

JOB STRESS: FROM TABOO TO BUSINESS

GRIP IS PART OF THE CREATIVE INDUSTRY
SCIENTIFIC PROGRAMME (CRISP) AND IS A
COLLABORATION BETWEEN:



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GRIP.

FLEXIBILITY VERSUS CONTROL IN THE
DESIGN OF PSS FOR JOB-RELATED STRESS

MAIN QUESTION:

HOW CAN DESIGN SUCCESSFULLY
INFLUENCE JOB-RELATED STRESS?



JOB STRESS: FROM TABOO TO BUSINESS
WORKSHOP © SDNC 2011

AIMS FOR TODAY'S WORKSHOP:

1. WE WILL ILLUSTRATE OUR CO-CREATION PROCESS.
2. YOU WILL BE ABLE TO EXPERIENCE OUR PROCESS FOR YOURSELF.

PROCESS



Case I

Case nr. 1

David



Hi I am David, I am 28 years old. I live in Pliening near Munchen (Germany). I'm a math teacher on the high school in Pliening. I like my job, but I find it hard to make time for myself. I used to be very active, but lately when I come home from school I am really tired. I like to work with children, but they can be very demanding and sometimes I lose control and get angry at them when they do not listen. I would like to be more in control.

I would like to have more energy to go out in the evening; play tennis, visit friends and meet more people. I know I need to live healthier, but I often end up playing video games and watching television in the evening.

Task

Your task as a team is to develop a PSS for David. Use the poster template and this case as a guideline. While designing the PSS think about the knowledge and resources you would need to develop the system. Think about opportunities and pitfalls.

David has some early signs of stress, but he does not see these signs as stress. At David's work they do not have a HR department that can help or supervises personnel.

Title: David

Case nr: 1

Context:

Handwritten notes on pink sticky paper:

- GEN Y + Z
- TEACHER OR COACH?
- social life (?) analysis & real
- motivation (why teacher?)
- Parents (gen X) DEMANDING!
- BABY BOOMER INTERIEUR
- employer head of school
- insurer
- GIRLFRIEND LEFT HIM?
- you th -pubers-
- VIDEO GAME ADDICTION

Idea description:

Handwritten notes on pink sticky paper:

- Search for meaning of life?
- CONNECT TEACHING TO GAMING
- CYCLE TO WORK
- COACHING SERVICE FOR TEACHERS
- INSTANT SULLESS SERVICE
- CONNECT MATHS TO MEASURING LIFE
- MAKE I-PAD APP WITH CLASS
- COACHING TO FOCUS ON YOUR INTERESTS
- EVERY PUPIL GETS STRESS METER
- GAME TO THROW CHAIRS IN CLASS
- SOCIAL MEDIA FOR CLASS
- DETECT STRESS INDICATING FACTORS
- STRESS COMPETITION IN CLASS
- STRESS HEAT MAP OF CLASS

Input:

Handwritten notes on pink sticky paper:

- MEASURE STRESS LEVEL OF CLASS
- CONVERSATIONS WITH COACHES
- measure stress level of David
- measure of interests

Output:

Handwritten notes on pink sticky paper:

- STRESS CONNECTION TO HEAD OF SCHOOL
- WILLINGNESS TO CHANGE
- MEASURE OF INTERESTS

Insights

Handwritten notes on pink sticky paper:

- HOW TO EXPLORE STRESS SIGNALS?
- how to overcome denial?
- how to design for people who are unaware of what?

My workplace



My home



On the right insights from the video are shown and on the next page the results from the presentation poster is shown.

Handwritten notes on pink sticky paper:

- Different forms of stress
- How to help individuals that do not demand help?
- Denial Gen Y
- Motivation Personal
- Coaching Network
- loose control
- Map classroom stress
- Problem: Education system vs social life and work for teachers not present
- Find meaning in life
- Slipping in and out of work gen Y
- What is the effect of a stressed teacher on students?

AIMS OF THE 3 PARTNERS:

PHILIPS

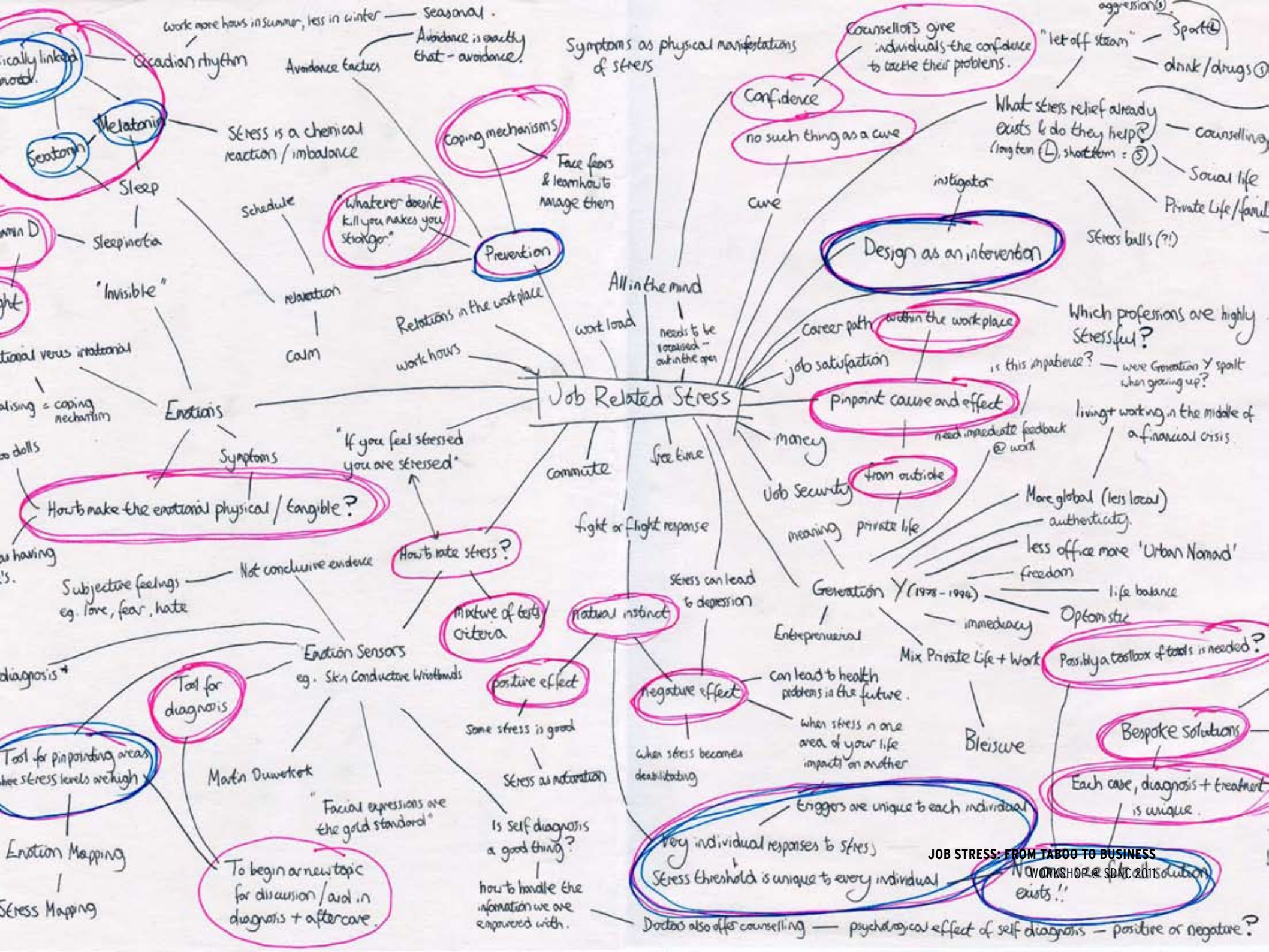
BUILD KNOWLEDGE ON MENTAL AND PHYSICAL WELL BEING.

