

SENSITIVE CAREER MANAGEMENT & WORPLACE DESIGN

Rome, October, 5-6 2023

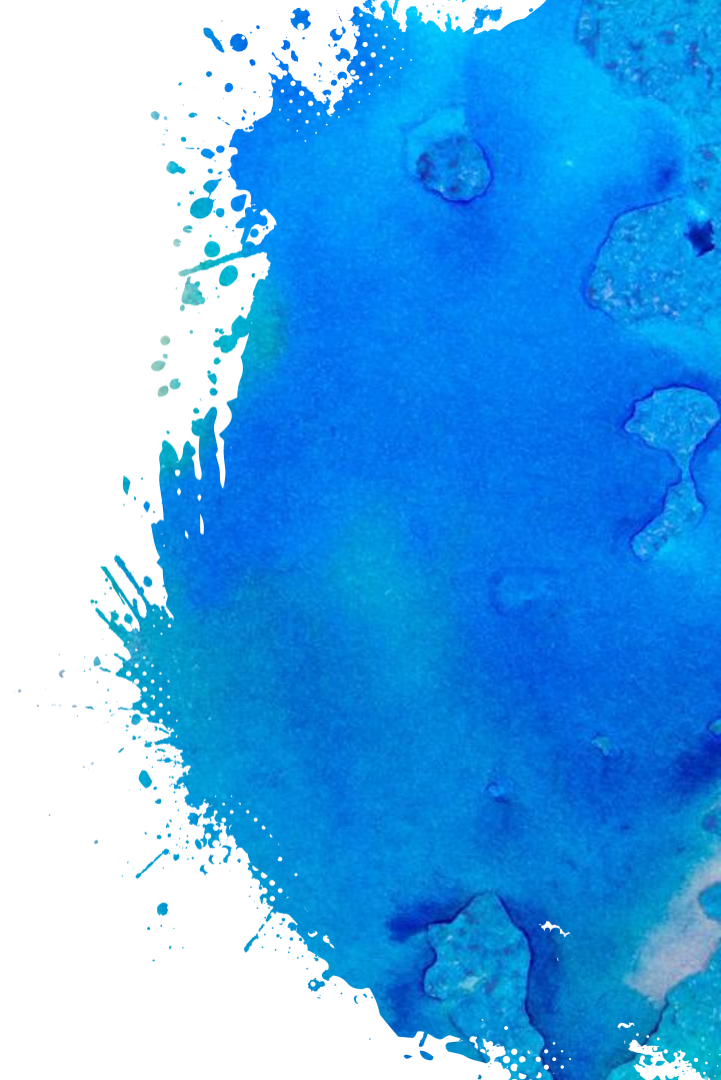
Speaker: **Antonia Veleanovici**, Organizational
Psychologist & HR professional, *Expert Psy Association*

Author: Armand Veleanovici

Co-author: Antonia Veleanovici

Highly Sensitive People in the workplace

How to foster an inclusive work environment where HSP can thrive



Workplace Well-being

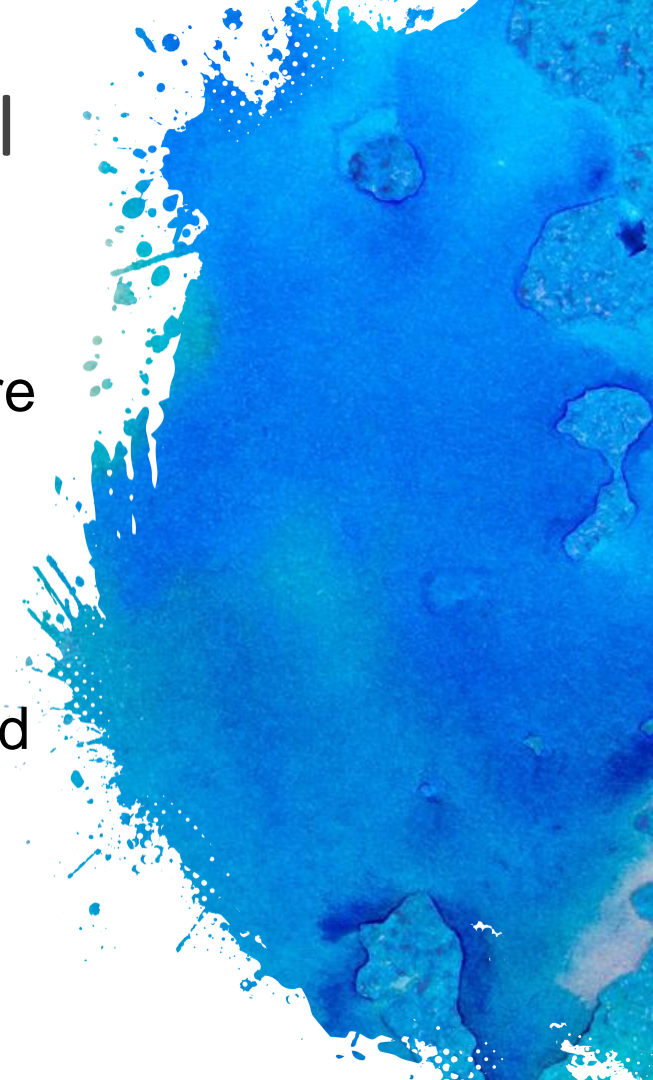
Subjective well-being is a must-have for a high-performing organization – it is directly associated with a company's financial performance, productivity and quality of output (Bryson et al., 2017).

