

# BOO STRESS

**Boosting the skills of youth to deal with stress at  
work [BooStress]**

**O3: BooStress Multifunctional and  
Interactive Platform - Open educational &  
training e-resource and Mobile Application**

**Good Examples Report**



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## Introduction to Pilot Implementation

This short report presents the process and findings from the pilot implementation of the BooStress Multifunctional and Interactive Platform with local employees, employers and stakeholders in Ireland. The aim of this pilot implementation was to test the BooStress Curriculum content directly with the target group members, and to elicit their feedback on the presentation and usability of the online platform and e-learning materials. The following report presents a summary of the findings collated from target group members in Ireland.

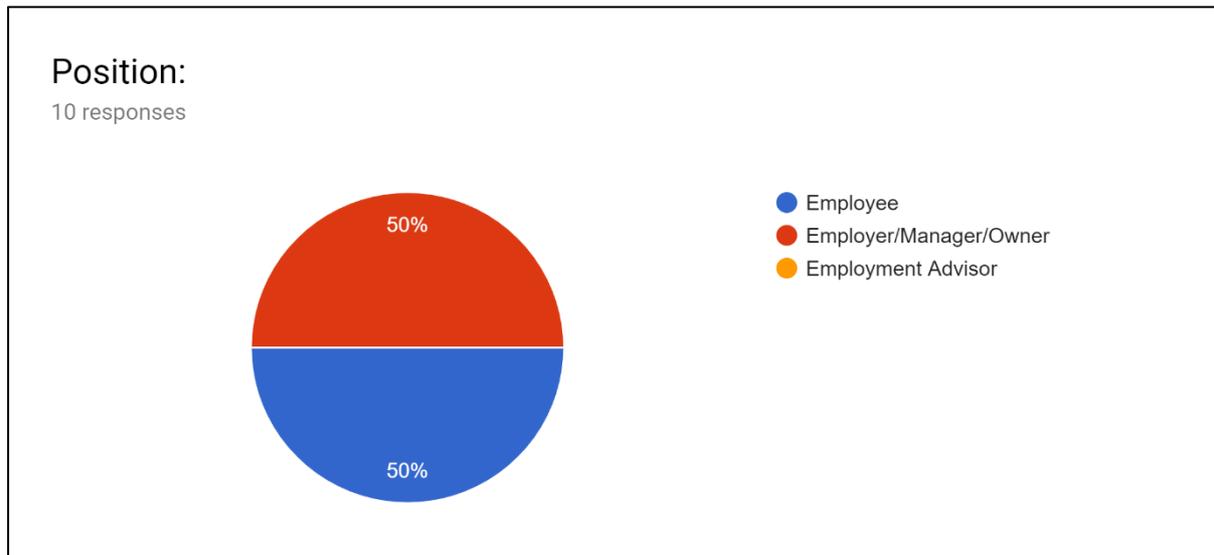
### *Format of Pilot Implementation*

The pilot implementation in Ireland was completed through a blended format. Initially, researchers from FIPL contacted local employers in Virginia, Cavan, to inform them that the BooStress platform was online and that all training materials were ready to be tested. From this initial contact, there was a lot of interest from local employers about the free tools and resources available to their young employees. Employers agreed to promote the BooStress curriculum with their young employees and to invite them to take part in the testing. Researchers also contacted local employees, some of whom were engaged in the initial focus group session to inform the development of the eBook (IO1). FIPL sent instructional emails to all pilot participants, with links to the e-learning platform where the modules could be tested. FIPL also created an online questionnaire for participants to complete. Some participants requested to complete the testing online, but to fill out a paper-copy of the evaluation. All evaluations were collected by FIPL and individual responses were input onto Google Forms, to allow for better analysis of the research findings. The testing tool two weeks to complete in Ireland, with all responses submitted to FIPL by Wednesday, 3<sup>rd</sup> April 2019.

### *Number and Profile of Participants*

In total, 10 local participants completed the testing in Ireland. These participants comprised, five employers from Clonarn Clover, The Chestnut Tree Bar, Bconnected Ltd, Fitzsimons Newsagents and Kells Music School. The five employees were all aged under 30, and were currently working in Clonarn Clover, The Chestnut Tree Bar, Gems Make-up Studio, Lidl Ireland and St. John's Nursing Home. As such, the employers and employees who took part in this pilot testing were from a diverse range of professions in the services, retail, hospitality, healthcare and manufacturing sectors.

