Service Hospitality

Psychological Risk Factors

Psychological Factors		What questions would you ask to assess this factor?
	Organizational Culture - A work environment characterized by trust, honestly and fairness.	
	Psychological Support – A work environment where coworkers and supervisors are supportive of employees' psychological and mental health concerns and respond appropriately as needed.	
	Clear Leadership and Expectations – A work environment where there is effective leadership and support that helps employees know what they need to do, how their work contributes to the organization, and whether there are impending changes.	
	Civility & Respect – A work environment where employees are respected and considerate in their interactions with one another, as well as with customers, clients, and the public.	
	Psychological Demands – A work environment where there is a good fit between employees in personal and emotional competencies and the requirements of the position they hold.	
	Growth & Development – A work environment where employees receive encouragement and support in the development of their interpersonal, emotional, and job skills.	
	Recognition & Reward – A work environment where there is appropriate acknowledgment and appreciation of employees' efforts in a fair and timely manner.	

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	Involvement & Influence – A work environment where employees are included in discussions about how their work is done and how important decisions are made.	
	Workload Management – A work environment where tasks and responsibilities can be accomplished successfully within the time available.	
	Engagement - A work environment where employees feel connected to their work and are motivated to do their job well.	
	Balance – A work environment where there is recognition of the need for balance between the demands of work, family, and personal life.	
	Psychological Protection - A work environment where employees' psychological safety is ensured. This is demonstrated when workers feel able to put themselves on the line, ask questions, seek feedback, report mistakes and problems, or propose a new idea without fearing negative consequences.	
	Protection of Physical Safety – A work environment where management takes appropriate action to protect the physical safety of employees.	

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