The perceived level of wellbeing at work is affected by both external, environmental factors as well as **individual personality traits**.

The Job Demands-Resources Model (JD-R)

Job Demands – aspects of the job that require sustained physical or mental effort

Job Resources - aspects of the job that (a) help achieving work goals; (b) reduce job demands and the associated physiological and psychological costs; (c) stimulate personal growth and development



Burnout & High sensitivity

Stress

High sensitivity is directly associated with **overarousability** (tendency to become stressed or overwhelmed), as well as **emotional intensity** – being prone to constant stress

Work Satisfaction

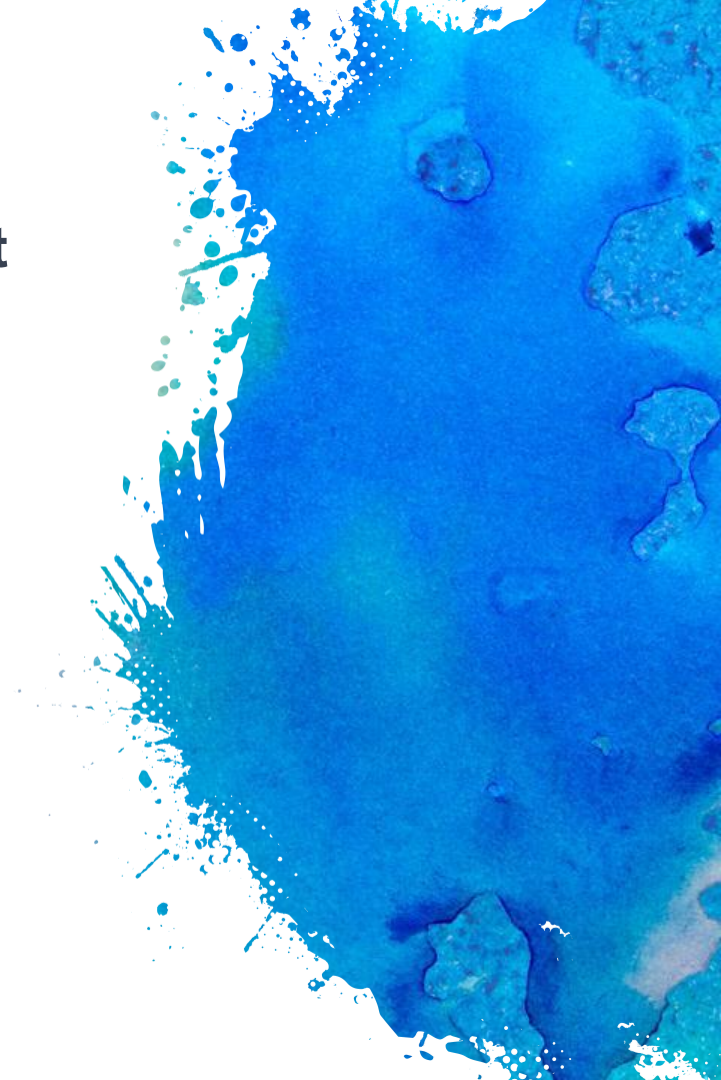
Prolonged exposure to professional stressors negatively impacts **job satisfaction** and **work performance**

