



Project

“Towards safe, healthy and declared work in Ukraine”

Training

With care for everyone!

**“Psychosocial support at workplace in war and post-war times
and advocacy for relevant programmes”**

*for labour inspectors, representatives of employers’ associations, trade unions, staff of the National
Tripartite Social and Economic Council Secretariat*

July 2022

REPORT

RELEVANCE

Mental health is a part of general human health. During a war and in post-war time, it is a key focus in support of the able-bodied population as well as in business resilience. Psychological issues faced by workers lead to absenteeism, lower productivity, and a higher risk of work-related accidents. That is why an appropriate system of actions is required, aiming to support workers’ resourceful condition and prevent mental disorders.

At present, a major part of enterprises have no permanent policies and programmes of psychosocial support for their staff. As a rule, the activities are fragmented (situation-specific) and reactive rather than regular preventive measures within the enterprise’s defined policy. In view of consequences of the war, the need for a psychosocial support (PSS) at workplace programme will remain high after the war as well. Besides, focus on priority importance of the workers’ mental well-being will open a way to assessment of other psychosocial risks, their prevention and minimization.

Advocacy for the psychosocial support at workplace programmes benefits greatly from involvement of labour inspectors who have direct to workers and employers. The labour inspection’s informational and advisory function in this matter has a preventive rather than controlling goal. This function is important to encourage employers to develop and implement a policy and programme of psychosocial support at workplace.

Employers and trade unions are natural partners in advocacy for the benefits of psychosocial support at workplaces as well as in implementation of respective policies and programmes at their enterprises.

Hence, it is important to keep social dialogue in focus as an important tool of advocacy for the policies and programmes of psychosocial support at workplace. That is why all the three parties as well as the staff of the National Tripartite Social and Economic Council Secretariat, a forum for social dialogue in Ukraine, took part in five inter-oblast trainings on psychosocial support at workplaces in war and post-war times held in July 2022 within the EU-funded ILO Project.

OBJECTIVE OF THE TRAININGS

- Provide conditions for elaboration by the trainees of possible ways of advocacy for psychosocial support at workplace programmes to preserve workers' mental health and business resilience in war and post-war times.

EXPECTED OUTCOME

Trainees:

- 1) understand the meaning of the "psychosocial support at workplace" concept and its importance to people and business;
- 2) are able to define key elements of a psychosocial support at workplace programme, their goal and content;
- 3) know the meaning of preventive activities at workplace based on the "traffic light" model, and can define relevant measures considering consequences of war;
- 4) have provided feedback and done joint groundwork for a draft package of information materials for labour inspectors, employers and trade unions "Psychosocial support at workplace in war and post-war times";
- 5) have defined key steps of planning, conducting, and evaluating results of, an advocacy campaign on psychosocial support at workplace programmes;
- 6) have analyzed possible barriers for drafting and implementation of the programmes, and elaborated some ways of overcoming them;
- 7) have shared and learned good practices of psychosocial support at workplace.

TARGET GROUP

The trainings involved SLS labour inspectors, representatives of employers' associations, trade union representatives, and staff of the National Tripartite Social and Economic Council (NTSEC) Secretariat.

Number of participants by oblast and sex

Oblasts	Date	Total number of participants	Men	Women
Kyiv city, Zhytomyr, Zakarpattia, Donetsk, Luhansk, Zaporizhzhia and Vinnytsia oblasts	14-15.07.22	22	9	13
Kyiv city, Volyn, Odesa, Khmelnytskyi and Kirovohrad oblasts	18-19.07.22	24	2	22
Kyiv city, Poltava, Chernihiv and Dnipropetrovsk oblasts	21-22.07.22	21	9	12
Kyiv city, Kyiv, Lviv, Sumy and Ivano-Frankivsk oblasts	25-26.07.22	27	10	17
Kyiv city, Chernivtsi, Rivne, Cherkasy and Ternopil oblasts	28-29.07.22	29	13	16
Total number of participants		123	43	80
% of men and women			35.0	65.0

METHODOLOGY AND TOOLS

The following interactive teaching methods were used during the training: interactive presentation, micro-group work, discussion, brainstorming, practical assignments, case studies, a thematic game, watching videos, and quizzes.

Training and information tools and handouts have been developed and used, including:

- an interactive PPT presentation;
- information handouts for the training: “A series of prevention materials on psychosocial support at workplace: with care for everyone”, “Questionnaire for stress level self-assessment”, “Template of a policy on psychosocial support at workplace”, videos about provision of the first psychological aid, and a video instruction on the conscious breathing technique;
- questionnaire for evaluating the pre- and post-training levels of knowledge on the subject;
- feedback questionnaire (close-ended and open-ended questions).