TU/e

STUDY FLEXIBILITY VERSUS CONTROL & EFFECTIVENESS IN THE DESIGN OF PRODUCT SERVICE SYSTEMS.



DEVELOP CRITICAL DESIGN THINKING, DESIGNING FOR SERVICES AND SERVICE AS A COLLABORATION.







PLANNING:
BUSINESS AGENDA

**STRESS DATA & VISUALISATION:
MAPPING STRESS**

CONCEPT

Stress is a natural response to pressure, but chronic stress can lead to health problems. This poster explores how stress data can be visualized to help individuals and organizations understand and manage stress levels. It includes a diagram of stress levels and a photograph of a person's hand holding a stress ball.

**PHYSICAL & SOCIAL ENVIRONMENT:
ACTIVE OFFICE**

CONCEPT

An active office environment promotes physical activity and social interaction, leading to increased productivity and well-being. This poster discusses the benefits of an active office and provides ideas for creating one. It includes a diagram of an active office layout and a photograph of a person working at a desk.

**MOTIVATION & GAMIFICATION:
POSITIVE VIBES**

CONCEPT

Motivation and gamification can be used to create a positive work environment and increase employee engagement. This poster explores the concept of positive vibes and provides ideas for implementing gamification in the workplace. It includes a diagram of a gamification system and a photograph of a person working at a desk.

**THE PLACEBO EFFECT:
MIND GAMES**

CONCEPT

The placebo effect is a powerful psychological phenomenon that can be used to improve performance and well-being. This poster explores the concept of mind games and provides ideas for using the placebo effect in the workplace. It includes a diagram of a mind game system and a photograph of a person working at a desk.



STRESS DATA & VISUALISATION: MAPPING STRESS

CONCEPT

New technologies such as Galvanic Skin Sensors allow us to collect data on an individual's stress level in relation to time space and people. This data could in turn be used to create new visualisations of stress. Mapping stress in the workplace may allow experts to pinpoint causes of stress both on an individual and group level. It could form the basis of improving stress awareness, further discussion with colleagues or stress experts, or simply for reorganising the workspace / activities.

What data should be collected and visualised?



What should this data reveal on both an individual and group level?

How might we put this data visualisation to good use?

Who should / should not have access to this data?



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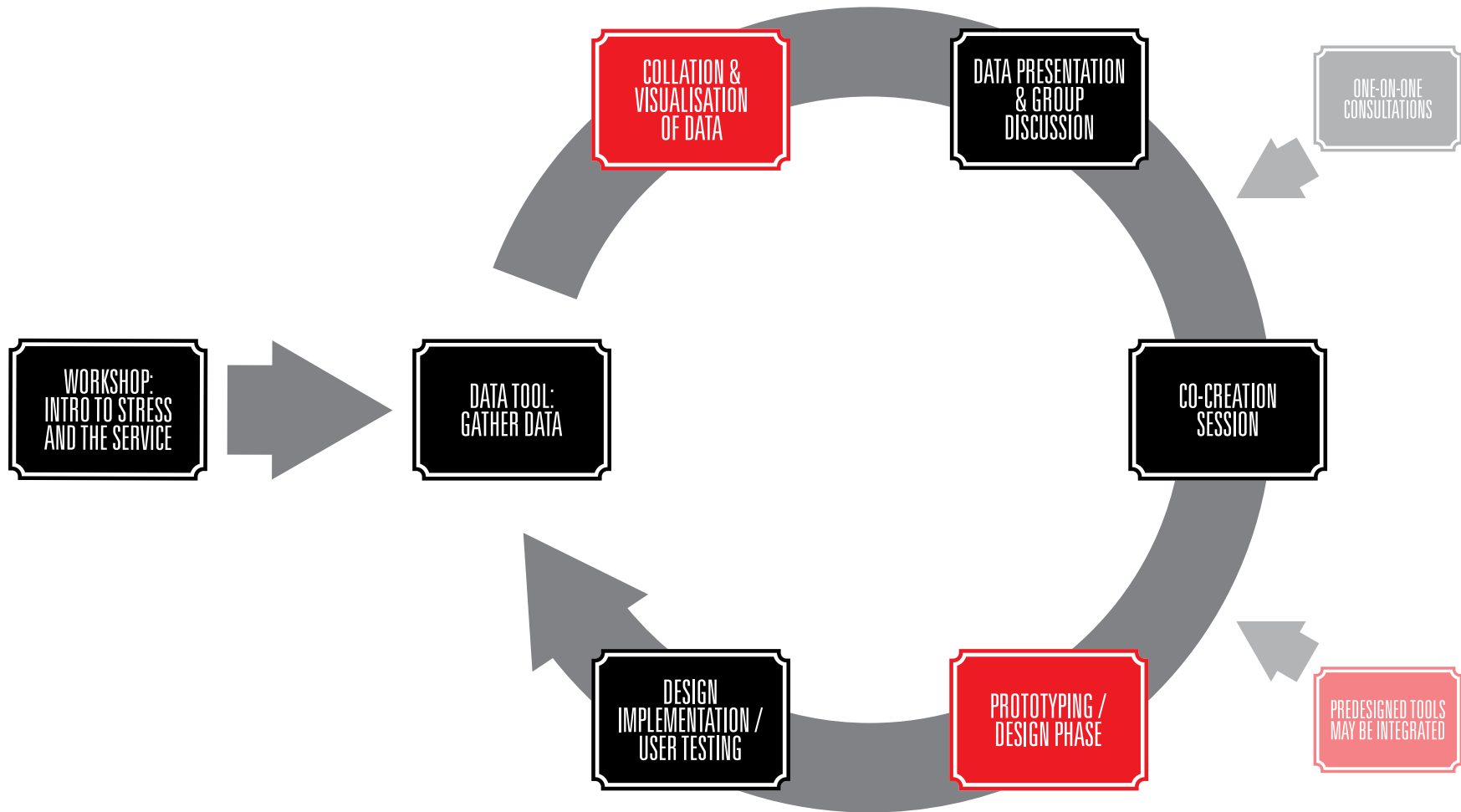
How might we put this data visualisation to good use?

