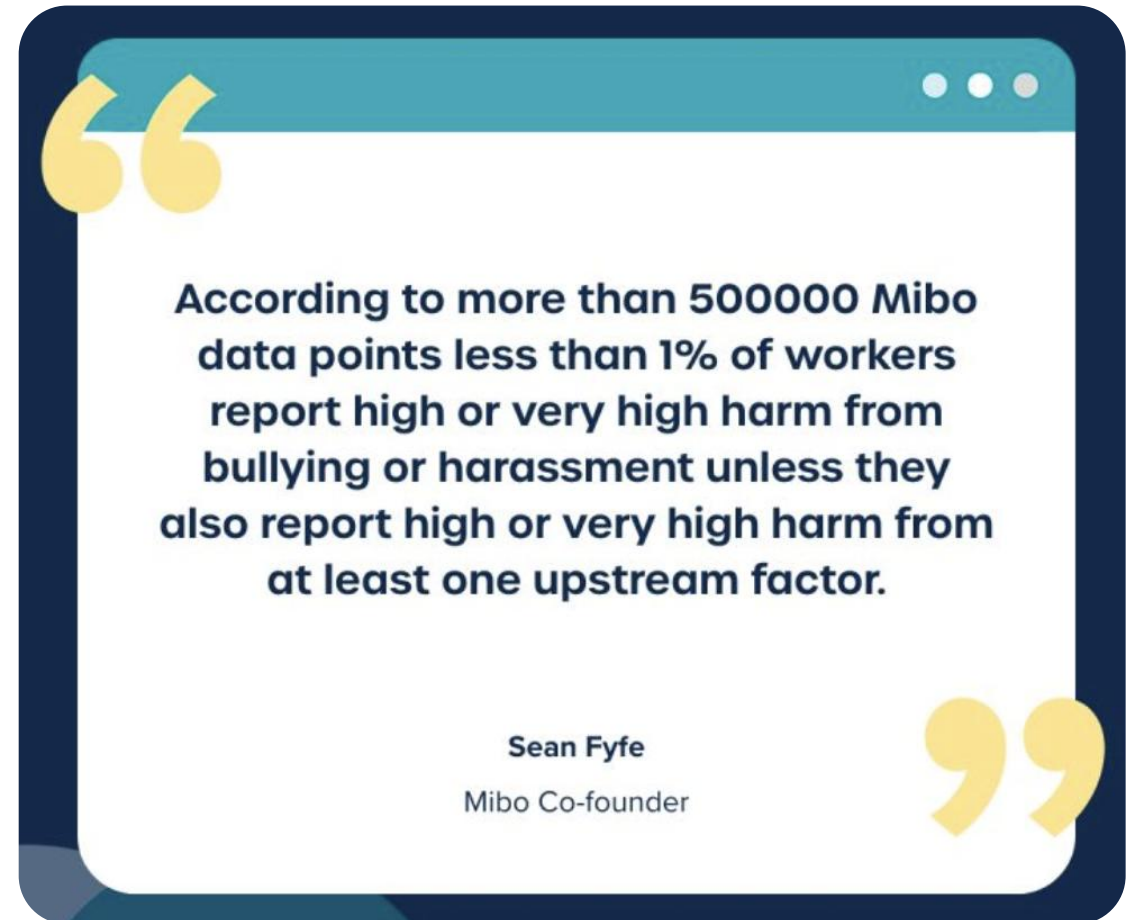
What do we see as the most common concerns regarding psychosocial safety?

Q2:

How can those leading psychosocial safety ensure the results are received in a helpful way?

