



SOLVE Addressing Psychosocial Problems at Work

What is SOLVE

SOLVE is an interactive educational programme designed to assist in the development of policy and action to address psychosocial issues at the workplace.

Concept

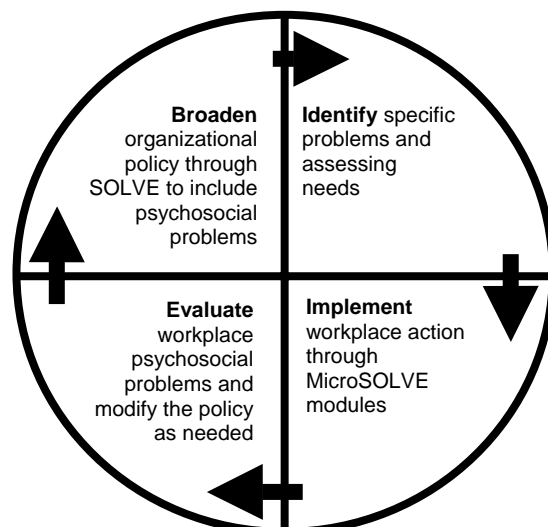
Stress, alcohol and drugs, violence (both physical and psychological), HIV/AIDS and tobacco all lead to health-related problems for the worker and lower productivity for the enterprise or organization. Taken together they represent a major cause of accidents, fatal injuries, disease and absenteeism at work in both industrialized and developing countries. These problems may emerge due to the interaction between home and work, they may start at work and be carried home (or into the community) or vice versa. SOLVE focuses on prevention.

To address these problems at the enterprise or organizational level, a comprehensive policy should be put into place. Apart from day-to-day operational issues, an enterprise policy should focus on occupational safety and health needs including psychosocial problems. Traditional approaches have neither addressed the policy requirements nor action required in reducing the negative impact of psychosocial problems.

The ILO, with its tripartite structure and its leadership in occupational safety and health is in a unique position to develop and support activities which translate concepts into policies and policies into action at the national and enterprise levels. The methodology of the SOLVE training courses is designed to enable an organization or an enterprise to integrate psychosocial issues into overall enterprise policy and establish a framework for preventative action. In order to meet the needs of various audiences there are four SOLVE training packages:

- SOLVE for Managing Directors (2 hours)
- The Policy-Level SOLVE Course (32 hours)
- SOLVE for Workers (1 hour)
- MicroSOLVE (1.5 hours).

Whereas SOLVE for Managing Directors and the Policy-Level SOLVE Course address policy, specific action is developed through a worker orientation programme, SOLVE for Workers and MicroSolve packages (described below) which target each of the five identified areas of SOLVE.



The SOLVE
implementation cycle

MicroSOLVE

Once an enterprise or organization has completed the Policy-Level SOLVE Course, it will have access to an array of action-based MicroSOLVE modules. MicroSOLVE modules focus on recognizing, dealing with and preventing the five psychosocial problems included in the Policy-Level SOLVE Course, while continually addressing the notion that psychosocial problems are interrelated. As SOLVE becomes more widespread, additional MicroSOLVE modules will be developed at the international, regional and national levels. These will be added to the choices available.

Educational Strategy

To achieve the maximum retention among the participants, each of the subject areas of SOLVE is addressed individually. Each subject area includes three components: developing the participant's acceptance of the subject area; focusing on the cognitive information necessary to deal with the issue and finally the practical application of the subject area through sector-specific exercises.

In the 32-hour Policy-Level SOLVE Course, six simulation exercises are linked together by a story line that starts on the first day of the workshop and ends on the last day. The story is an on-going scenario with problems that require participative high-level management decisions for resolution. The simulation exercise is designed so that each participant in the Policy-Level SOLVE Course is actively involved in a role-playing capacity. The last element of SOLVE educational programmes is dedicated to action planning. At the end of the course participants will be required to develop an action plan that will indicate how the SOLVE concepts will be applied in their respective organization or enterprise within the six months after the course is completed.

Adaptability

The design of the SOLVE training package is based on the manufacturing industry. It is also adapted to the health care industry, the fire service and the maritime sector through modifications of handouts, activities and the simulation exercise. Future adaptations are foreseen.

National Facilitation of SOLVE

Through the ILO, an institution will be selected to act as a host institution for SOLVE. This institution will take on the responsibility for coordinating the facilitation and instruction of SOLVE at the national level. As the SOLVE methodology develops within a country, the institution may wish to consider adapting SOLVE to the local culture and to various occupational sectors or target audiences. The host institution may also consider the development of MicroSOLVE modules for application at the national level and the translation of SOLVE into local languages.

For further information please contact:

***The SOLVE Team
SafeWork
International Labour Office
1211 Geneva 22
Switzerland***

Email: solve@ilo.org

Telephone: +41-22-799-6715

Fax: +41-22-799-6878

Web Page: <http://www.ilo.org/safework/solve>