QUANTITATIVE AND QUALITATIVE INDICATORS AND RESULTS

Results of the questionnaire survey for evaluating the level of awareness on the subject before and after the trainings are presented in *Table 1*.

General feedback from the participants based on the outcomes of the trainings is provided in *Table 2*.

Conclusions and recommendations based on the outcomes of five trainings have been provided.

CONCLUSIONS AND RECOMMENDATIONS

Usefulness of offline training

Actually all the training participants stated that the offline form suits better for interactive training and assimilation of material. This is also proved by high indicators of post-training level knowledge questionnaire results. Besides, all the training participants commended quality of practical exercises, forms of teaching, and presentations.

An offline training envisages involving all the participants in active work, which allows obtaining as many useful insights from them as possible. Besides, the participants shared more openly their experience of stress management in war settings, with some providing examples of how enterprises support workers. A considerable number of the participants mentioned that an important aspect of such a training is an opportunity of exchanging experience and listening to information needs of the participants who represent different social dialogue parties.

A possibility of providing psychological support to the participants who need it most in view of consequences of the war is one of the positive results of offline trainings. In particular, two individual psychological consultations were delivered in breaks between sessions as requested by female participants from different groups concerning emotional stabilization and resourceful condition support.

Besides, the participants noted that offline trainings were also an opportunity of getting away from acute current problems, reducing stress, and making new acquaintances.

Subject relevance for the training participants

Thematic topics of the training are relevant to the participants both from a personal perspective and as for representatives of government, trade unions and employers to promote the PSS at workplace programmes and influence related decision-making. For example, in the questionnaire survey concerning usefulness of the training subjects, answers of the participants divided almost equally among all the thematic topics of the training (6 thematic sessions). The topic concerning international and Ukrainian experience of support of workers' mental health turned out to be the most useful. The second place was given to the PSS programme content, with advocacy for a PSS at workplace programme ranking third.

The overwhelming share of the training participants mentioned that the policy and programme of PSS at workplace should be a component of every enterprise's activity organization, both in private and public economic sectors.

The training showed that the SLS labour inspectors also need psychological support on a continuous basis. Most of them (76.7%) are ready to take part in drafting of a relevant policy and action programme. Every day a labour inspector communicates with clients (employers and workers) who are in stress and may require emergency psychological support. To provide effective response, the labour inspector must be in a resourceful condition, otherwise he will not have any motivation to help and support others.

Representatives of employers and trade unions in turn point out relevance and benefits of implementing a PSS at workplace programme. For example, trade union representatives believe that a PSS action programme can be built into trade union training which is systemic and regular.

Understanding key elements of a PSS at workplace programme

Prior to the training, assessment of the participants' level of knowledge concerning the meaning of the "psychosocial support at workplace programme" concept and its key elements revealed an insufficient level of awareness. In particular, the average indicator was 33.7% of correct answers before the training. After the training, the level of knowledge on this matter rose by 60.4%. In general, the question on developing an enterprise-level written policy of workers' mental health support was raised for all the participants for the first time ever. Therefore, during the training its participants had the opportunity not only to develop arguments concerning benefits of a written workplace policy and define its goals but also to learn its template (sample) that can be used directly at workplaces as a reminder. In view of the participants' proposals, the template was added to the series of information materials "With care for everyone".

During the training, its participants also examined the matter concerning possible actions within the policy of psychosocial support at workplace. A novelty in the thematic plan of the training for all the participants consisted of preventive activities based on the "traffic light" model that provides for targeted interventions depending on the factors of distress development risks. The participants have learned to distinguish between universal, selective and special activities within the framework of the PSS at workplace programme. For example, a correct answer to this question was given by 18.9% of respondents on average before the training (reviewing information materials before the training was a probable reason of the correct answers). After the training, the level of awareness on this matter increased by 64.2%.

To maintain viability of a PSS programme, regular and transparent communication with staff is mandatory. Due to the training, its participants realized importance of communication in ensuring the programme sustainability and elaborated possible options of such communication, from introducing each worker to the policy to assessing emotional conditions and monitoring the programme results.

Vision of way forward in advocacy for a PSS at workplace programme

Advocacy for a PSS at workplace programme is a key topic of the training. Most participants did not understand the meaning of the "advocacy" concept and its capacity in the context of psychosocial support of the working population. For example, only 8.1% of the participants had some idea about ways of promoting the programme before the training. After the training, their level of awareness on this matter increased by 82% on average.

For successful advocacy, the participants had to find answers to three key questions during the training:

1. Why is a psychosocial support at workplace programme important?
2. What key elements should such a programme consist of?
3. What is my role in promoting such a programme?

