JOB STRESS: FROM TABOO TO BUSINESS
Grip is part of the Creative Industry Scientific Programme (CRISP) and is a collaboration between:

PHILIPS    TUDelft    TU/e
JOB STRESS: FROM TABOO TO BUSINESS
WORKSHOP @ SDNC 2011
FLEXIBILITY VERSUS CONTROL IN THE DESIGN OF PSS FOR JOB-RELATED STRESS
MAIN QUESTION:
HOW CAN DESIGN SUCCESSFULLY INFLUENCE JOB-RELATED STRESS?
AIMS FOR TODAY’S WORKSHOP:
1. WE WILL ILLUSTRATE OUR CO-CREATION PROCESS.
2. YOU WILL BE ABLE TO EXPERIENCE OUR PROCESS FOR YOURSELF.
Case 1

Case nr. 1

David

Hi I am David. I am 28 years old. I live in Pliening near München (Germany). I'm a math teacher on the high school in Pliening. I like my job, but I find it hard to make time for myself. I used to be very active, but lately when I come home from school I am really tired. I like to work with children, but they can be very demanding and sometimes I lose control and get angry at them when they do not listen. I would like to be more in control.

I would like to have more energy to go out in the evening; play tennis, visit friends and meet more people. I know I need to live healthier, but I often end up playing video games and watching television in the evening.

Your task as a team is to develop a PSS for David. Use the poster template and this case as a guideline. While designing the PSS think about the knowledge and resources you would need to develop the system. Think about opportunities and pitfalls.

David has some early signs of stress, but he does not see these signs as stress. At David’s work they do not have a HR department that can help or supervise personnel.

My workplace

My home

On the right insights from the video are shown and on the next page the results from the presentation poster is shown.
AIMS OF THE 3 PARTNERS:

**PHILIPS**
BUILD KNOWLEDGE ON MENTAL AND PHYSICAL WELL BEING.

STUDY FLEXIBILITY VERSUS CONTROL & EFFECTIVENESS IN THE DESIGN OF PRODUCT SERVICE SYSTEMS.

**TU/e**
DEVELOP CRITICAL DESIGN THINKING, DESIGNING FOR SERVICES AND SERVICE AS A COLLABORATION.
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STRESS DATA & VISUALISATION: MAPPING STRESS

CONCEPT

New technologies such as Galvanic Skin Sensors allow us to collect data on an individual's stress level in relation to time and space and people. This data could in turn be used to create new visualisations of stress. Mapping stress in the workplace may allow experts to pinpoint causes of stress both on an individual and group level. It could form the basis of improving stress awareness, further discussion with colleagues or stress experts, or simply for reorganising the workspace/activities.

What data should be collected and visualised?

What should this data reveal on both an individual and group level?

How might we put this data visualisation to good use?

Who should/should not have access to this data?
KEY ISSUES FROM THE EXPERT DAY:
1. HOW TO USE STRESS DATA?
2. HOW TO MAKE PEOPLE ACT UPON STRESS SIGNALS?
3. HOW TO CREATE / IMPROVE SOCIAL SUPPORT?
“BURNOUT ONLY HAPPENS IN SICK ORGANISATIONS, NOT TO PEOPLE WHO ARE SICK. BURNOUT IS NOT THE PROBLEM, IT IS THE SYMPTOM.”

MAURICE DE VALK (INTERMEDIC)
“PEOPLE POSSESS THEIR OWN SOLUTIONS, THEY JUST NEED SUPPORT TO FIND THEM.”
ERIK KUIJPERS (GGZE)
"VISUALISATIONS CAN GIVE GROUPS AN INDICATION OF THE TENSION THEY ARE IN AND HELP THEM IN REGAINING SELF-CONTROL."

ERIK KUIJPERS (GGZE)
MAIN QUESTION:
HOW CAN DESIGN SUCCESSFULLY INFLUENCE JOB-RELATED STRESS SERVICES?
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WORKSHOP @ SDNC 2011
Job Stress: From Taboo to Business

Research & Development

Service Description & Marketing

Define Terms of Collaboration

Initial Client Contact
INTERPRETATION & VISUALISATION

DATA TOOL: GATHER DATA

DATA PRESENTATION & DISCUSSION

GRIP. + 365
INTERPRETATION
& VISUALISATION
Full day emotion and activity measurement

ECG module

Philips ECG/GSR module shown with Polar strap:

A cradle was made to allow use in all Polar clothing and straps

Heart Rate Variability (HRV)