Who should / should not have access to this data?



KEY ISSUES FROM THE EXPERT DAY:

1. HOW TO USE STRESS DATA?
2. HOW TO MAKE PEOPLE ACT UPON STRESS SIGNALS?
3. HOW TO CREATE / IMPROVE SOCIAL SUPPORT?



GRIP. v1

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"BURNOUT ONLY HAPPENS IN SICK ORGANISATIONS, NOT TO PEOPLE WHO ARE SICK. BURNOUT IS NOT THE PROBLEM, IT IS THE SYMPTOM."

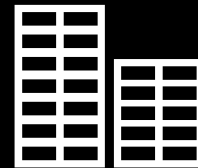
MAURICE DE VALK (INTERMEDIC)

*"PEOPLE POSSESS THEIR OWN
SOLUTIONS, THEY JUST NEED SUPPORT
TO FIND THEM."*

ERIK KUIJPERS (GGZE)

*“VISUALISATIONS CAN GIVE GROUPS
AN INDICATION OF THE TENSION THEY
ARE IN AND HELP THEM IN REGAINING
SELF-CONTROL.”*

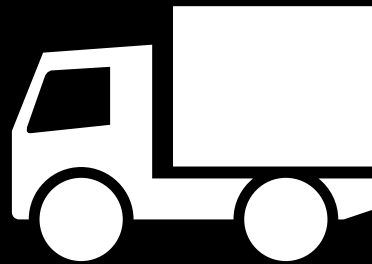
ERIK KUIJPERS (GGZE)



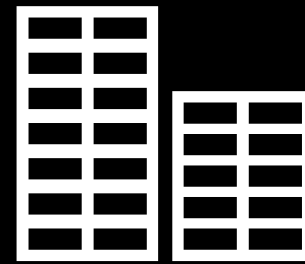
MAIN QUESTION:
HOW CAN DESIGN SUCCESSFULLY INFLUENCE
JOB-RELATED STRESS SERVICES?