Burnout

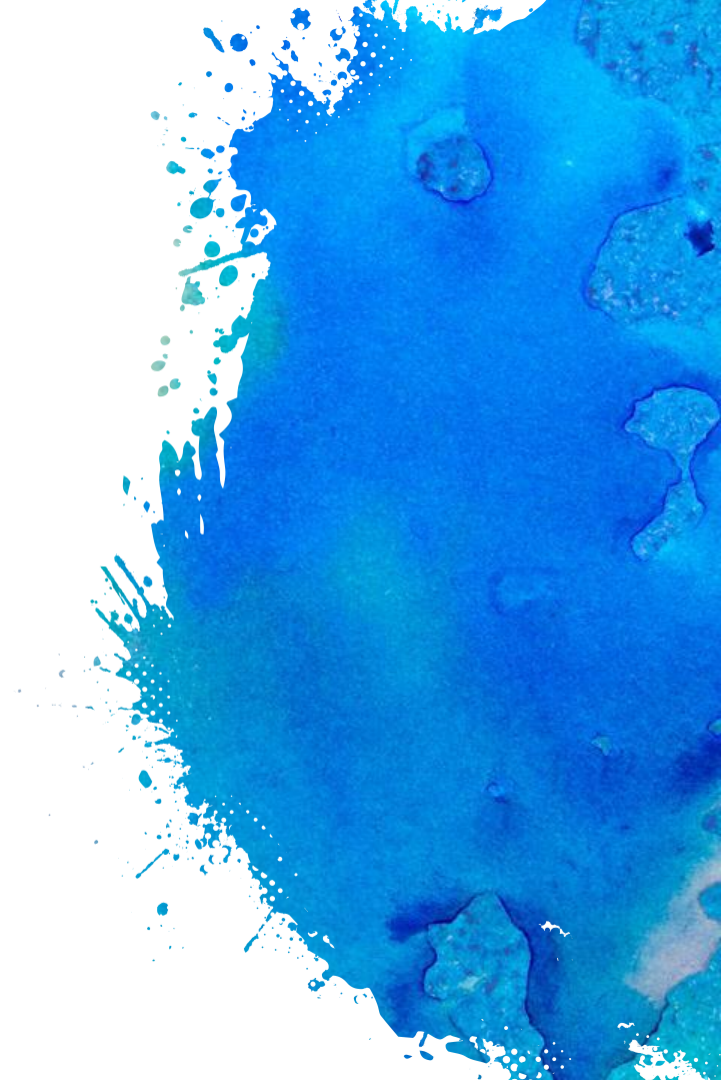
Sensory processing sensitivity (SPS) was found to be a **predictor of burnout** in several studies, especially due to ease of excitation

Factors that can contribute to burnout for HSP in the workplace:

- Physical overstimulation
- Emotional Drain
- Lack of Boundaries
- Inadequate Support
- Workload
- Limited or inadequate coping strategies



ORGANIZATIONAL AND INDIVIDUAL LEVEL INTERVENTIONS



Management Training

Provide training for supervisors and managers on how to recognize and support HSPs effectively

Employee Assistance Programs

Provide access to EAPs that offer counseling or stress management services. HSPs can benefit from these resources when dealing with workplace stress.

Accessibility

The ease with which company's facilities, products, services, functions or people are available to as many employees as possible.

Psychologically Safe Climate (PSC)

Working in a PSC has been proved to reduce work demands, prevent work-related stress and increase workers' engagement and performance

Education

Offer training or workshops to help everyone understand the traits and challenges associated with HSPs

Flexibility

Flexible working time, remote work, fair distribution of responsibility and proper planning of days off are a direct predictor of well-being

Employee Resource Groups

ERGs have been found to reduce turnover, increase the perceived social support and organizational citizenship behaviors

Reasonable Adjustments

Changes an employer makes to remove or reduce a disadvantage related to someone's disability.

Closing remarks

- HSP are an asset to any employer – as long as they properly managed & included
- Well-being is not only a moral/legal imperative, but a strategic advantage
- Most strategies to increase well-being for HSPs are easy to implement & have low costs
- One size doesn't fit all

Thank you!