In this connection, labour inspectors, representatives of employers and trade unions, and NTSEC staff defined their own capabilities in advocacy for such a policy and programme with account of their functional duties, analyzed possible barriers, and elaborated ways of overcoming them.

Several representatives of trade union organizations wished to deliver such a training at their enterprises to support their staff's emotional state and formulate a systemic programme of psychosocial support at workplace.

An overwhelming share of the participants from among **labour inspectors** outlined their role in promoting a PSS programme as consisting of the following three steps:

- 1) preliminary assessment of the workplace situation in terms of support of staff;
- 2) presentation of a series of information materials to initiate a talk on benefits of PSS at work;
- 3) monitoring of the programme promotion through a contact with a responsible person at the enterprise.

Meanwhile, a rather great number of participants from the among **labour inspectors** mentioned that they were ready to take part in development and implementation of a PSS policy and programme at their workplaces by introducing their managers and colleagues to the meaning of the PSS at workplace programme. This indicates that it is important to develop and implement a PSS policy and programme not only in the private but also in the public economic sector.

The participants representing **trade unions** have the following vision of PSS programme advocacy after the training:

- 1) engage in dialogue with social partners on this subject;
- 2) draft a policy and amend collective contracts;
- 3) inform sectoral trade unions and the oblast employers' organization on significance of such a programme at workplace;
- 4) provide proposals on a programme of activities;
- 5) introduce trade union managers to the information materials.

The participants from among **employers** singled out the following key steps of PSS programme advocacy as a result of their elaborations:

- 1) introduce all the organization members to the meaning of a PSS at workplace programme and ways of implementing it;
- 2) disseminate information on benefits of psychosocial support of workers via the organization's website;
- 3) discuss implementation with enterprise managers;
- 4) organize trainings and workshops at the level of employers and social dialogue partners.

The participants from among the **NTSEC Secretariat staff** see their role in promoting a PSS programme in two areas:

- 1) initiate conversations on benefits of PSS at workplace programmes with social partners, using the NTSEC as an effective tool for social dialogue. This provides an opportunity for developing PSS programmes at all decision-making levels;
- 2) develop a PSS policy and programme in the NTSEC Secretariat, carry out monitoring, and disseminate experience.

Analysis of the situation at the training participants' workplaces showed that the demand for staff PSS is extremely high. Communication with the participants revealed that key elements of a PSS programme are absent at the workplaces, namely:

- a written PSS policy – a formalized document (or a short statement of commitment) as a guarantee for each worker at the enterprise that their psychosocial state is a priority at that enterprise;
- a programme of first psychological aid delivery;
- assessment of the workers' emotional state;
- support of vulnerable worker groups (though some mentioned social support of IDPs);
- a programme of adaptation of workers returning to work after illness;

- regular trainings and other activities to develop mental health support skills, and trainings on safety, for example on how to behave during a chemical attack or shelling, etc.;
- possibility of free psychological aid sessions (though two female participants from a trade union and from employers told that their enterprises have psychologists who consult workers but not all workers willingly ask for help, and that is the only resource offered to support the staff).

The existing situation on the ground indicates an urgent need for development and implementation of pilot PSS programmes to analyze possible barriers and, most importantly, to spread experience to other workplaces, with account of different conditions and size of enterprises.

Possible barriers for implementing, and advocating for, PSS at workplace, and possible ways of overcoming them

The training participants outlined main obstacles on the way of implementing the PSS at workplace programmes and barriers for their advocacy.

For example, 11 of 99 participants from among **labour inspectors** pointed out certain obstacles for PSS programme advocacy. Summing up their answers, the following key reasons can be highlighted: lack of confidence in their own competence concerning this subject; need to support their own psychological state likely to hinder effective communication concerning PSS; uncertainty as to whether a talk with enterprise leaders will be effective; lack of understanding that the information and advisory support of PSS at workplace programmes is part of a labour inspector's professional duties. Such results indicate that some participants need more time to review information materials and additional training activities aimed to elaborate in more detail both the points concerning support of their own stress resilience and the points concerning communication with employers and their teams for PSS programme advocacy. At the same time, after the training most participants from among labour inspectors have a clear vision of their role in PSS programme advocacy and know how to overcome possible barriers in communication with enterprise leaders.

The participants from among **representatives of social partners and the NTSEC Secretariat staff** see no obstacles for developing and implementing PSS at workplace programmes. One of trade union representatives emphasized that it was only possible given support from the management. In fact, such an argument is one of the key factors of efficiency in implementation and realization of such policies and programmes at workplace.

The main conclusion of elaborations during the trainings is that availability of three key factors is a prerequisite for development and implementation of PSS at workplace programmes: presence of a leader coordinating the programme at the enterprise; definition of possible measures and their implementation deadlines; a form of a PSS policy and programme depending on the enterprise's conditions and capacity with account of consequences of war.

