

Selection of Effective Actions

This is a companion document to the PSR-12 Action Strategy Sheets.

Aim: This document and the PSR-12 Action Sheets will help you determine Effective Actions for areas in which your organization (or work unit) has concerns as identified by the GM@W assessment tools. In order to select Effective Actions, you will need the results of at least one of the following:

- Initial Scan
- Audit Sheets
- PSR-12 Employee Survey

(We recommend that you complete both the Audit Sheets and the PSR-12 Employee Survey before selecting and undertaking Effective Actions.)

Step 1: Identify Areas of Concern

For each Psychosocial Risk Factor, note the degree of concern as indicated by the Initial Scan, on the PSR-12 Employee Survey Risk Report Card and/or the Audit Sheets.

	SERIOUS CONCERNS			SIGNIFICANT CONCERNS			MODERATE CONCERNS			MINIMAL CONCERNS		
	Initial Scan	PSR-12 Employee Survey	Audit Rating	Initial Scan	PSR-12 Employee Survey	Audit Rating	Initial Scan	PSR-12 Employee Survey	Audit Rating	Initial Scan	PSR-12 Employee Survey	Audit Rating
PSR1: Psychological Support												
PSR2: Organizational Culture												
PSR3: Clear Leadership & Expectations												
PSR4: Civility & Respect												
PSR5: Psychological Job Fit												
PSR6: Growth & Development												
PSR7: Recognition & Reward												
PSR8: Involvement & Influence												
PSR9: Workload Management												
PSR10: Engagement												
PSR11: Balance												
PSR12: Psychological Protection												

Step 2: Prioritize Actions

Congratulations! You have now assembled a profile of your organization (or work unit) and have the information required to act. However, it can be difficult to know where to begin. For this reason, we recommend that you prioritize the actions you will take. **Focus on only one Psychosocial Risk area at a time.** This helps to focus your efforts and increases your likelihood of success.

Begin by selecting action strategies for area(s) in which there are the most serious concerns. Here is a plan of action:

- a) **Level I:** Start with areas in which **SERIOUS CONCERNS** have been flagged (from Initial Scan, Audit Sheets or PSR-12)
- b) **Level II:** Select areas in which **SIGNIFICANT CONCERNS** have been flagged (from Initial Scan, Audit Sheets or PSR-12)
- c) **Level III:** Select areas in which **MODERATE CONCERNS** have been flagged (from Initial Scan, Audit Sheets or PSR-12)
- d) **Level IV:** If you do not have any areas of serious, significant or moderate concerns, you are to be commended. You may, however, want to build on your areas of strength by developing a plan of action even for areas in which there are **MINIMAL CONCERNS**.

Within each level, place the greatest priority on:

- a) **Psychological Protection** and **Psychological Support**, the two PSR factors that contain critical items. In particular, pay attention to factors that are particularly relevant to key incidents or events (e.g., discrimination, harassment, unfair treatment due to mental illness).
- b) Factors that are particularly relevant to changes occurring within your organization or work unit (e.g., if there have been recent changes in leadership, you may want to select Clear Leadership & Expectations).
- c) Factors that disproportionately impact your organization financially.

Step 3: Gather Your Relevant “Effective Action” Sheets

These are guides to planning actions for each risk factor. Choose the Action Sheets corresponding to psychosocial risk factors with identified areas of concern.

Step 4: Choose Actions

The next step is to decide which actions are most worthwhile. There won't be a perfect set of actions – often it's a matter of choosing the actions most likely to accomplish positive outcomes while generating the fewest potential problems. ***To begin with, we recommend that you select a maximum of 3 actions for each risk factor you are addressing.***