The following graph illustrates the make-up of our pilot test group:



## Analysis of Pilot Report Findings

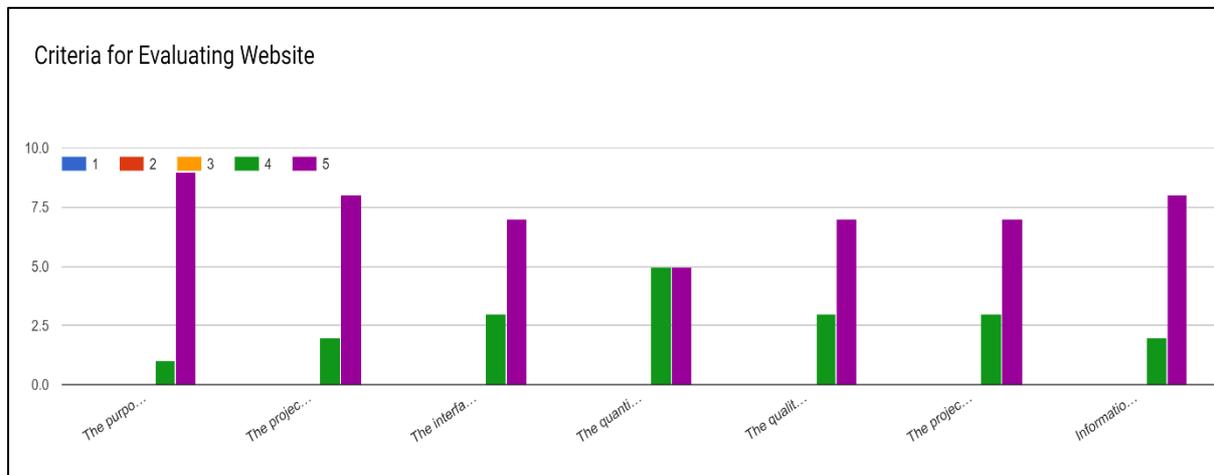
To complete the pilot testing of the BooStress online platform and e-learning content with local employers and employees, FIPL asked all participants a series of eight research questions, as adapted from the evaluation set out in the BooStress Quality Plan. The following section presents an overview of the collated responses received to these research questions.

### 1. Question 1: Criteria for Evaluating Website

Here participants were asked to evaluate the quality of certain aspects of the online platform, on a scale of 1 to 5, where 5 represents a rating of 'excellent' and 1 represents a rating of 'poor'. The criteria that were assessed using this graph include:

- The purpose / scope of the project platform is clearly presented.
- The project platform is well-organised.
- The interface is aesthetically pleasant.
- The quantity of the educational material and information shared is satisfactory.
- The quality of the educational material and information shared is satisfactory.
- The project eLearning platform is easy to navigate.
- Information can be easily located in the project website.

The following graph presents the findings from this question, where each aspect of the website was rated as either ‘very good’ or ‘excellent’ by all participants:



**2. Question 2: Following your review of learning content, please use this space to make suggestions for improvement of the content of the modules.**

Here participants were asked to provide comments and suggestions that would help to improve the content of the modules that they reviewed. FIPL received the following 9 responses from the pilot participants:

- All very straight forward, nothing I would change
- It needs more colour.
- I would make it possible to self analyse to review personal stress and use the learnings from the module. Maybe you could introduce a take home task as it would make the information stick as I find that only reading the info will mean I will forget it all in a couple of hours.
- I have no suggestions I found the content really interesting and useful.
- I think if you had some sort of road map through each module to help identify your own triggers and solutions of stress it would be really beneficial to the user.
- No problems with the material, it is very informative.
- I was happy to see this and the techniques
- Offer an estimated reading time and have more participation for employers to air their particular stresses.
- No suggestions.

As we can see, participants were mostly satisfied with the content of the module, with some suggestions for improvement taken on board also.