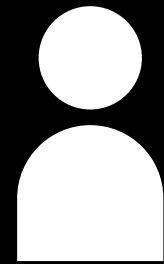
EXPERT



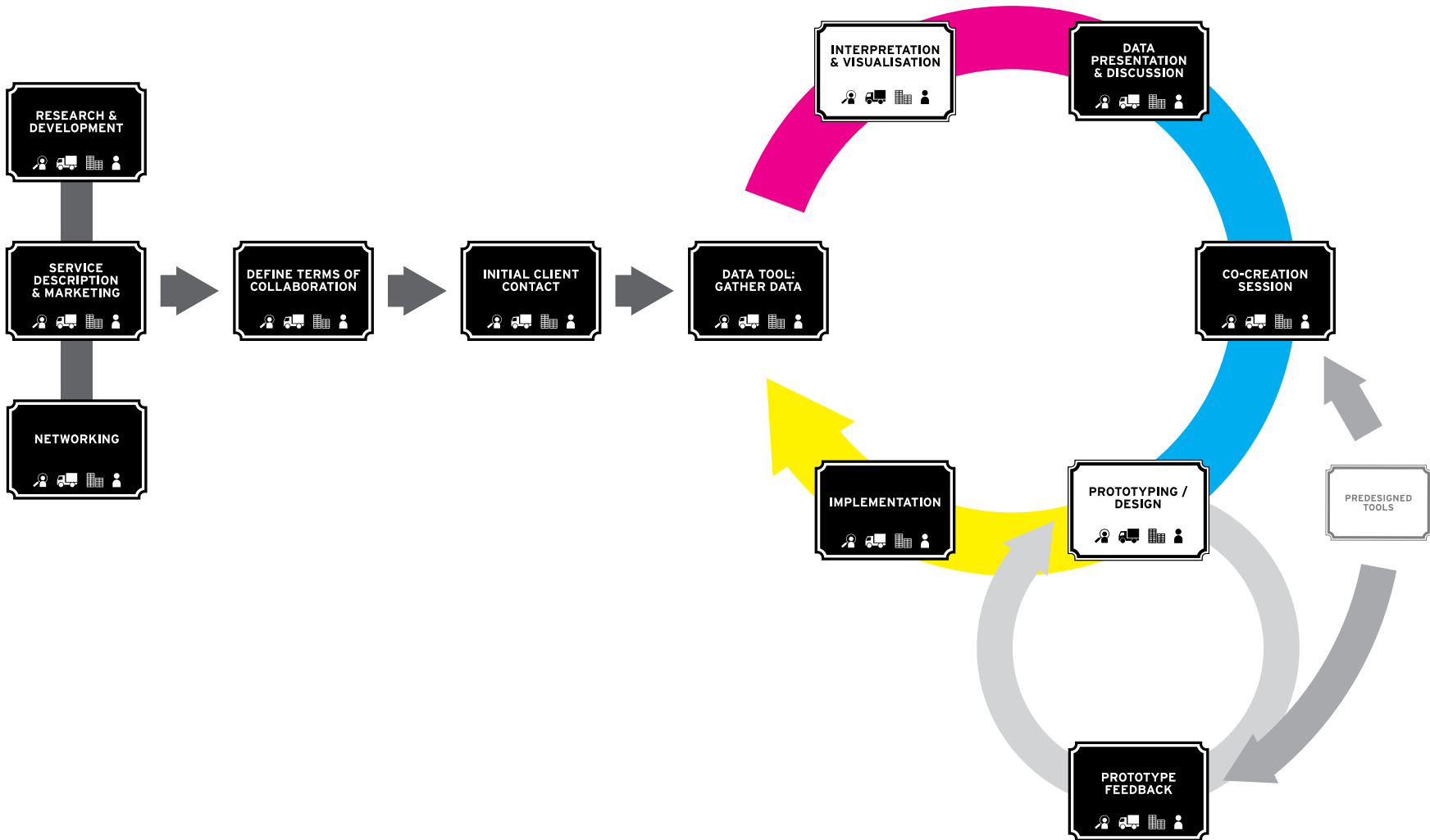
SERVICE
PROVIDER



COMPANY



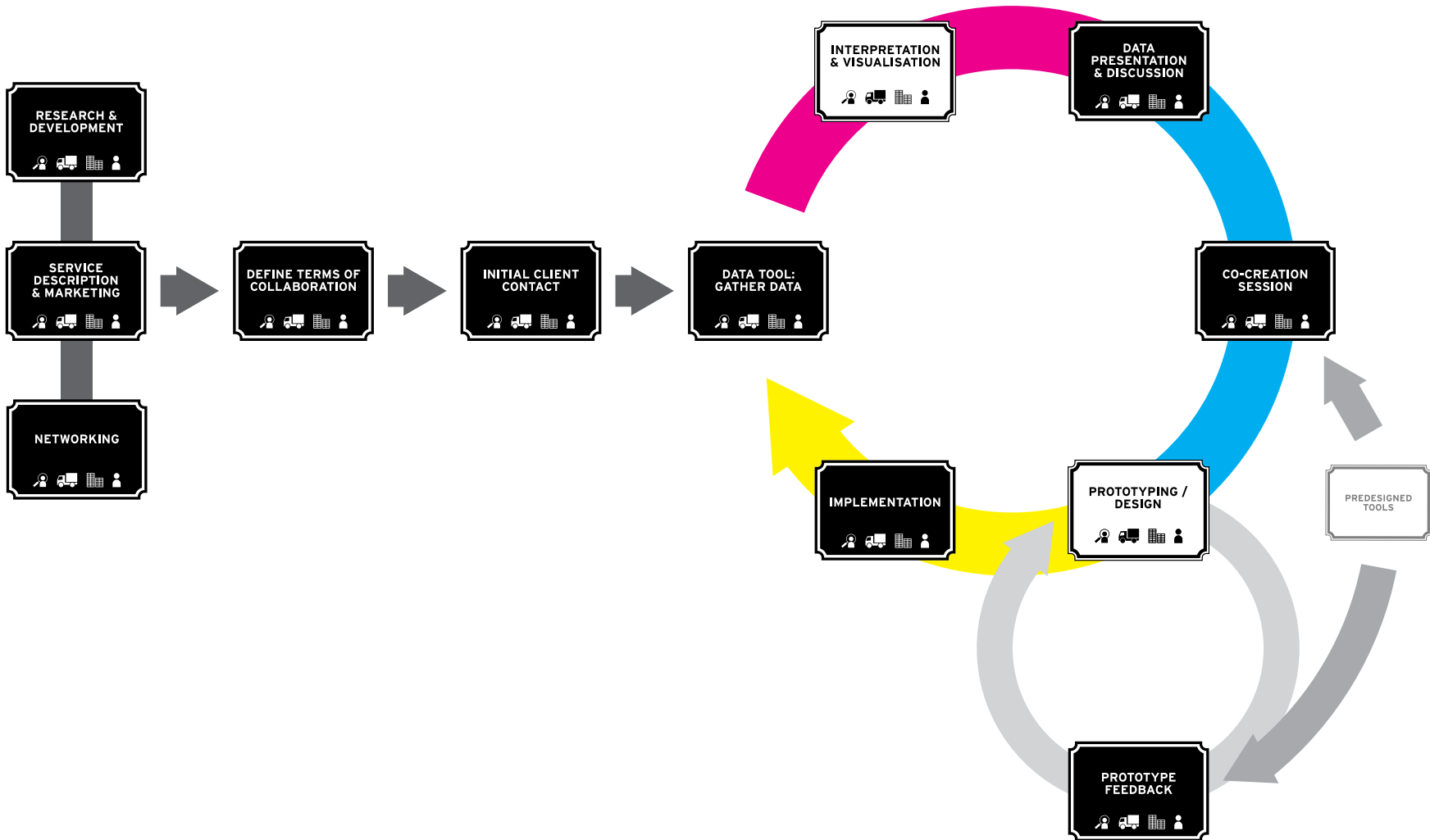
USER



GRIP. v3

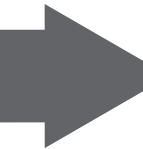
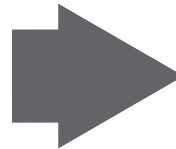
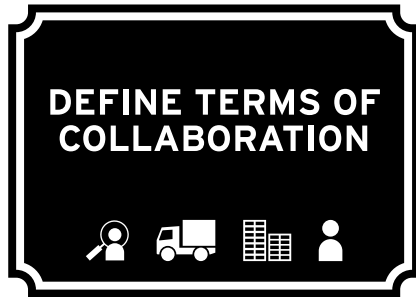
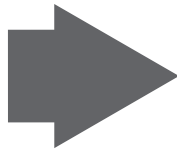
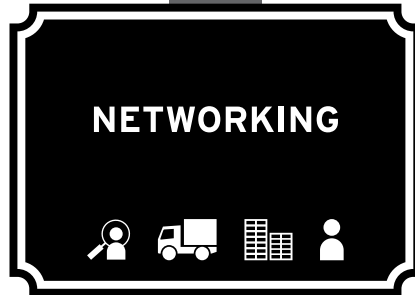
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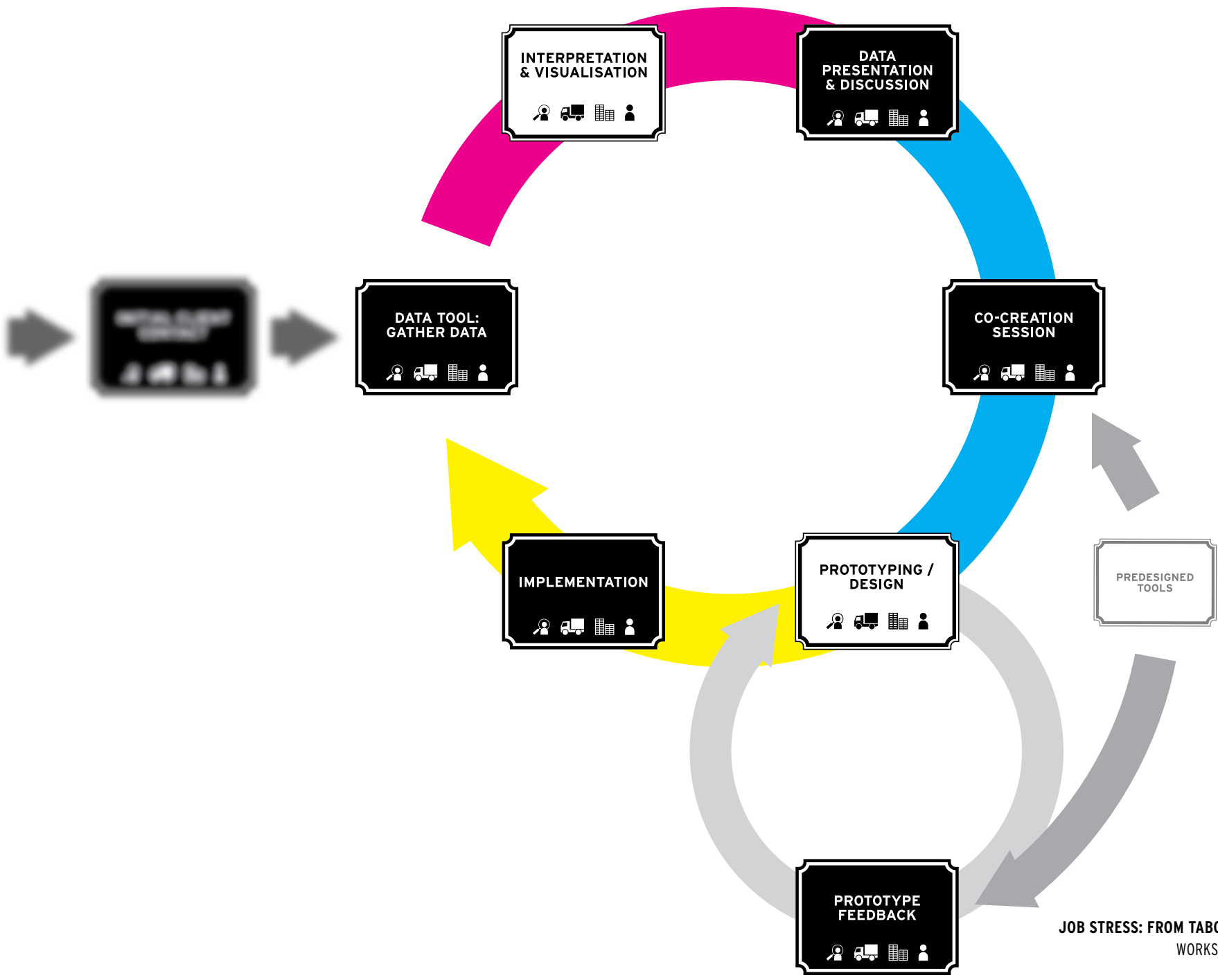