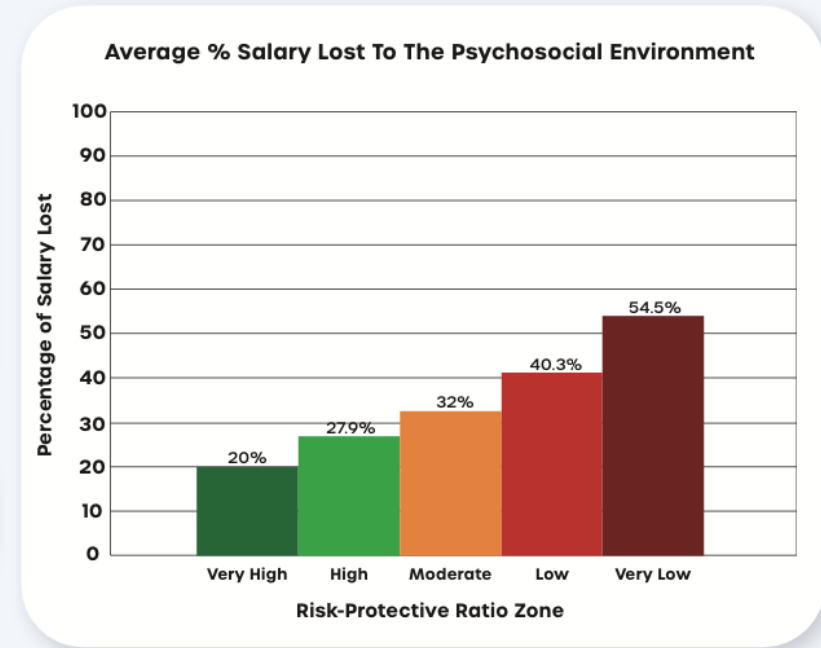
Mibo research – cost of inaction

Mibo Research revealing significant cost for inaction both to employee health and productivity/financial outcomes



More research

Risk-Protective Ratio Zone	Average Salary Lost
Above 1	20%
.25 to 1	27.9%
-.25 to .25	32.0%
-1 to -.25	40.3%
Below -1	54.5%



Very High Risk-Protective Ratio Zone

x1000 Salary: \$150,000

= \$30 million* lost a year

Very Low Risk Protective Ratio Zone

x1000 Salary: \$150,000

= \$81.75 million* lost a year

Q3:
What is the value in
combining an
assessment with focus
groups?

Complimenting survey insights with focus group data

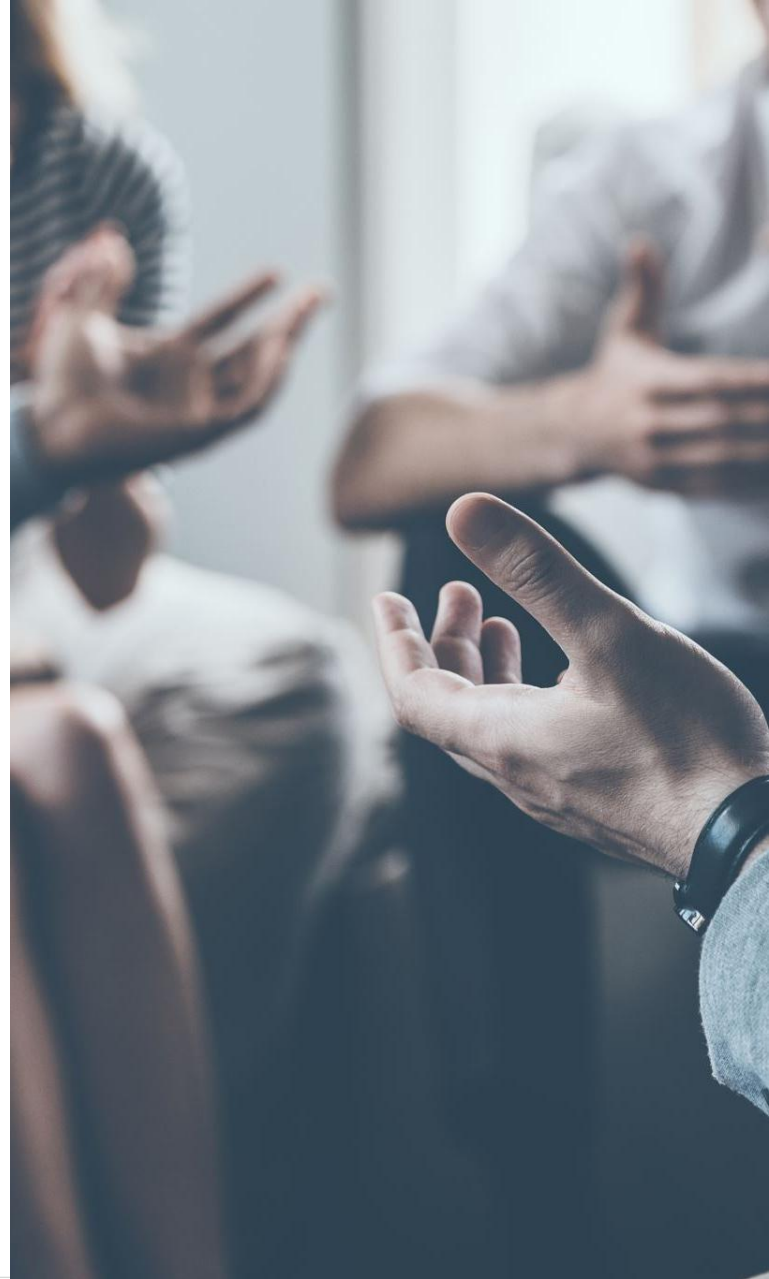
*“I’ve been doing 18-hour days, seven days a week, for way too long”
(workload)*

