

HumanCapitalCare intervention guide

Occupational health and safety service interventions and contact persons

This intervention guide applies to the following organisational units: FSN, FBE, FDMCI, FH, FASSL, FE, FT, the Student Affairs Office and the Executive Staff Department.

Look under '[Occupational health and safety service](#)' in the [A-Z list](#) for the name and contact details of the occupational physician of your organisational unit.

Content:

1. contact persons for different questions and interventions;
2. coaching offer (a selection from the offer);
3. training offer (a selection from the offer – tailor-made programmes are possible).

Contact persons for different questions and interventions	
Interventions	Explanation
Back office - scheduling consultations and call appointments; - rescheduling appointments; - general procedural questions; - general communication with AUAS.	Lize Schipper and Nicole de Koning – health coordinators General telephone number: +31 (0)20 305 7010 Email: consult@humancapitalcare.nl <u>Explanation:</u> The health coordinators [HCs] of HumanCapitalCare are often the first point of contact in matters involving the occupational physician. You can contact the HCs to schedule and/or reschedule your appointments with the occupational physician.
First point of contact for substantive questions - preventive consultation; - workplace assessment; - hearing aid.	Liesbeth van den Oever – proxy for the occupational physician/occupational health and safety nurse General telephone number: +31 (0)20 305 7010 <u>Preventive consultation</u> You can request a preventive consultation yourself, without the intervention of your line manager. You can ask any questions you may have about your health in relation to your work or personal circumstances, even if you have not yet reported in sick or have not developed complaints. Your privacy will always be guaranteed in these matters. The occupational physician will only contact your line manager or other care providers with your consent.

	<p><u>Workplace assessment</u></p> <p>If you need advice on your workplace, you should first talk to the AUAS occupational health and safety coordinator (see the section on setting up your workspace in the A-Z list). If more is needed, a workplace assessment (WPA) can be conducted. Your line manager must approve the application for this assessment. The WPA is an individual ergonomic assessment that focuses on your complaints, looks at whether there is a relationship between the complaint and your work and includes advice on how to resolve the complaints.</p>
<p>Back office, general/administrative questions regarding the use of preventive interventions</p> <ul style="list-style-type: none"> - coaching; - staff welfare; - occupational assessment; - psychological counselling; - research; - training courses; - other advice/quote requests. 	<p>Project office – Nurdan Kaya-Cayir, Sandra Kruijff, Petra Brunekreef</p> <p>General telephone number: + 31 (0)20 305 7010 Email: projectbureau.noordwest@humancapitalcare.nl</p> <p><u>Explanation:</u> The HumanCapitalCare project office supports several professionals at the administrative and process level. For example, the project office is the first point of contact for the use of preventive interventions, such as training and coaching. Upon request, they will be able to put you in touch with a subject matter expert as quickly as possible. You can also contact them if you have questions about a quote or an invoice.</p> <p><u>Occupational assessment</u> An occupational assessment may be carried out towards the end of the first year, or if the rehabilitation process has come to a standstill. The occupational consultant will use this occupational assessment to advise you on your rehabilitation options. As part of the assessment, the occupational consultant will have a discussion with you and your line manager to identify a path towards a sustainable rehabilitation. The occupational consultant will attempt to strike a balance between workload (the duties related to your position) and work capacity (the duties that you are capable of performing). Your work capacity is defined by the up-to-date list of your capabilities, which is compiled by the occupational physician.</p> <p><u>Short-term psychological counselling</u> If you have complaints of a personal and work-related nature, HumanCapitalCare can offer short-term psychological counselling (between five and seven sessions, within two weeks). The psychologist will take a helicopter (holistic) approach to topics such as your return to work, increasing your mobility, your talents and your goals. Your line manager must give permission for psychological counselling (it is not covered by your health insurance).</p>
<p>Substantive questions regarding the use of preventive interventions and advice</p> <ul style="list-style-type: none"> - individual coaching; - team coaching; - diverse training offer; 	<p>Nyncke Lamers-van de Linde – senior labour and organisation adviser, coach</p> <p>General telephone number: + 31 (0)20 305 7010 Email: n.vande.linde@humancapitalcare.nl</p> <p><u>Explanation:</u> HumanCapitalCare offers a wide range of preventive and other interventions, such as coaching and training. In addition to these standard services, tailor-made solutions are possible by mutual agreement. The first point of contact for substantive questions is</p>

