Strain-generating situations

Clients/ external causes

☐ Lack of gratitude from clients
☐ Demanding and difficult clients
☐ Suffering clients
☐ Aggressive clients
☐ Disparaging of your profession from other trades

Colleagues/ internal causes

☐ Negative and oppressive work atmosphere
☐ Poor team collaboration
☐ Team conflicts
☐ Too much competition between colleagues
☐ Lack of gratitude from colleagues
☐ Regular complaints from colleagues
☐ Conflicting relations with the other departments/trades

Line manager

☐ Manager too demanding or bossy
☐ Lack of gratitude from the manager
☐ Too frequent or unjustified negative reviews
☐ Unfairness
☐ Too much control from hierarchy
☐ Absence of trust from the manager
☐ Lack of the manager, no support
☐ Overworked and stressed manager

Workload

☐ Deadlines too short
☐ Too much work (too complex, too much tasks, too burdensome)
☐ Objectives are too demanding regarding the available means
☐ Too much current tasks piling up
☐ Colleagues’ recurring absenteeism
☐ Administrative overwork
### Job organization

- [ ] Work specifications not clear enough
- [ ] Vague hierarchical organization
- [ ] Too frequent interruptions
- [ ] Change of schedules and night shifts
- [ ] Many tiring travels
- [ ] Lost of purpose
- [ ] No appropriate salary
- [ ] No possibility of career advancement

### Changes requiring an effort of adaptation

- [ ] Too frequent changes in the organization
- [ ] Too frequent changes disrupting the routine
Suggested work resources

Colleagues
- I appreciate and feel appreciated by some of my colleagues
- Nice team atmosphere
- Breaks allow me to take my mind off work
- My colleagues support me
- I can confide any potential issues that I encounter to my colleagues
- Mutual help among colleagues

Feeling useful
- My work makes sense to me and respects my values
- I am pleased to see that clients are satisfied
- I like my profession
- I am keen on human encounters

Upper hierarchy
- My manager motivates me and supports me
- I feel as if my manager hears what I say
- My hierarchy is transparent and fair

Gratitude
- My efforts are recognized
- The results that I have achieved are valued
- Clients show gratitude for my work

Work satisfaction
- I am interested in the tasks and like them
- My potential is well-used
- I learn new things
- I can develop and progress within the company

Job organization
- I have autonomy in my job
- My working hours are in adequacy with my private life