“It’s been pretty frustrating – there’s so much that if I don’t deal with it right away, it just comes back to haunt me the next week” (workload)

“We’re still using two systems for everything, and it’s really adding to the workload and stress” (productivity hinderances)

“I’ve seen some pretty aggressive behaviour – yelling, slamming doors, tantrums, even some threatening stuff” (workplace civility)

“Our regional managers really do get what we do and how much time it takes.” (manager support)



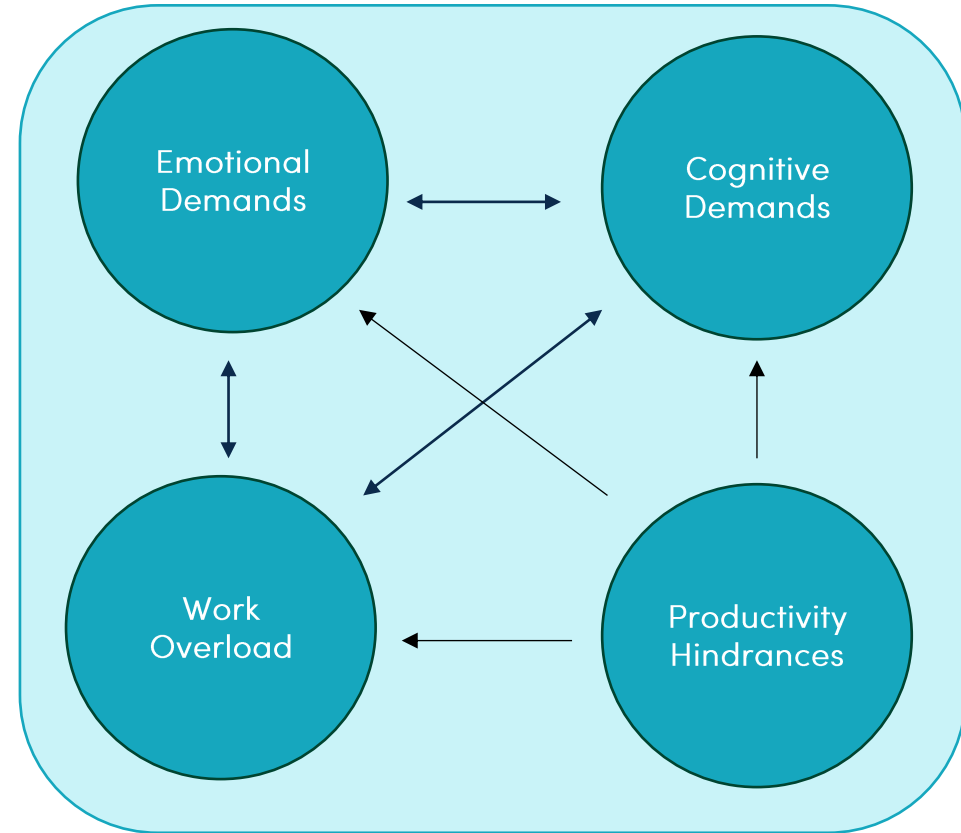
Q4.

What insights have we learnt from this data?

