Workload Management

Our Goal:

The University is an environment of high achievement, where people are supported in their pursuit of excellence. We embody a work and learning environment where community members can successfully fulfill their responsibilities within respectful and reasonable timelines. Access to technology, training and development, and services are provided to enable success, and priorities are set, ensuring that resources are sufficient to meet expectations.

This will be achieved through:

1. Providing individuals with clear roles and accountabilities (job descriptions, unit business plans, strategic plans, team effectiveness and healthy workplace supports, consistent performance review processes, etc.).
2. Reducing redundancies by clarifying mandates and aligning resources and responsibilities to support the mission of the institution.
3. Leveraging technology and job design to optimize workload management (Technology Training Centre, Information Services and Technology, Compensation, Talent Acquisition and Workforce Planning) and ensure staff have access to the necessary tools, training and development, and resources.
4. Ensuring that processes for decision-making are clear, transparent and timely.
5. Ensuring managers and supervisors are supported in making critical decisions required to address workload concerns, such as deferring or discontinuing work to align with priorities and set realistic expectations.

Call to Action:

Faculties and departments balance expectations with available resources and consider the effect on work/life. Appropriate flexibility is given on how goals are achieved. Supervisors review equity in work distribution and regularly adjust as required.

Supervisors provide opportunities for developing skills and abilities needed for current and anticipated work demands, while planning to ensure sufficient resources are available (provide back-up support or temporary staff to cover workloads, such as through HRS Interim Staffing Solutions, secondments and internships).

Supervisors and managers create safe spaces for individuals to ask for assistance if/when workloads become unmanageable, and supportively assist in prioritizing work.

Institutional resources include but are not limited to:

- Managing Your Time and Energy (Lunch and Learn)
- Facilitative Leadership (workshop)
- Pathways Learning Series
- Gold College
- Business Process mapping

Information directly modified from:

CSA Standard for Psychological Health and Safety in the Workplace www.csagroup.org, Workplace Strategies for Mental Health www.workplacestrategiesformentalhealth.com/, Guarding Minds @ Work www.guardingmindsatwork.ca/