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Workshop @ SDNC 2011
Attention to become focused. This vision of the environment as a stage is common is an element of novelty which has caused the person's being annoyed by one's surroundings. What these events have in common is an element of novelty which has caused the person's being annoyed by one's surroundings. What these events have in common is an element of novelty which has caused the person's being annoyed by one's surroundings. What these events have in common is an element of novelty which has caused the person's being annoyed by one's surroundings. What these events have in common is an element of novelty which has caused the person's being annoyed by one's surroundings. What these events have in common is an element of novelty which has caused the person's being annoyed by one's surroundings. What these events have in common is an element of novelty which has caused the person's being annoyed by one's surroundings. What these events have in common is an element of novelty which has caused the person's being annoyed by one's surroundings. What these events have in common is an element of novelty which has caused the person's being annoyed by one's surroundings. What these events have in common is an element of novelty which has caused the person's being annoyed by one's surroundings. What these events have in common is an element of novelty which has caused the person's being annoyed by one's surroundings. What these events have in common is an element of novelty which has caused the person's being annoyed by one's surroundings.
NOW ITS OVER TO YOU...
SCHEDULE:

EXERCISE 1       (30 MINS)
EXERCISE 2       (40 MINS)
BREAK           (15 MINS)
EXERCISE 3       (40 MINS)
GROUP REFLECTIONS (30 MINS)
EXERCISE 1: IDENTIFY STAKEHOLDER NEEDS

EACH GROUP REPRESENTS A SPECIFIC STAKEHOLDER IN THE FIELD OF JOB-RELATED STRESS: STRESS EXPERT; TECHNOLOGY PROVIDER; COMPANY; AND, END USER.

PLEASE CONSIDER THE ISSUES / NEEDS REGARDING YOUR SPECIFIC ROLE.
EXERCISE 1:
IDENTIFYING STAKEHOLDER NEEDS
ROLE: EXPERT / TECHNOLOGY PROVIDER / COMPANY / END USER (CIRCLE)

ISSUES:

NEEDS:
SCHEDULE:

EXERCISE 1 (30 MINS)
EXERCISE 2 (40 MINS)
BREAK (15 MINS)
EXERCISE 3 (40 MINS)
GROUP REFLECTIONS (30 MINS)
EXERCISE 2: DEFINE YOUR SERVICE

YOU HAVE BEEN PLACED INTO A GROUP CONSISTING OF 4 DIFFERENT STAKEHOLDERS. IN THIS EXERCISE YOU WILL DEVELOP A SERVICE FOR JOB-RELATED STRESS PROVIDING FOR ONE OF THE 4 STAKEHOLDERS. PLEASE DETERMINE THE TERMS OF THIS COLLABORATION, MAKING A CLEAR DISTINCTION BETWEEN SERVICE VALUES (WHAT) AND KEY ACTIONS (HOW).
EXERCISE 2:
DEFINE TERMS OF COLLABORATION
GROUP A: STRESS EXPERT

DEFINE NEEDS FOR STRESS EXPERT

TECHNOLOGY PROVIDER

COMPANY

END USER

VALUE

ACTION

VALUE

ACTION

VALUE

ACTION

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SCHEDULE:
EXERCISE 1  (30 MINS)
EXERCISE 2  (40 MINS)
BREAK       (15 MINS)
EXERCISE 3  (40 MINS)
GROUP REFLECTIONS (30 MINS)
EXERCISE 3: REFINE YOUR SERVICE USING DATA

REFINE YOUR SERVICE DEFINITION BY CONSIDERING THE DATA NEEDS OF YOUR CLIENT. REFLECT UPON WHAT DATA YOU WOULD NEED TO COLLECT AND IN WHAT WAY THE DATA SHOULD BE PRESENTED. EVALUATE THE PRO’S AND CON’S OF THIS DATA LED SERVICE FROM THE PERSPECTIVE OF THE OTHER 3 STAKEHOLDERS.
EXERCISE 3:
REFINE YOUR SERVICE USING DATA
GROUP A: STRESS EXPERT

DEFINE DATA NEEDS FOR STRESS EXPERT

TECHNOLOGY PROVIDER

COMPANY

END USER

COLLECTION

VALUE

VALUE

VALUE

PRESENTATION

ACTION

ACTION

ACTION

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**SCHEDULE:**

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<thead>
<tr>
<th>Exercise</th>
<th>Duration</th>
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<tr>
<td>Exercise 1</td>
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<td>Exercise 3</td>
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<tr>
<td>Group Reflections</td>
<td>30 MINS</td>
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GROUP REFLECTIONS
GRIP.
THANKS YOU

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