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CORE ELEMENTS OF IMPLEMENTING PSYCHOLOGICAL ASSISTANCE FRAMEWORKS IN WORKPLACE SETTINGS

ОСНОВНІ ЕЛЕМЕНТИ ВПРОВАДЖЕННЯ СИСТЕМ ПСИХОЛОГІЧНОЇ ПІДТРИМКИ НА РОБОЧОМУ МІСЦІ

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Professional burnout is a serious and relevant issue in modern society, rapidly spreading across various fields of activity. During wartime, Ukraine faced numerous challenges in the labor market, which increased the stress levels among workers. This problem requires special attention due to its impact on the physical and mental health of people, productivity, and overall economic development of the country.

Professional burnout is included in the International Classification of Diseases (ICD-11) as a work-related phenomenon and is defined because of chronic workplace stress that has not been successfully managed. The World Health Organization (WHO) classifies burnout as a syndrome arising from prolonged stress at work that has not been effectively addressed. Key characteristics of burnout include emotional exhaustion, feelings of negativism or cynicism related to one's job, and reduced professional efficacy [2].

The key factors contributing to increased professional burnout in Ukraine include:

- **Rising Workloads:** Employees are facing increased volumes of work, insufficient rest, irregular working hours, and high demands from employers.
- **Chronic Stress:** The ongoing war has created constant anxiety for personal safety and the safety of loved ones, uncertainty about the future, and fear of military actions, leading to heightened emotional strain.
- **Economic and Workplace Instability:** Due to active combat, many workers were forced to leave their homes and jobs, adding to stress. Companies face resource shortages and reduced staff, which places additional burdens on remaining employees, leading to quicker burnout.

Impact of War on Psychological Well-Being

According to research by the Gradus company, 72% of respondents named the full-scale war as the primary source of stress and anxiety. However, over 50% of respondents do not consider their problem severe enough to seek help or believe they can resolve it independently. Moreover, the social stigma around seeking professional help remains strong, with 49% of respondents still perceiving psychological assistance as something only necessary for the mentally ill [1].

To address burnout, organizations should consider implementing comprehensive employee support programs, including:

1. **Needs Assessment:** Effective psychological support begins with understanding employees' needs through surveys, interviews, or focus groups to identify key problems and expectations.

2. **Development of Policies and Procedures:** Establish clear guidelines that regulate the provision of psychological support, define roles and responsibilities, and ensure confidentiality and ethical standards.

3. **Engagement of Specialists:** Ensure access to qualified psychologists or psychotherapists experienced in organizational environments. They can offer individual counseling, group sessions, and stress management training.

4. **Integration into Corporate Culture:** Psychological support should be an integral part of corporate culture, promoting an environment where employees can openly discuss issues and seek assistance.

5. **Regular Training and Skill Development:** Conduct regular training on stress management techniques, relaxation methods, and emotional self-regulation.

6. **Support for Leaders:** Train managers to recognize signs of burnout and provide timely support, setting an example of empathy and care.

7. **Creating a Feedback Platform:** Establish open communication between management and employees to detect problems early and find effective solutions.

8. **Health and Wellbeing Programs:** Promote work-life balance through health programs, such as sports activities, medical screenings, and nutrition plans.

Conclusion

The war in Ukraine has significantly exacerbated the problem of professional burnout, presenting new challenges for organizations. It is essential that companies actively work to create a supportive work environment and implement effective measures to reduce stress among employees. This will ensure the stable operation of organizations and safeguard the health and well-being of employees during times of crisis.

By adopting these strategies, Ukrainian organizations can not only mitigate the immediate impact of the war on their workforce but also build a resilient foundation for the future.

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