Improving the series of materials on PSS at workplace

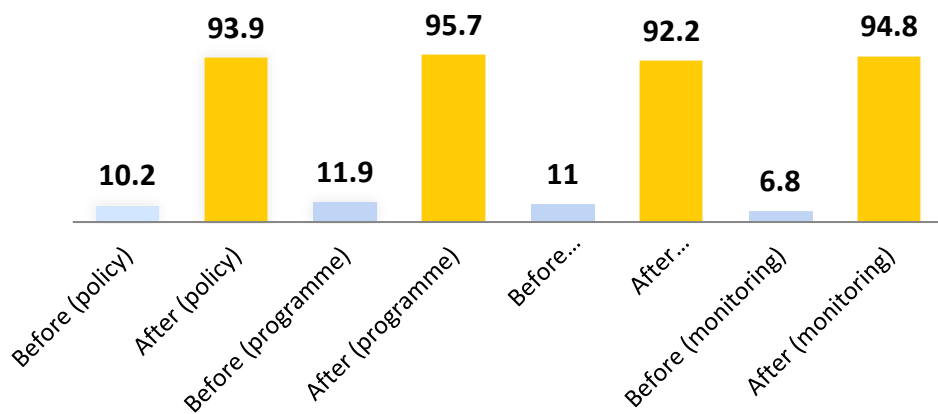
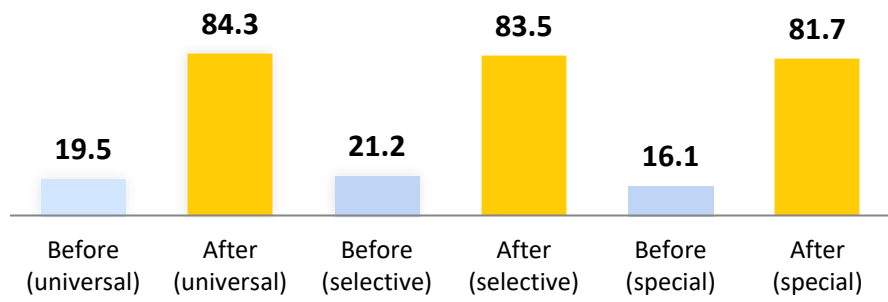
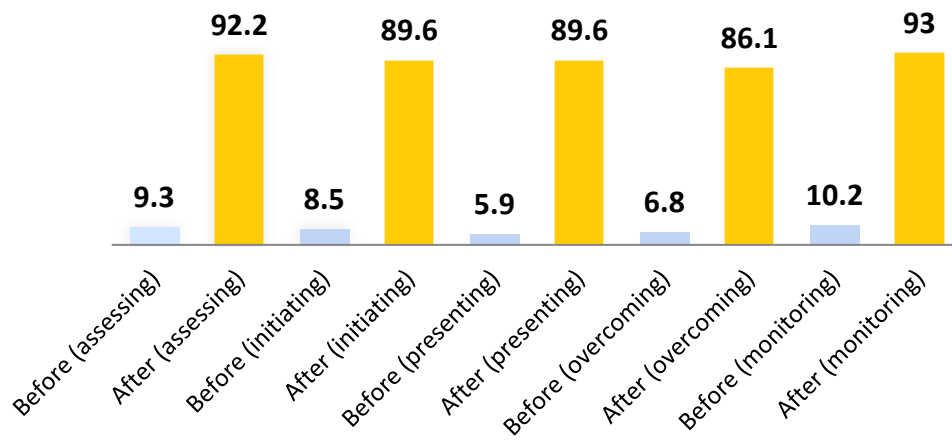
Presentation (dissemination) of the information toolkit "With care for everyone: a series of information materials on psychosocial support at workplace" which was presented at the training as a draft document and provided to the participants for feedback and proposals on improvement. The participants provided feedback and did some joint groundwork concerning the materials. In general, all the participants noted that short messages in the form of booklets were important for a conversation with enterprise leaders. At the same time, some participants from different groups pointed out that a separate page at the SLS website with easy access and convenient content was an important tool to inform the working population and to ensure more effective advocacy for such programmes.

The most common proposal from participants of all the trainings was to provide an opportunity of supplementing the information materials with examples of good practices of implementation of a PSS policy and programme at Ukrainian enterprises. In order to build a case base on this matter, it is necessary to carry out a relevant survey/poll at enterprises in Ukraine, and obtain an authorization to disseminate information for experience exchange, monitoring and evaluation of the situation at the national level. The question of good practices on this subject is extremely relevant and needs special attention.