VIDEO



GRIP. v3

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**INTERPRETATION
& VISUALISATION**



**DATA
PRESENTATION
& DISCUSSION**



**DATA TOOL:
GATHER DATA**



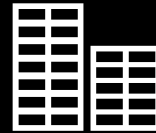
**CO-CRE
SESS**

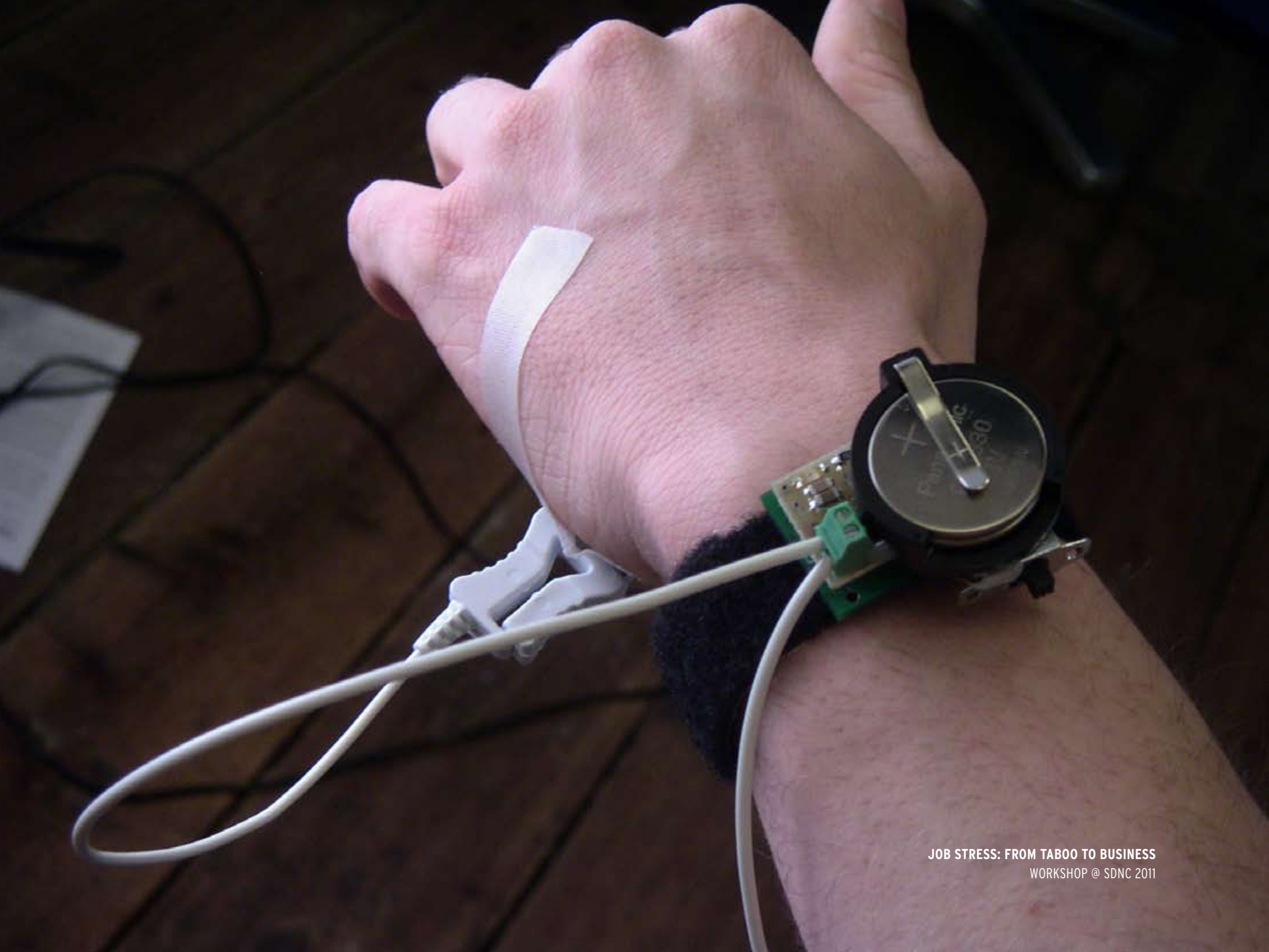


GRIP. + 365

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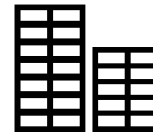
DATA TOOL: GATHER DATA

