

# Skills Development Report



One of the key objectives of our EEOC Project from a learning perspective, was the 'compare and contrast' aspect – i.e. gaining greater insight and understanding into the key differences that may exist in workplace culture, employee perceptions, motivation levels, effectiveness etc between the various participating countries.

Having conducted the pilot surveys in each of the relevant Partner countries, it was crucial that our analysis of employee perceptions and workplace cultures allowed us to make comparisons, draw our own conclusions and draft significant recommendations.

This analysis revealed that although there were particular differences between employee perceptions in each country, there were also strong similarities between what employees in each country perceived to be their most significant workplace 'stressors.'

Many employees expressed concerns about the levels of stress they were experiencing at work. Some mentioned how they found it difficult to deal with their colleagues' stress levels as well their personal stress levels.

It also became very clear that the majority of those employees surveyed in each Partner country would welcome more support and greater awareness about the subject of health and wellbeing. This was also the case with regard to diversity awareness. In fact, this seems to be an area which all Partner countries expressed strong interest in finding out more. Many stated that there was very little knowledge in general about the importance and benefits to be derived from employing a diverse workforce.

It is also interesting to note that whilst the diversity questionnaire was not particularly well received in any of the Partner counties, this seems to be due to the fact that those involved/partaking did not fully understand or indeed, appreciate the relevance or significance of such a survey tool. Interest seems to have been established as a result of this lack of awareness.

The stress survey was, however, very well received across all Partner counties and this positive interest seems to have been reinforced by the high level of requests for more information to be provided in the field of stress awareness/management. There is also a strong link between stress and health and well being. We can possibly conclude that an

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active approach to improving one's health and well being is often a 'coping mechanism' aimed at dealing with the effects of stress at work.

The three modules that were designed and delivered as a result of the pilot surveys also took into account feedback from each Partner in relation to the type of content and approach to learning that would be relevant to each country. As well as being translated, modules were designed in depth and each Partner was challenged to contextualise and tailor content to their own country. For example, research into statistics, differences in national legislation and an emphasis on setting the content in context were strongly encouraged.

The overall feedback received from those both delivering the modules and those taking part in the actual training sessions suggested that the modules were very well received in both their content and relevance. Partners also confirmed that these modules would ensure that they carried out further work in these areas and how they would support their commercialisation strategy in the long term.