LEVEL OF AWARENESS ON THE SUBJECT BEFORE AND AFTER THE TRAINING

118 participants filled out an entry questionnaire, and 115 participants filled out an exit questionnaire, that being 95.9% and 93.5%, respectively, of the total number of the participants.

Table 1. Level of awareness on the subject before and after the training

Questions (indicators for measurement)	Number of correct answers BEFORE and AFTER the training (%)																																	
What elements does a psychosocial support at workplace programme consists of?	 <table><thead><tr><th>Category</th><th>Before (%)</th><th>After (%)</th></tr></thead><tbody><tr><td>Before (policy)</td><td>10.2</td><td>93.9</td></tr><tr><td>After (policy)</td><td></td><td></td></tr><tr><td>Before (programme)</td><td>11.9</td><td>95.7</td></tr><tr><td>After (programme)</td><td></td><td></td></tr><tr><td>Before...</td><td>11</td><td>92.2</td></tr><tr><td>After...</td><td></td><td></td></tr><tr><td>Before (monitoring)</td><td>6.8</td><td>94.8</td></tr><tr><td>After (monitoring)</td><td></td><td></td></tr></tbody></table>	Category	Before (%)	After (%)	Before (policy)	10.2	93.9	After (policy)			Before (programme)	11.9	95.7	After (programme)			Before...	11	92.2	After...			Before (monitoring)	6.8	94.8	After (monitoring)								
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What are three strategies of preventive activities based on the “traffic light” model?	 <table><thead><tr><th>Category</th><th>Before (%)</th><th>After (%)</th></tr></thead><tbody><tr><td>Before (universal)</td><td>19.5</td><td>84.3</td></tr><tr><td>After (universal)</td><td></td><td></td></tr><tr><td>Before (selective)</td><td>21.2</td><td>83.5</td></tr><tr><td>After (selective)</td><td></td><td></td></tr><tr><td>Before (special)</td><td>16.1</td><td>81.7</td></tr><tr><td>After (special)</td><td></td><td></td></tr></tbody></table>	Category	Before (%)	After (%)	Before (universal)	19.5	84.3	After (universal)			Before (selective)	21.2	83.5	After (selective)			Before (special)	16.1	81.7	After (special)														
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What are five steps of implementing a psychosocial support at workplace programme?	 <table><thead><tr><th>Category</th><th>Before (%)</th><th>After (%)</th></tr></thead><tbody><tr><td>Before (assessing)</td><td>9.3</td><td>92.2</td></tr><tr><td>After (assessing)</td><td></td><td></td></tr><tr><td>Before (initiating)</td><td>8.5</td><td>89.6</td></tr><tr><td>After (initiating)</td><td></td><td></td></tr><tr><td>Before (presenting)</td><td>5.9</td><td>89.6</td></tr><tr><td>After (presenting)</td><td></td><td></td></tr><tr><td>Before (overcoming)</td><td>6.8</td><td>86.1</td></tr><tr><td>After (overcoming)</td><td></td><td></td></tr><tr><td>Before (monitoring)</td><td>10.2</td><td>93</td></tr><tr><td>After (monitoring)</td><td></td><td></td></tr></tbody></table>	Category	Before (%)	After (%)	Before (assessing)	9.3	92.2	After (assessing)			Before (initiating)	8.5	89.6	After (initiating)			Before (presenting)	5.9	89.6	After (presenting)			Before (overcoming)	6.8	86.1	After (overcoming)			Before (monitoring)	10.2	93	After (monitoring)		
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ANALYSIS OF PARTICIPANT FEEDBACK BASED ON RESULTS OF FIVE TRAININGS

116 participants of the trainings filled out a “feedback questionnaire”, that being 94.3% of the total number of the participants.

Training participants who filled out a “feedback questionnaire” (%)