**3. Question 3: Following your review of the BooStress e-learning platform, please use this space to make suggestions for improvement of the navigation and usability of the website.**

Here participants were asked to provide comments and suggestions that would help to improve the presentation, navigation and usability of the e-learning platform. FIPL received the following 9 responses from the pilot participants:

- Nothing really, the website is very straight forward and easy to use
- Maybe highlight more serious problems that stress can cause to make people realise how bad it can be.
- I also feel the website should be more interactive.
- The main suggestion I would make is that the website needs to be more interactive.
- I found the website easy to use and have no further suggestions for it.
- The website needs to be more interactive to aid the user. It would engage the user more.
- I don't think there needs to be any modifications made to website. I found it very easy to use and navigate.
- I was impressed with the modules and techniques and didn't see any improvements needed
- No none.
- No suggestions.

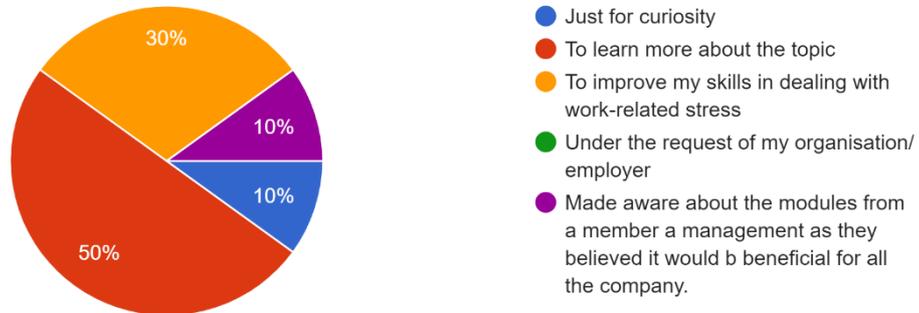
Here we see that the majority of respondents were satisfied with the e-learning platform. There are some useful comments on making the platform more interactive and engaging.

**4. Question 4: Next participants were asked what motivated them to take part in the pilot testing.**

As we can see from the following graph, the majority of respondents were motivated to take part in the testing either to learn more about the topic (50%) or to improve their skills in dealing with workplace stress (30%). One respondent also stated that they participated 'just for curiosity' and the final respondent participated because their employer informed them on the modules and suggested that they would be beneficial for them.

**What motivated you to take part in the testing of the BooStress learning content?**

10 responses

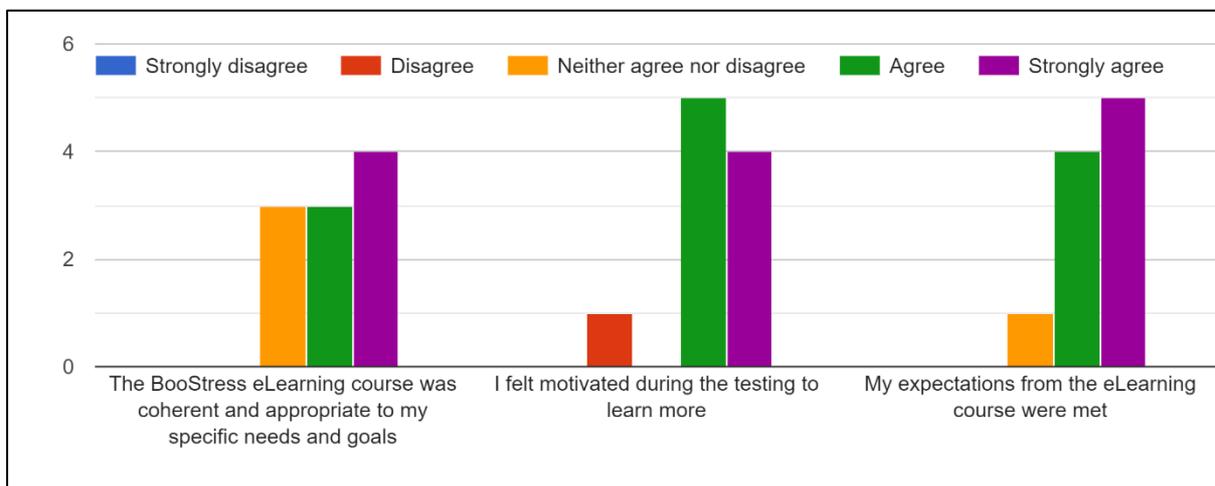


**5. Question 5: To what extent do you agree with the following statements?**

Next participants were asked to what extent they agreed with the following statements:

- The BooStress eLearning course was coherent and appropriate to my specific needs and goals
- I felt motivated during the testing to learn more
- My expectations from the eLearning course were met

As we can see from the following graph, all statements were generally rated as being positive, with only one participant stating that they disagreed with the second statement – that they were not motivated during the testing to learn more. This could be explained by the comments above which ask for the platform to be more colourful and interactive for learners.



