

# **Psychology in the Workplace**

# Who's The Right Person for the Job

- part of making a workplace run smoothly is hiring the right people
- potential employees need the skills, as well as being able to fit into specific culture of the workplace
- when employers are hiring, they don't always get the full picture from an interview or resume
  - they turn to pre-employment tests to examine a candidate's characteristics, ethics, motives, personality traits, intelligence, specific aptitude skills etc.
    - these assessments can help employers made predictions about who is the best person for the job and who will stay with the company the longest
- the results of personality/pre-employment tests are useful—employees tend to stay with the company longer, customer satisfaction is higher, and absenteeism is down (because of a happy workplace)

# Workplace Motivation

- employees work better when they are happy in their jobs
- workers need different types of motivation depending on their age
  - younger people tended to adjust to their workplace's social climate and rely on that socialization as motivation to excel
  - older workers looked to achieve self-actualization to excel—the highest stage of Maslow's hierarchy (sought higher positions in their profession)

# Mental Health in the Workplace

- mental health issues can affect the workplace
- in 2002, mental health claims (mainly depression) were the fastest growing category of disability in Canada
- mental health issues can lead to other health problems, and also cost the employer lost business and revenue
  - high level of job stress doubles a person's chance of getting a heart attack

# Workplace Stress

- workplace stress is one of the key problems in workplaces
  - *74% of employees list work as a cause of stress*
  - *estimated that stress costs a company \$12 to \$33 billion annually due to loss productivity*
- effects of workplace stress
  - *stress can decrease job performance*
  - *stress can cause health problems (high blood pressure, cardiovascular and infectious diseases)*
  - *stress affects relationships between workers and their family and friends*
  - *work-family stress makes a person even more stressed*
- **Healthy workplaces not only reduce stress, but have better morale and atmosphere, fewer injuries, and lower absenteeism rates**

# **What does an employee friendly workplace look like?**

Google - The BEST place to work

<http://www.cbsnews.com/news/inside-google-workplaces-from-perks-to-nap-pods/>