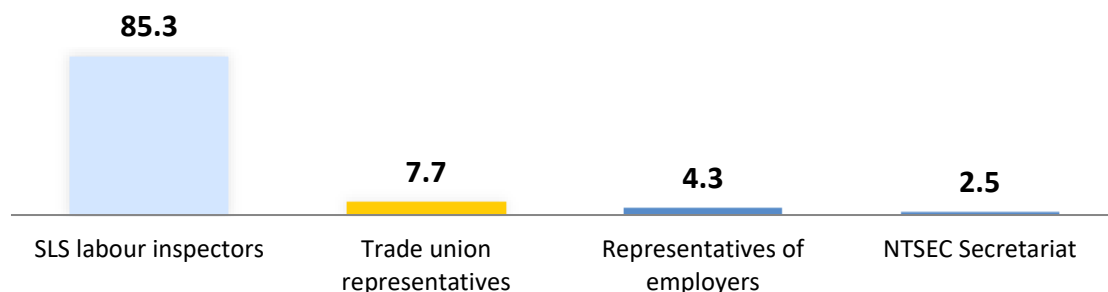
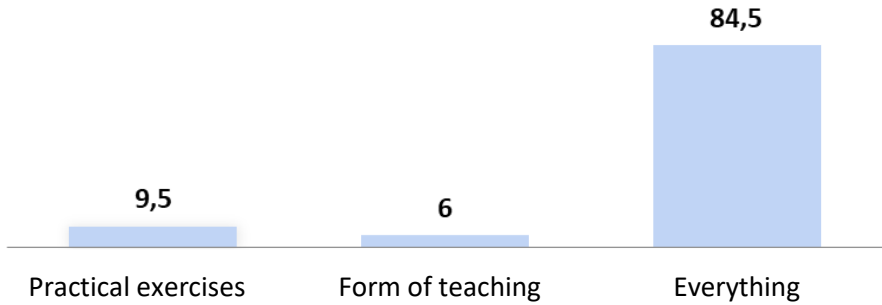


Table 2. General quantitative and qualitative analysis of participant feedback

Questions (indicators for measurement)	Result (quantitative and qualitative)								
Are you ready to promote implementation of a workers' psychosocial support programme? (%)	<table border="1"> <thead> <tr> <th>Response</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>76.7</td> </tr> <tr> <td>No</td> <td>0.0</td> </tr> <tr> <td>Hard to say</td> <td>22.4</td> </tr> </tbody> </table>	Response	Percentage (%)	Yes	76.7	No	0.0	Hard to say	22.4
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Yes	76.7								
No	0.0								
Hard to say	22.4								
Why are you ready to promote implementation of a workers' psychosocial support programme?	<i>Answers by labour inspectors:</i> ▪ “it’s necessary now to stabilize workers’ psycho-emotional state, which would improve the enterprise’s work in general” ▪ “ready to convey information to other inspectors and enterprise workers” ▪ “it’s important and useful both to workers and managers” ▪ “helping enterprises develop and implement the policy” ▪ “the calmer and more satisfied the staff, the higher the productivity” ▪ “ready to take part in development and implementation” ▪ “I am often in stress myself, therefore I understand importance of such PSS programmes” ▪ “importance of communication at workplace with both workers and employers in war and post-war times” ▪ “relevant theme” ▪ “I understand the needs and importance of implementation” ▪ “I am ready within my competence”								

	▪ “PSS influences labour productivity and psychological conditions of workers” ▪ “mental health is an important component” ▪ “it’s hard to implement it at SLS” ▪ “helping enterprises develop and implement the policy” ▪ “creating a healthy atmosphere at the enterprise” ▪ “I can convey information” <i>Answers by trade union representatives:</i> ▪ “I have a capability and a desire” ▪ “to implement PSS elements in trade union training” ▪ “ready via sectoral oblast-level trade unions” ▪ “it’s a very important question now” ▪ “I am ready unless it hinders my official duties and takes much time” ▪ “I have reserves for programme implementation” ▪ “ready to inform my colleagues” ▪ “I would like to implement all the ideas and information” ▪ “workers need support” <i>Answers by representatives of employers:</i> ▪ “need to preserve workers’ mental health” ▪ “relevant question” <i>Answers by NTSEC Secretariat staff:</i> ▪ “PSS can help improve labour productivity and build relationships in the team”
What are your doubts as regards promoting workers’ psychosocial support (barriers)?	<i>Answers by labour inspectors:</i> ▪ “not enough knowledge and skills” ▪ “it is worth starting with oneself” ▪ “have no qualification and confidence” ▪ “not confident in my abilities” ▪ “need time to analyze and examine all that one more time” ▪ “still need training” ▪ “not sure that I will be heard” ▪ “implementation useful but it’s exceeding my powers” ▪ “I am not a specialist” ▪ “many barriers” ▪ “everything depends on a manager” <i>Answers by trade union representatives:</i> ▪ “if supported by the management”
What initial three steps are you ready to take in the near future?	<i>Answers by labour inspectors:</i> ▪ “tell people around you about that; convey information to the management; listen to workers’ viewpoint concerning the programme” ▪ “inform the team about the PSS content; suggest measures; implement actively” ▪ “try to apply PSS in my structural unit” ▪ “print booklets; bring to attention of workers and managers; show examples and benefits” ▪ “introduce economic entities to the programme; suggest implementation of a programme; explain the programme goal and benefit” ▪ “assess the situation in the team; single out persons; implement” ▪ “inform employers; recommend to implement” ▪ “design, present and implement a programme” ▪ “show booklets to employers and workers; increase your own level of knowledge on this subject”