**6. Question 6: What did you like the most about the BooStress training content or eLearning platform (website)?**

Here, FIPL received the following nine responses from our pilot test group:

- Everything is laid out well and easy to navigate
- I found it very interesting, in particular the breathing exercises.
- I found the information on the website to be very informative. The breathing exercises I found to be very useful and something that I can use myself in a stressful situation.
- I found that the modules were really interesting, and I really enjoyed learning about the different ways to combat stress in the workplace.
- I liked the different exercises that were in the modules to help you to destress. I found the tool potentially really useful for me and my employees in my business during stressful periods. I also like how it outlined how to find my triggers and how to act when I felt that I was approaching them triggers in the workplace.
- All the content was very informative and will be useful to me in my company.
- Easily navigable, very informative
- I liked the idea of identifying the causes of stress and setting out plans to avoid it in the workplace.
- I liked it as it was easy to follow.

**7. Question 7: What did you like the least about the BooStress training content or eLearning platform (please refer to difficulties/challenges)? Do you have any suggestions for improvement?**

Here, FIPL received the following eight responses from our pilot test group:

- These types of stress management can only really be used in an office environment It cannot be applied properly to high pressure retail for example. Spending time de-stressing can and will result in you being further behind completing tasks.
- I think the website in general needs to be more interactive rather than just plain text. It would engage me more as a learning platform.

- I think the website needs to be more interactive for the user. The website as it stands is too bland and your attention begins to slide. I think that if you had an interaction board to allow people learn from each other that is could help reduce the stigma around stress.
- I have nothing negative to say about BooStress.
- I think the website needs to be more interactive.
- Maybe more info on team building as a way of combating stress.
- I just think it needs better outlining for employers and approaches to stress.
- No suggestions.

#### **8. Question 8: Are there topics which you would like to have in the BooStress course?**

##### **If yes, which ones?**

Here, FIPL received the following four suggestions from our pilot test group:

- I would like to see that the seriousness of stress and it affects could be better highlighted within the modules.
- I think the modules cover all necessary content, just make the information more interactive for the user.
- I think you should add in a set of guidelines on how to deal with stress systematically within a company.
- More employer related content.

## **Conclusion**

The pilot implementation in Ireland was successfully completed with 10 local participants in April 2019. Throughout the pilot testing phase, there was a lot of interest and support among employers and employees for the BooStress materials, and many expressed that these resources will be used in their workplace to help employees to manage stress. There were some useful comments and suggestions made by pilot participants, which could be taken on board to improve the BooStress training package. The following is a summary of these suggestions:

1. Try to make the BooStress platform more interactive – perhaps include an interactive workbook or activity that learners can complete online, rather than just using it as a static information source.
2. Structuring the learning in time – one suggestion was to include an indicative time for reading each of the sections of the platform. This would help learners to understand how much time they need to dedicate to each activity or unit.
3. Include some self-assessment and tracking – participants in Ireland suggested that a road-map should be integrated into the platform so that learners can track their progress through the modules. They also suggested beginning the curriculum with some self-assessment exercises so that learners can gain insight into how they currently deal with stress.
4. Explain the seriousness of chronic stress more clearly – it was suggested that there is a need to explicitly explain how dangerous chronic stress is for our health, and that this point was not fully communicated through the BooStress curriculum.
5. Include more homework tasks – participants suggested that we include more ‘take home tasks’ for learners so that they can reinforce their learning at home with a practical activity. This would help them to ‘take in’ the learning rather than just reading through the content online. While there are already tasks included in some modules, it might be a question of how these materials are presented online, and it could benefit from having downloadable handouts, worksheets and templates for each module.
6. Include more guidance, advice and activities for employers – while the project only aims to address the stress management of young employees, there was a lot of interest in the project from employers and they would like some materials that specifically address their needs – both in stress management, and also in supporting employees to manage their stress and guidelines for addressing stress at a company level.