

GM@W Organizational Review Worksheet

PF9: WORKLOAD MANAGEMENT

OBJECTIVE: A work environment where tasks and responsibilities can be accomplished successfully within the time available.

What are the benefits of effectively addressing Workload Management?

- ✓ Enhanced performance and productivity
- ✓ Reduced staff stress and/or burnout
- ✓ Fewer job-related errors, incidents, accidents and injuries
- ✓ Increased retention

What information may be helpful to refer to or collect?

- ✎ Accurate records of hours worked
- ✎ Processes for task and project assignment
- ✎ Staff feedback about workload and work pace
- ✎ Data on job-related errors, incidents, accidents and injuries

How would you describe your workplace/work unit? *(select all that apply; this will help you answer questions below)*

Workload Expectations

- Explicit and reasonable workload expectations
- Written job descriptions that include productivity expectations
- Overtime pay or accrued time off provided for overtime worked

Flexibility & Equity

- Deadlines modifiable as necessary
- Workload assigned equitably
- Staff flexibility, as appropriate, to prioritize tasks

Supports

- Timely mechanisms for dealing with short-term increases in workload
- Equipment, support and resource needs dealt with in a timely fashion
- Systems in place to cover staffing shortages (e.g., vacation, sick leave, unfilled positions)

Please answer the questions below with respect to your workplace:

| | Strongly Agree | Somewhat Agree | Somewhat Disagree | Strongly Disagree |
|--|----------------|----------------|-------------------|-------------------|
| | 4 | 3 | 2 | 1 |
| 1. The amount of work employees are expected to do is reasonable for their positions. | | | | |
| 2. Employees can talk to their supervisors about the amount of work they have to do. | | | | |
| 3. Employees have the equipment and resources needed to do their jobs well. | | | | |
| 4. Employees' work is free from unnecessary interruptions and disruptions. | | | | |
| 5. Employees have control over prioritizing tasks and responsibilities when facing multiple demands. | | | | |

PF1 GM@W Organizational Review Score (from above): _____ (5 to 20)

PF1 GM@W Survey Score (if applicable, from the GM@W Survey Results): _____ (5 to 20)

Serious Concerns = 5 to 9 **Significant Concerns = 10 to 13** **Minimal Concerns* = 14 to 16** **Relative Strengths** = 17 to 20**

* Although this is a Minimal Concern, it is important to attend to it and review the GM@W Organizational Review Results and the GM@W Survey Results for any additional or individual-identified areas of concern.

** Although this is a Relative Strength, it is important to review the GM@W Organizational Review Results and the GM@W Survey Results for any additional or individual-identified areas of concern.

If there is a difference between the GM@W Organizational Review Score and the GM@W Survey Score, what may be contributing to the difference (e.g., lack of knowledge or understanding, communication gaps)?

Do issues related to **Workload Management** present a greater risk to particular groups of employees (e.g., new employees, certain jobs, shift workers, etc.)?

What are the strengths in your workplace in terms of **Workload Management** (e.g., what do you do well, what should you continue doing)?

What could your workplace do to improve in this area (e.g., what could you do more of, what could you do less of)?

Is further action required? YES NO

If YES, see *GM@W Suggested Responses: PF9*