	▪ “tell my colleagues about the training; conduct exercises with the colleagues who were present at the training; keep abreast of this subject” ▪ “bring to notice of colleagues, management and relatives” ▪ “supporting and assisting in addressing PSS issues; seeing and responding in time; avoiding barriers” ▪ “report to management; examine colleagues’ interest; consider the use of PSS at workplace in the oblast” ▪ “tell employers about importance of the programme; distribute booklets; share information and help develop the programme; assist in organizational matters” ▪ “assess the situation at the enterprise” ▪ “learn the draft PSS programme; process workers’ proposals” ▪ “tell enterprises about PSS; place information at the website and on Facebook; promote exchange of experience on positive PSS examples” ▪ “assess the psychological state; initiate a talk with management; suggest effective practices” <i>Answers by trade union representatives:</i> ▪ “information work; bilateral discussions and meetings” ▪ “talk to the enterprise management; prepare a policy for the enterprise; submit the policy and add it to a collective contract” ▪ “inform sectoral trade unions and the oblast-level employers’ organization; disseminate information via social media” ▪ “discuss with the management; draw attention to the problem; table proposals concerning a programme” ▪ “familiarize trade union managers; inform trade union members and present materials; work the subject through with institution managers and social partners” <i>Answers by representatives of employers:</i> ▪ “inform the organization members; place information at the organization’s website; familiarize the management with the materials” ▪ “discuss PSS at workplace with enterprise managers; involve SLS representatives; outline activities, timeframes, and responsible persons” ▪ “organize trainings and workshops at the level of employers and social dialogue partners” ▪ “inform the team; develop a policy and programme with initiative groups; communicate” <i>Answers by NTSEC Secretariat staff:</i> ▪ “convey training results to the manager; suggest developing a PSS programme in the Department; if successful, report to the senior management and proceed further”								
What was successful during the training (form of teaching, practical exercises, etc.) (%)?	 <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>Practical exercises</td> <td>9,5</td> </tr> <tr> <td>Form of teaching</td> <td>6</td> </tr> <tr> <td>Everything</td> <td>84,5</td> </tr> </tbody> </table>	Category	Percentage (%)	Practical exercises	9,5	Form of teaching	6	Everything	84,5
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What part of the training (topic) was									

the most useful to you? (%)	<table border="1"> <thead> <tr> <th>Category</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>Action...</td> <td>40.5</td> </tr> <tr> <td>Implementati...</td> <td>47.4</td> </tr> <tr> <td>Series of...</td> <td>50</td> </tr> <tr> <td>Programme...</td> <td>53.4</td> </tr> <tr> <td>Programme...</td> <td>60.3</td> </tr> <tr> <td>Good practices</td> <td>64.7</td> </tr> </tbody> </table>	Category	Percentage (%)	Action...	40.5	Implementati...	47.4	Series of...	50	Programme...	53.4	Programme...	60.3	Good practices	64.7
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How much was the training subject disclosed to you?	Average rate is – 4.9 points with 5 being the highest														
How much user-friendly was the series of information materials to you?	Average rate is – 4.5 points with 5 being the highest														
What would you improve or add to this information tool?	<i>Answers by labour inspectors:</i> “examples to follow; statistics of changes – results of social polls and surveys” “illustrations, contact data of various countries and cities; examples of distracting activities at workplace (games, quizzes, etc.)» “illustrations; questions that IDPs may not be asked” “videos for better assimilation of training materials” “a clearer algorithm of actions for a labour inspector” “add statistics of economic effect from implementation of PSS programmes” “illustrations, various fonts for better perception” “add data on Ukrainian enterprises” “add data from research carried out in Ukraine” “simple terminology, concise presentation of information, logo, slogan” “template of a policy on PSS at workplace” “information on PSS centres and organizations in Ukraine’s regions and by group category (IDPs, women, violence, etc.)” “ready-mades templates of questionnaires for managers and workers to find out their psychological state” “legislative initiatives” “programme samples” “diagrams, illustrations” “add contacts of psychological aid specialists” <i>Answers by trade union representatives:</i> “description of international and Ukrainian practices” “sources to obtain information from” <i>Answers by representatives of employers:</i> “add data of regional centres and video materials” “theoretical summarization based on logical block diagrams” <i>Answers by NTSEC Secretariat staff:</i> “add video materials, for example on a stress management technique” “tackling the PSS problem at an enterprise step by step”														
What are your proposals concerning	<i>Answers by labour inspectors:</i> “expand the training by 1-2 days, more real examples”														