<p>- training courses.</p>	<p>Nyncke Lamers-van de Linde. Nyncke is a senior labour and organisation adviser at HumanCapitalCare and is also a NOBCO/EMCC coach and psychologist.</p> <p>There are many possibilities in the field of coaching and training. By mutual consent, existing training courses or tailor-made training courses can be organised for a team, organisational unit or AUAS as a whole. For individual training, a minimum number of participants is required. Approval of your line manager is required for each course. He or she will receive a quote before the start. Below is a selection from HumanCapitalCare's existing offer.</p>
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Coaching – a selection from the offer	
<p>Distance coaching</p> <p>- two conversations of 30 minutes each.</p>	<p>Right now, your work looks different from what you were used to. How do you deal with the changes and uncertainty due to the coronavirus measures? How do you combine your work and private life? Where do you get your energy from? How do you stay in touch with your colleagues and how do you keep your home situation positive? Distance coaching offers low-threshold, telephone/online support in these turbulent and uncertain times. Together with the coach, you devise solutions and actions. You can get started straight away! Topics you can discuss with a coach include: worries about the coronavirus, questions about the future, working at home with children, dividing your attention, staying positive, relaxation and exercise, challenges at work, motivation and concentration or social contact.</p>
<p>Individual coaching</p> <p>- intake lasting 1.5 hours; - between five and seven conversations on average, each lasting between 1 and 1.5 hours.</p>	<p>Coaching is a professional way of facilitating learning processes in individuals. At HumanCapitalCare, the emphasis is on the work context of the coachee. Coaching focuses on the awareness of functional and dysfunctional patterns in the way you think, feel and act. Using the insights you gain from this, you will work in a goal-oriented way on the coaching question that you formulate with your coach at the beginning of the process.</p> <p>In coaching, ownership is key: you are responsible for the choices you make. This includes the choices that have led to the complaints and problems you are experiencing. It is precisely by working on the basis of factors that have the potential to influence you that you may be able to succeed in functioning in a more meaningful and result-oriented way. During the course of the programme, you will acquire numerous insights (into yourself and others) that you then apply to your work and perhaps also to your private life in between sessions. Your coach is a professional companion who will assist you in this journey of development in various ways: directly, mildly, quickly and sometimes also by provoking or challenging you. You retain ownership of your learning process at all times.</p> <p><u>Examples of possible coaching questions</u> Why does my work demand more and more energy from me? How can I better convince others? What can help me focus better on my work? How do I strike a proper balance between my work and private life? How do I make sure I do not overstep my own limits without disappointing others?</p>
<p>Career coaching</p>	<p>Would you like to gain more insights into your personal career development? The career adviser supports you in making your development needs specific and advises you on how to achieve your goals. Depending on the situation, one session may be</p>

<ul style="list-style-type: none"> - one-off conversation lasting 1.5 hours; - face to face or online (depending on coronavirus measures). 	<p>enough to determine your next steps. However, the career consultation may also be the starting point of a possible course of action.</p>
<p>Career coaching (course)</p> <ul style="list-style-type: none"> - 5 conversations; - 10 weeks; - face to face or online (depending on coronavirus measures). 	<p>The content of the sessions will be determined by the career question. The focus may be on your perception of your current job, the most important work qualities, how you are functioning in your current job or your wishes, ambitions and opportunities for your future career. Through the targeted use of questionnaires, tests and assignments, you will gain insights into yourself and a suitable answer to your career question. The results of the process are jointly recorded in a report. This report provides insights into your competences, roles, motivation, knowledge and suitable career opportunities. You are encouraged and advised to discuss the results and outcomes with your line manager and/or HR.</p> <p><u>Examples of career questions:</u> 'I want more insight into my qualities and how I can use them'; 'I'm ready for the next step in my career, but where are the opportunities?'; 'What other positions would suit me and how can I develop myself further?'</p>

Training courses – a selection from the offer (tailor-made programmes are possible)

<p>Grip on stress training</p> <ul style="list-style-type: none"> - one four-hour session. 	<p>Themes: the origins of work-related stress, recognising and acknowledging the different signs of work-related stress and how to discuss them.</p>
<p>Regaining vitality after a burnout training</p> <ul style="list-style-type: none"> - six two-hour sessions; - duration: one year. 	<p>Do you want to return to work after a burnout? Have you just started working again? You may find that this is not easy, or you may have been through a process of absence and/or rehabilitation. A new phase begins in which you have to go on without help. In this group, you exchange views with those in the same situation and are supported by an occupational physician and a staff welfare officer.</p> <p>Each session lasts two hours. During the first hour, you have the opportunity to put questions to each other and to the two trainers. In addition, we tell each other our successes. Whatever you focus on tends to grow. During the second hour, we deal with a theme. These include: making choices, being honest with yourself, assertiveness, breathing, exercise, physical complaints. Of course, the themes can be adapted to the wishes of the group.</p>
<p>Energetic and resilient training</p> <ul style="list-style-type: none"> - one four-hour session and one three-hour return session. 	<p>In this training, you gain insights into your own balance between energy providers and energy consumers and how you can improve this balance. How does your circle of influence relate to your circle of concern? On the basis of their own personal energy plan, participants convert insights into specific actions. By increasing your insights and awareness, it will become easier to discuss matters with your line manager or a colleague.</p>

Resilient, both now and in the future (online)

- group training;
- 3 modules (10-minute webcast, face-to-face meeting lasting 1.5 hours);
- individual coaching sessions by telephone (1 hour) if desired.

Do you want to be able to cope better with stress and setbacks? Do you find it difficult when situations or circumstances change, and do you struggle to adapt to them? Would you like to be surer of yourself and trust your own values more?

Every person possesses a certain degree of resilience. To some people, this comes more naturally, while others find it more difficult. Fortunately, resilience is like a muscle: you can train it. This training lets you increase your flexibility, adaptability and resistance to stress.

By means of, among other things, reflection assignments and by challenging thoughts and convictions, you discover how to address and use your own resilience. You learn how to deal with stress and setbacks better and see your effectiveness increase.

Some of the topics covered: 'What is resilience and how resilient are you; What values, strengths and beliefs do you have?; Positive focus and positive self-image; Gratitude; Energy sources and stressors; Coping with change; Setting goals; Meaningful relationships.