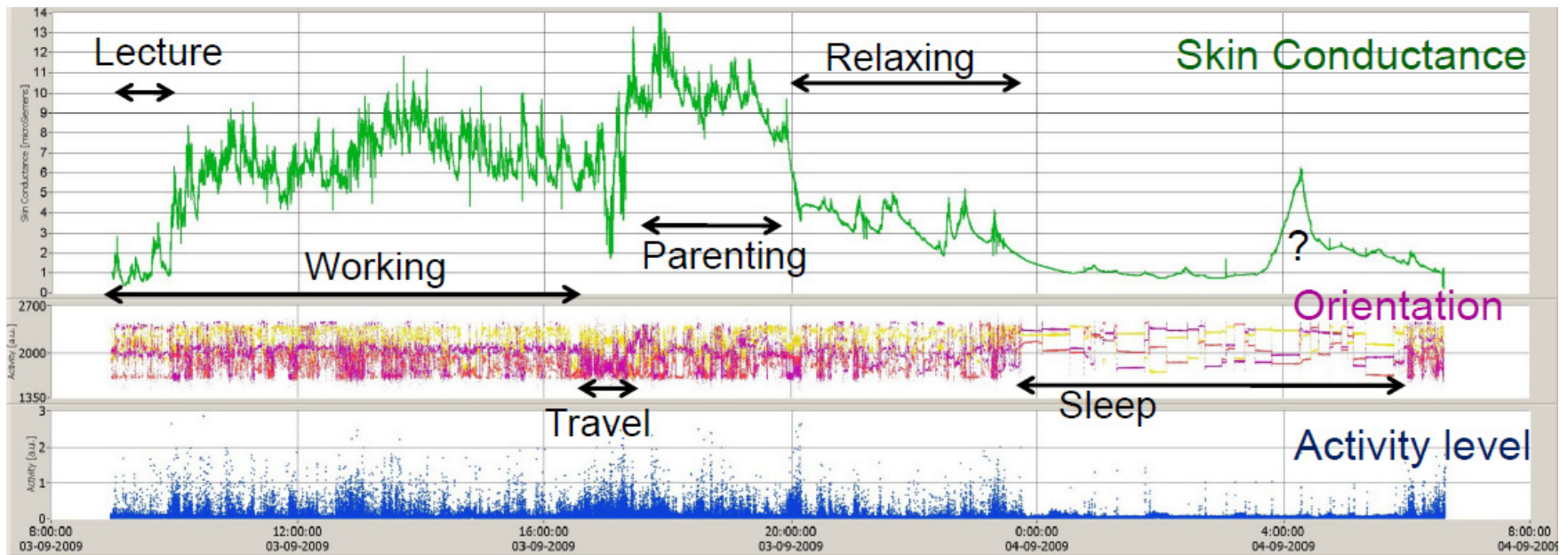


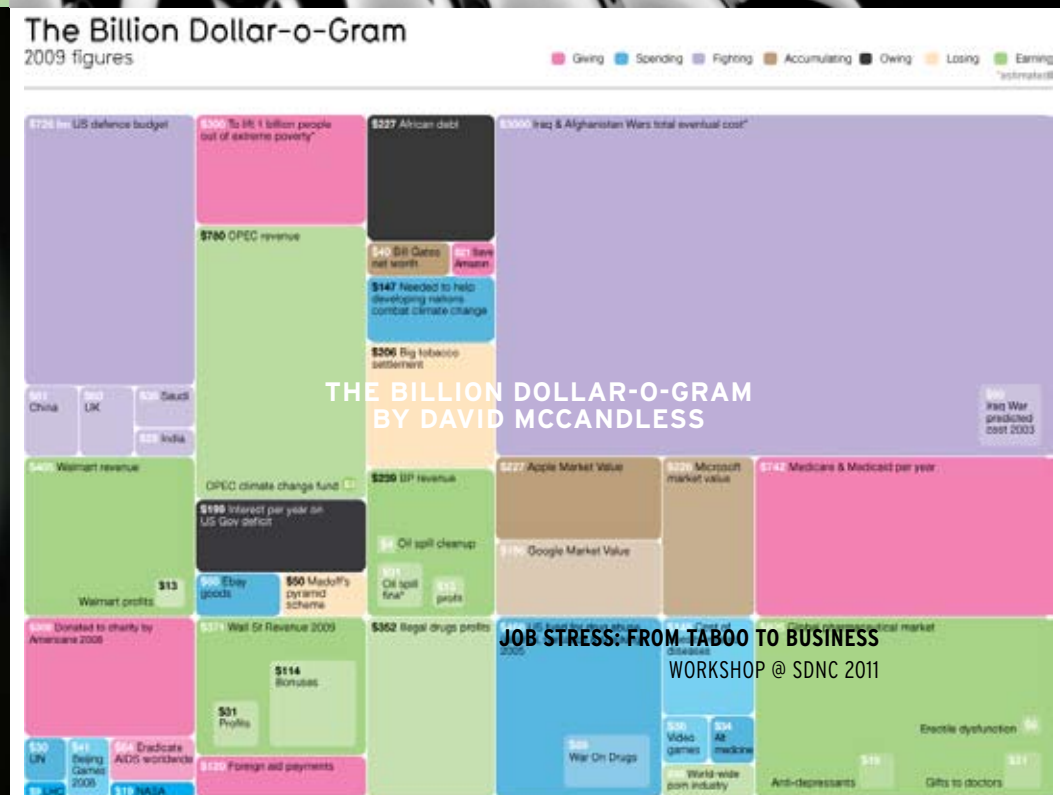
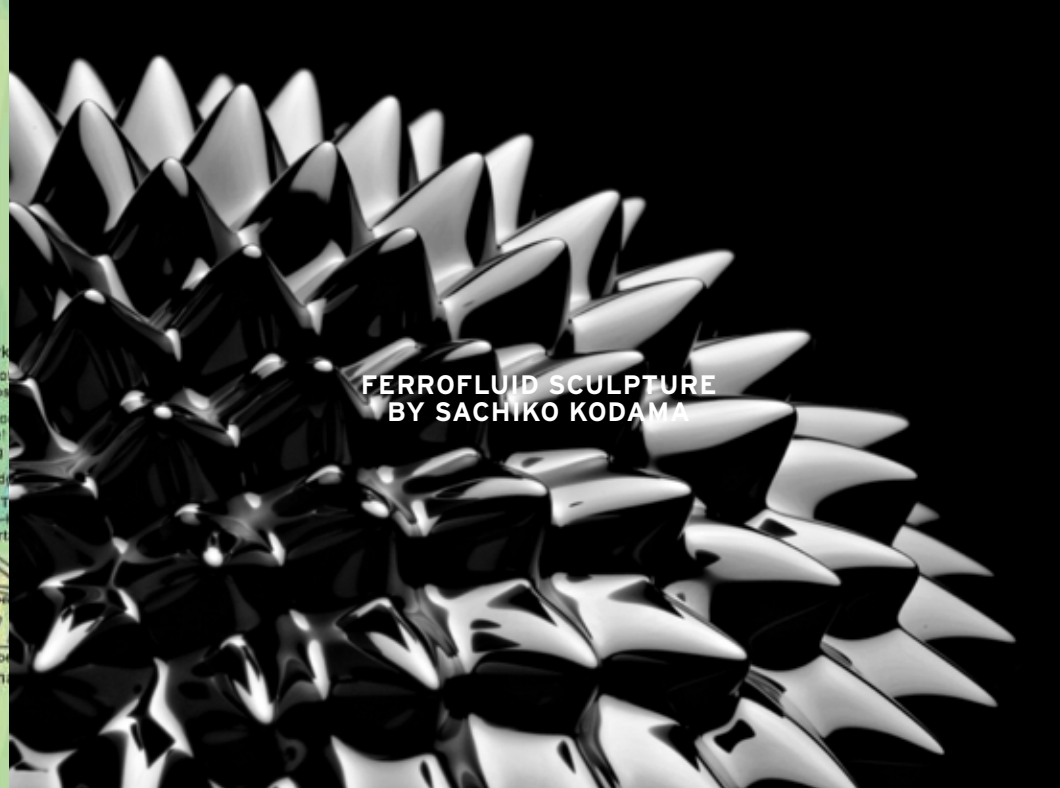