organization and delivery of the training?	▪ “more practical exercises” ▪ “extend the training time and provide trainings for trainers” ▪ “increase duration of trainings both online and offline” ▪ “involve more representatives of employers” ▪ “consolidate results; repeated meetings” ▪ “provide further trainings to assess and overcome barriers and acquire practical skills and experience” ▪ “deliver trainings more often” ▪ “provide trainings on a permanent basis” ▪ “use more video materials” ▪ “involve a greater number of territorial body inspectors, deliver regularly” ▪ “gather the same participants to test their knowledge and work” ▪ “involve directorate managers” <i>Answers by trade union representatives:</i> ▪ “gather the participants in 6 months and check real steps” ▪ “increase the number of training days” ▪ “involve both inspectors and enterprise managers” ▪ “more such trainings” <i>Answers by representatives of employers:</i> ▪ “make a three-day training” ▪ “place enough information and instructional materials at the website” ▪ “increase the number of trainings” <i>Answers by NTSEC Secretariat staff:</i> ▪ “deliver trainings of this kind periodically” ▪ “place participants in a circle” ▪ “expand trainings at the territorial level”
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Project

“Towards safe, healthy and declared work in Ukraine”

Training

With care for everyone!

**“Psychosocial support at workplace in war and post-war times
and advocacy for relevant programmes”**

*for labour inspectors, representatives of employers’ associations, trade unions, staff of the National
Tripartite Social and Economic Council Secretariat*

6, Mateika St, Lviv
Dniester Premier Hotel

July 2022

TRAINING SCHEDULE

Training	Date	Oblasts covered
training # 1:	14-15 July	Kyiv city, Zhytomyr, Zakarpattia, Donetsk, Luhansk, Zaporizhzhia and Vinnytsia oblasts
training # 2:	18-19 July	Kyiv city, Volyn, Odesa, Khmelnytskyi and Kirovohrad oblasts
training # 3:	21-22 July	Kyiv city, Poltava, Chernihiv and Dnipropetrovsk oblasts
training # 4:	25-26 July	Kyiv city, Kyiv, Lviv, Sumy and Ivano-Frankivsk oblasts
training # 5:	28-29 July	Kyiv city, Chernivtsi, Rivne, Cherkasy and Ternopil oblasts

TARGET GROUPS

1. SLS labour inspectors
2. Representatives of employers’ associations and enterprises
3. Trade union representatives
4. Staff of the National Tripartite Social and Economic Council Secretariat

MODEL PROGRAMME

Objective of the training: advocacy for implementation of psychosocial support at workplace programmes to preserve workers’ mental health in war and post-war times.

Expected training outcomes

Trainees:

- 1) understand the meaning of the “psychosocial support at workplace” concept and its importance to people and business;
- 2) are able to define key elements of a psychosocial support at workplace programme, their goal and content;
- 3) know the meaning of preventive activities at workplace based on the “traffic light” model, and can define relevant measures considering consequences of war;
- 4) have provided feedback and done joint groundwork for a draft package of information materials for labour inspectors, employers and trade unions “Psychosocial support at workplace in war and post-war times”;
- 5) have defined key steps of planning, conducting, and evaluating results of, an advocacy campaign on a psychosocial support at workplace programme;
- 6) have analyzed possible barriers for drafting and implementation of the programme, and elaborated some ways of overcoming them;
- 7) have shared and learned good practices of psychosocial support at workplace.

Day 1

10.00 – 11.30	Welcome, introduction, group working rules Updating on thematic topics Participants’ expectations Assessing the level of awareness on the training subject Programmes of psychosocial support at workplace: situation in Ukraine Importance of such programmes for a person and a workplace
11.30 – 12.00	COFFEE BREAK
12.00 – 13.30	Key elements of psychosocial support at workplace: policy, programme, communication, monitoring
13.30 – 14.30	LUNCH AND ACCOMMODATION
14.30 – 16.00	Action programme based on the “traffic light” model: universal, selective and special activities
16.00 - 16:30	COFFEE BREAK
16:30 - 17:30	Presentation of a draft package of information materials for labour inspectors, employers and trade unions “Psychosocial support at workplace in war and post-war times”: feedback from participants Questions and answers Day 1 wrap-up

Day 2

9.00 – 10.30	Activating attention, warming up Advocacy for psychosocial support at workplace programmes: planning, implementation, monitoring and evaluation of results Programme promotion capabilities of government, employers and trade unions
10.30 – 11.00	COFFEE BREAK
11.00 – 12.30	Possible barriers for implementation of psychosocial support at workplace programmes and ways of eliminating them
12.30 – 13.30	LUNCH
13.30 – 15.00	Examples of good practices of psychosocial support at workplace: Ukrainian and international experience Questions and answers Assessment of awareness on the training subject Feedback Closing