

Strain-generating situations

Power to change

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