INTERPRETATION & VISUALISATION







DATA PRESENTATION & DISCUSSION





STRESS AGENDA

**NOW ITS
OVER TO YOU...**

SCHEDULE:

<u>EXERCISE 1</u>	<i>(30 MINS)</i>
EXERCISE 2	<i>(40 MINS)</i>
BREAK	<i>(15 MINS)</i>
EXERCISE 3	<i>(40 MINS)</i>
GROUP REFLECTIONS	<i>(30 MINS)</i>

EXERCISE 1: IDENTIFY STAKEHOLDER NEEDS

EACH GROUP REPRESENTS A SPECIFIC STAKEHOLDER IN THE FIELD OF JOB-RELATED STRESS: **STRESS EXPERT; TECHNOLOGY PROVIDER; COMPANY; AND, END USER.**

PLEASE CONSIDER THE ISSUES / NEEDS REGARDING YOUR SPECIFIC ROLE.

EXERCISE 1:

IDENTIFYING STAKEHOLDER NEEDS

ROLE: EXPERT / TECHNOLOGY PROVIDER / COMPANY / END USER (CIRCLE)

ISSUES:

NEEDS:

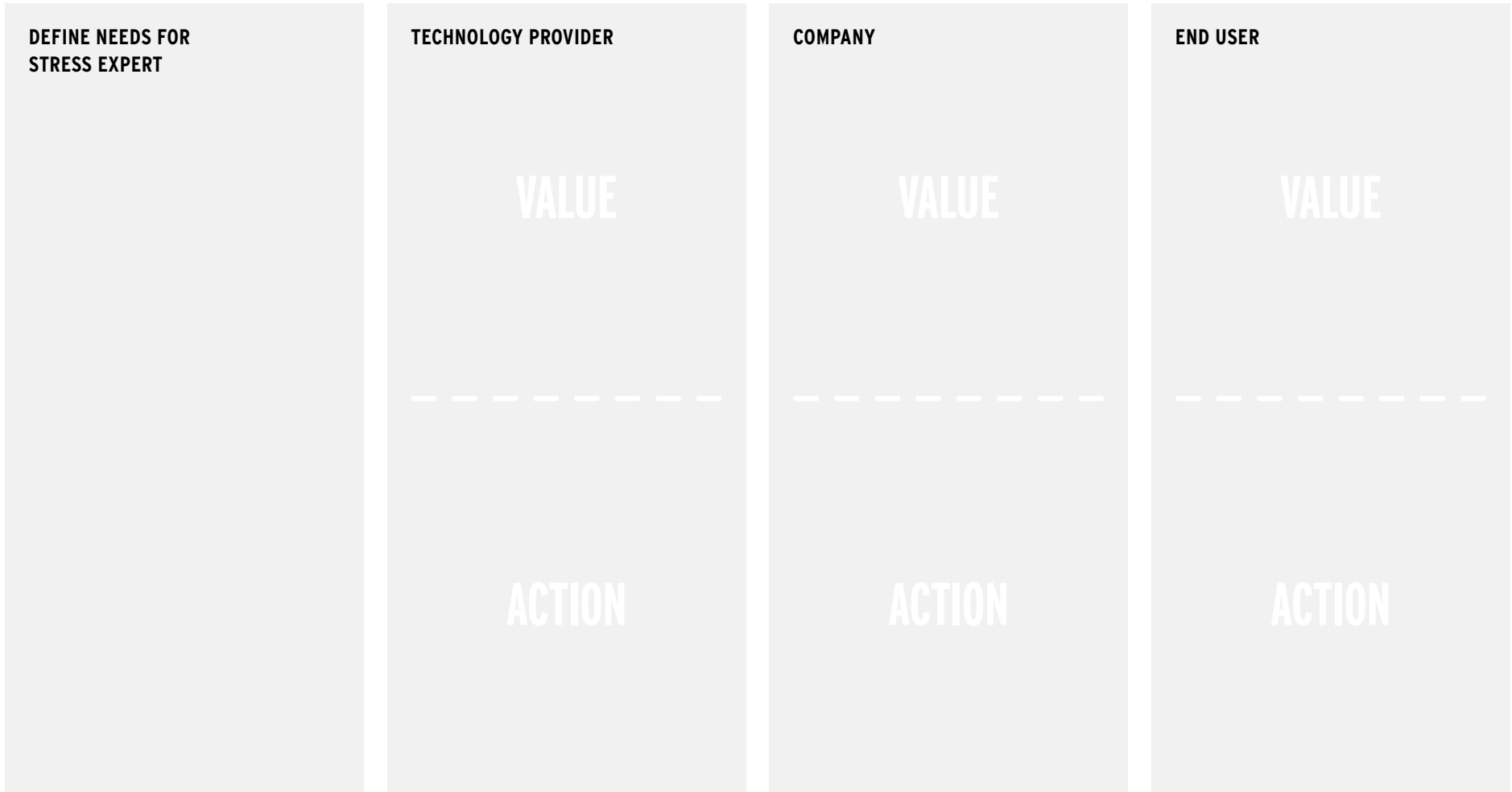
SCHEDULE:

