



# Introduction to the DELAROSE Project

E-Dimension of Staff Development in the Disability Services  
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## Work-Related Stress - Context

- Work-related stress is a considerable societal problem (European Commission 2011; EASHW, 2014).
- Health and social care workers are particularly prone to work related stress due to the nature of their work (Wells 2011).
- Within Ireland cuts in numbers employed, reduced pay and changes to working conditions have created a more stressful working environment (Wells & White 2014).
  - A fall of over 5000 Whole Time Equivalents (WTEs), from 38,789 in 2009 to 33,735 in 2013; which represents a 13% reduction in the total nursing workforce in the statutory health services since 2009



## Work-Related Stress - Context

- Approximately 50-60% of work-place absence in the EU is caused by occupational stress, which tends to result in a longer period out of work than other causes (Eurofound, 2012).
- Work-place absence is estimated to cost the European economy nearly €300 billion annually (Matrix, 2013).
- In Austria, approximately 65% of health and social care workers report at least one work related stress symptoms (Statistic Austria, 2007).
- In Belgium, the European Agency for Safety and Health at Work (2009), found that 30% of workers in the education, health and welfare sectors report feeling stressed at work.



## Managing the Problem

- Empowerment of employees will help them to survive 'hard times' and thereby keep services safe (Lazarus & Folkman, 1984; EASHW, 2014).
- In this context, building coping capacities and resilience in the health and social care workforce is a significant task.
- Interventions that deal with work related stress have a tendency to associate it with illness and/or stigma and often are not cost effective.



# Developing a focused cost effective approach

- Online and mobile access to support individuals in the work place (European Commission, 2014).
- The development and provision of a cost effective and accessible web based programmes
- European Commission funded projects:
  - ROSE
    - (**R**educing **O**ccupational **S**tress in **E**mployment)
  - DELAROSE
    - (**D**elivering **E**-Learning **A**ccreditation to **R**educe **O**ccupational **S**tress in **E**mployment)





# ROSE

(Reducing Occupational Stress in Employment)

- Leonardo da Vinci Development of Innovation
- ROSE aimed to map the nature of stress and burnout amongst mental health and social care workers in five countries within the European Union.
- Developed an open access and user friendly online stress management programme.
- Nimmo (2014)





# Incentivising the use of ROSE through DELAROSE

- The ROSE project ([www.leonardorose.eu](http://www.leonardorose.eu)) found staff in health and social care settings across the EU lacked skills to manage work-related stress.
- Lack of standardised education and training in this Vocational Educational and Training sector impedes workforce mobility and shared learning.
- Transferring the ROSE project to an accredited programme (DELAROSE) creates an incentive for employees and employers to engage with formal proactive learning in order to manage work related stress.



# DELAROSE Project

- DELAROSE programme was developed under the Leonardo Da Vinci Transfer of Innovation programme
- DELAROSE based upon a previous scoping exercise of health and social care workers in 5 EU countries to explore health and social care workers' coping capacities in order to build their resilience.
  - Waterford Institute of Technology (Ireland)
  - University of Graz (Austria)
  - University of Applied Sciences and Arts of Southern Switzerland
  - Kings College London (UK)
  - University of Lincoln (UK)
  - Cluain Training and Enterprise Centre (Ireland)
  - National Federation of Voluntary Bodies
  - The European Association of Service Providers for People with Disabilities
  - Pro mente Steiermark GmbH (Austria)







# DELAROSE Project

- Currently piloting an online learning programme on the management of work-related stress, which is delivered by three European HEIs
  - Waterford Institute of Technology (Ireland)
  - University of Graz (Austria)
  - University of Applied Sciences and Arts of Southern Switzerland (SUPSI)





# DELAROSE Programme Content

- The online learning programme, 'Certificate in the Management of Work-Related Stress' is both person-directed and organisation directed.
- The programme consists of two modules.
  - Module One aims to educate workers on how to manage their personal levels of work-related stress
  - Module Two provides information and resources to help create a less-stressful working environment.



# DELAROSE Programme Content

## Stress and the Individual

- Introduction to Stress
- Prevention of Stress
- Learning Ways of Coping With Your Stress
- Changing How you Think About Things
- Giving Feedback and Constructive Criticism
- Learning to Deal with Behaviours you Find Challenging
- Learning How to Relax
- Physical Activity & Stress



Lifelong  
Learning  
Programme





# DELAROSE Programme Content

## Stress and the Organisation

- The Organisation and Stress
- Interpersonal Skills, Listening and Assertiveness
- Leadership and Motivation
- Change Management, Problem Solving and Conflict Resolution
- Organisational Policies
- Risk Assessment
- Ergonomics



## ECTS & ECVET

- Establish an ECVET- and ECTS-referenced online multi-lingual programme (English, Italian, German) in work-related stress management.
- **ECTS: European Credit Transfer and Accumulation System**
  - Standard for comparing workload and learning achievement in Higher Education across Europe
- **ECVET: European Credit system for Vocational Education and Training**
  - Introduced in 2009 to provide those educated through a vocational pathway (includes many in the social care/disability services sector) within a common credit scheme



## ECTS & ECVET

- The programme is designed to be compatible with both ECVET and ECTS.
- Through recognition of both ECTS and ECVET credits, facilitate the mutual recognition of qualifications between institutions, and provide an access and progression route for workers within the sector.
- Disseminate widely the existence, accessibility and value of this VET programme to health and social care workers.



## Impact

- Develop a shared understanding of work-related stress in the sector across Europe and facilitate transfer of skills and knowledge between Swiss and EU educational establishments in this field.
- Enhance European vocational education co-operation through utilising ECVET harmonised with ECTS.



# Impact

- Encourage a more proactive approach to managing stress in the workplace.
- Develop and promote access routes to education and training for those working in the sector.
- Operationalise the European Council and Parliament call to implement ECVET from 2012 referenced to ECTS.





**Thank You**