The Job Demands Loop

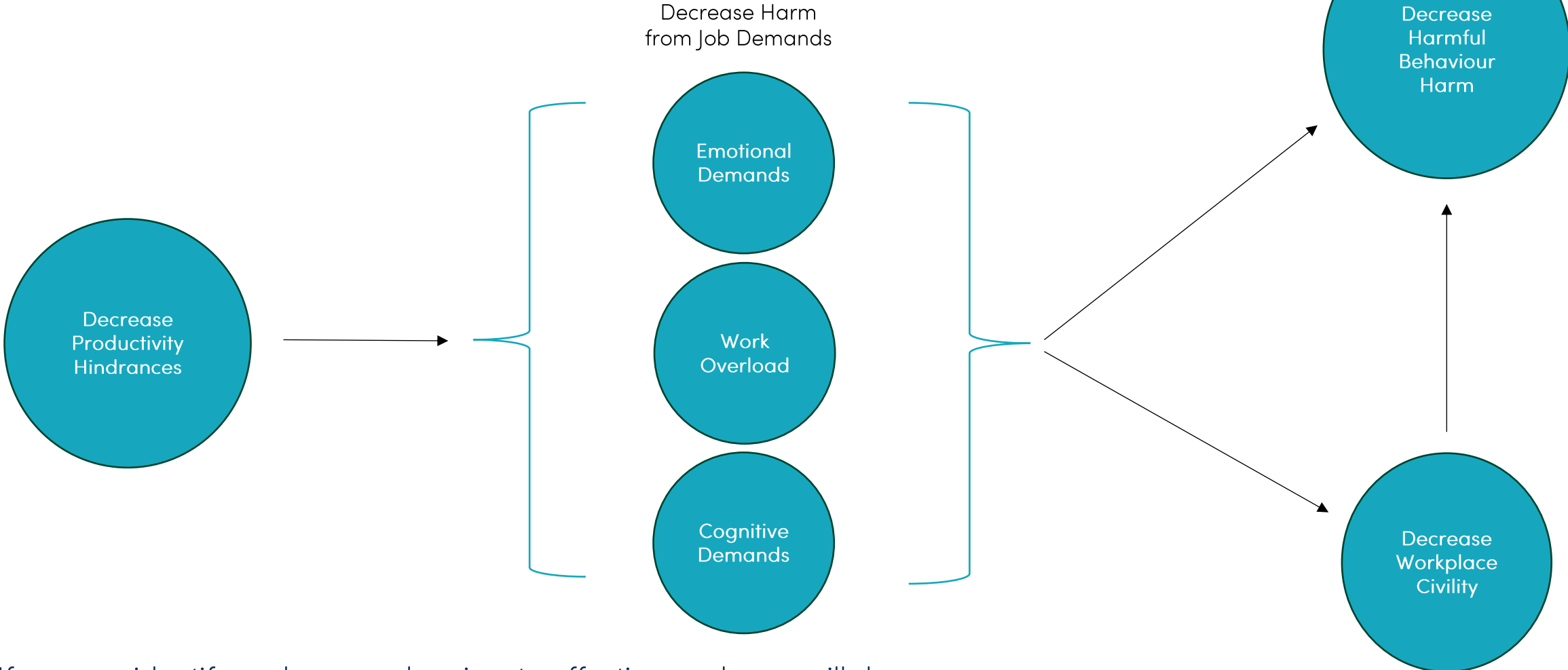
These four factors interrelate to form the core of harm from Job Demands (in most instances).

Understanding how much these four hazards of work design influence each other will help you approach good work design