EXERCISE 1	(30 MINS)
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BREAK	(15 MINS)
EXERCISE 3	(40 MINS)
GROUP REFLECTIONS	(30 MINS)

EXERCISE 2: DEFINE YOUR SERVICE

YOU HAVE BEEN PLACED INTO A GROUP CONSISTING OF 4 DIFFERENT STAKEHOLDERS. IN THIS EXERCISE YOU WILL DEVELOP A SERVICE FOR JOB-RELATED STRESS PROVIDING FOR ONE OF THE 4 STAKEHOLDERS. PLEASE DETERMINE THE TERMS OF THIS COLLABORATION, MAKING A CLEAR DISTINCTION BETWEEN SERVICE VALUES (WHAT) AND KEY ACTIONS (HOW).

EXERCISE 2:
DEFINE TERMS OF COLLABORATION
GROUP A: STRESS EXPERT



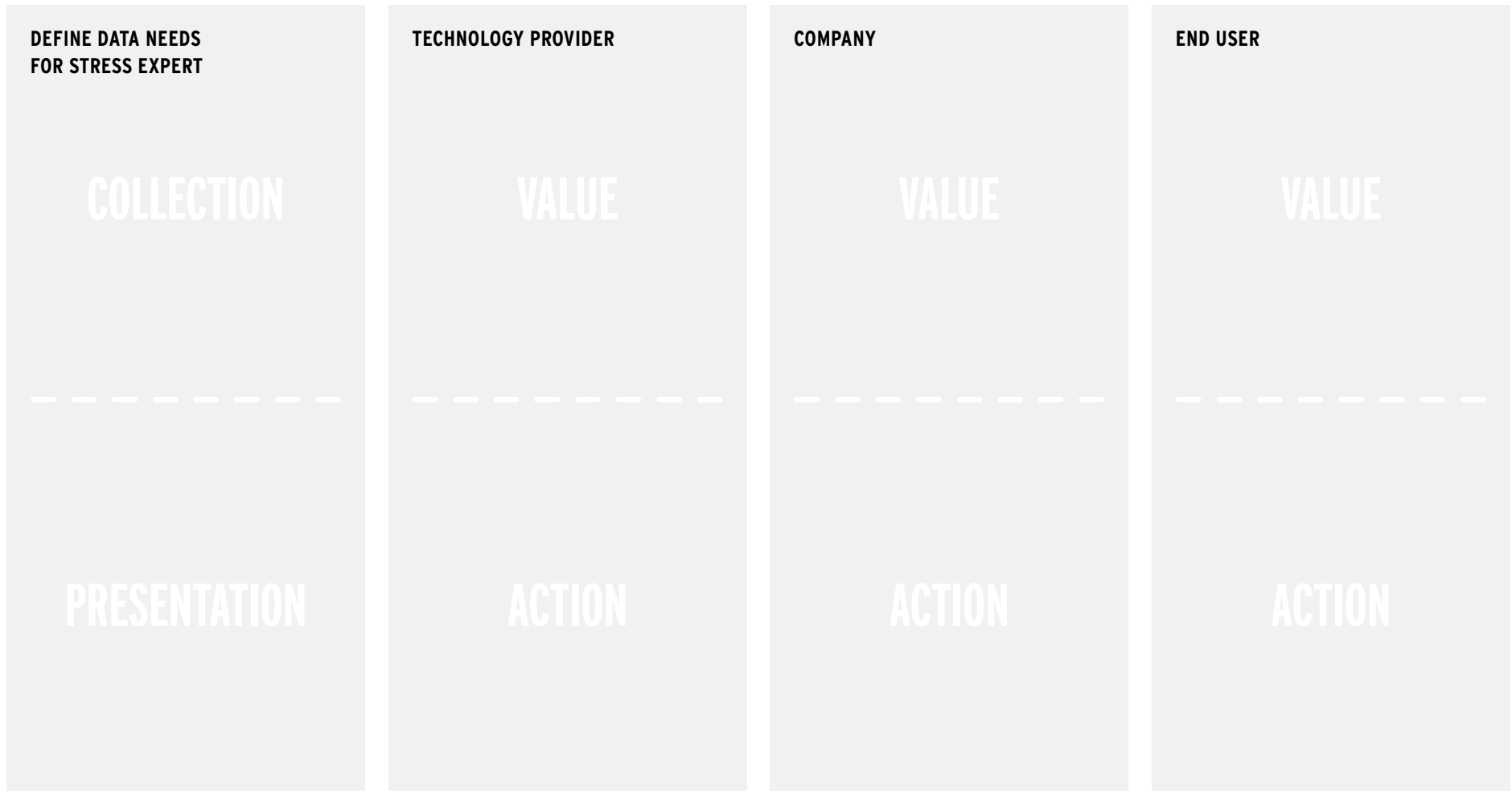
SCHEDULE:

EXERCISE 1	(30 MINS)
EXERCISE 2	(40 MINS)
BREAK	(15 MINS)
<u>EXERCISE 3</u>	<u>(40 MINS)</u>
GROUP REFLECTIONS	(30 MINS)

EXERCISE 3: REFINE YOUR SERVICE USING DATA

REFINE YOUR SERVICE DEFINITION BY CONSIDERING THE DATA NEEDS OF YOUR CLIENT. REFLECT UPON WHAT DATA YOU WOULD NEED TO COLLECT AND IN WHAT WAY THE DATA SHOULD BE PRESENTED. EVALUATE THE PRO'S AND CON'S OF THIS DATA LED SERVICE FROM THE PERSPECTIVE OF THE OTHER 3 STAKEHOLDERS.

EXERCISE 3:
REFINE YOUR SERVICE USING DATA
GROUP A: STRESS EXPERT



SCHEDULE:

EXERCISE 1	(30 MINS)
EXERCISE 2	(40 MINS)
BREAK	(15 MINS)
EXERCISE 3	(40 MINS)
<u>GROUP REFLECTIONS</u>	<u>(30 MINS)</u>

GROUP REFLECTIONS

GRIP.
THANKS YOU