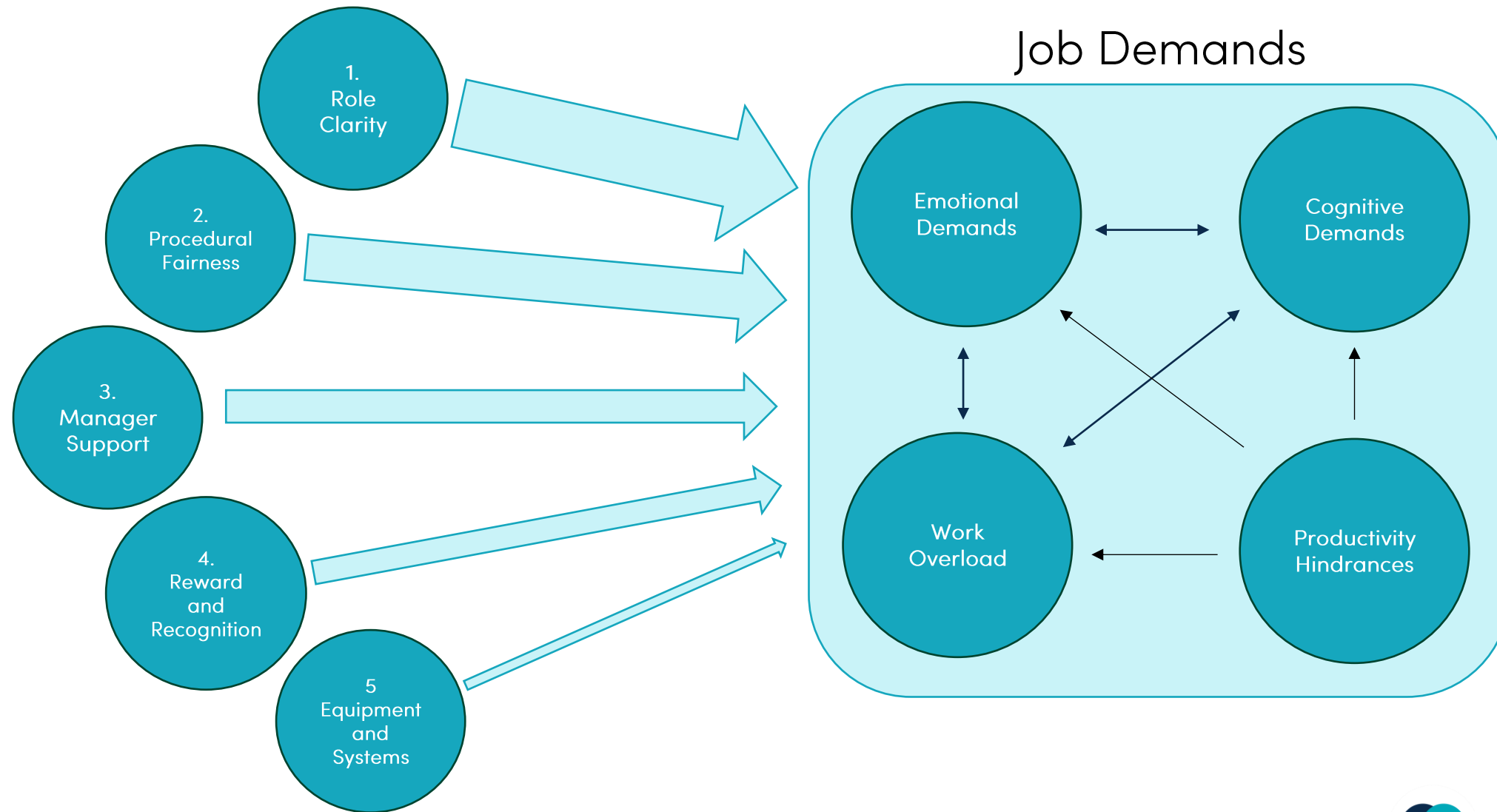
Job Demands

Productivity Hindrances



If you can identify and remove barriers to effective work, you will decrease stress/frustration that will lead to many downstream positive impacts and harm reductions

Job Demands Protective Factors



Decreasing harm from Job Demands is not just about acting on Job Demands.

You should be looking at strengthening protective factors and this is the order you should be considering for your prioritization planning.

Note if you are going to act on something, you need to be able to measure it.

Q5:

Got your results? What's
next?

Q6:

How do you shift your focus from big/complex hazards to clear simple messages and goals?

Key take aways

- How to understand and track psychosocial work conditions using Mibo and focus groups
- Take people on the journey to improve psychosocial safety – reduce the overwhelm
- Consider the protective factors that you have in place or can improve and how these support responding to hazards (e.g. job demands)
- Recognise the interaction between hazards and protective factors

If culture eats strategy for breakfast, psychosocial hazards give culture food poisoning!

Find out more about Mibo and psychosocial assessments



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Psychosocial Safety

Fostering a culture of positive safety that promotes wellbeing, productivity, innovation and inclusiveness.

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Q&A – Ask your questions in Chat



Thanks for joining us today.

Check your inbox for access to the replay and session slides.



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