

Organizational Review Worksheet

WORKLOAD MANAGEMENT

DESCRIPTION: In a work environment where there is positive workload management, employees feel supported to complete their assigned tasks and responsibilities successfully.

What are the potential benefits of effectively addressing workload management?

- Enhanced performance and productivity
- Reduced stress and 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, including overtime
- Processes for task and project assignment
- Metrics used to determine delegation of work
- Quality control data
- Employee feedback about workload and work pace
- Data on job-related errors, incidents, accidents and injuries
- Absenteeism or leave data

Consider the extent to which the following are happening:

- Explicit and reasonable workload expectations
- Written job descriptions that include productivity expectations
- Overtime pay or accrued time off provided for overtime worked
- Employees are encouraged to utilize break and vacation time
- Deadlines are modifiable as necessary
- Workload is assigned equitably
- Appropriate flexibility for employees to prioritize tasks
- A process to help employees manage short-term increases in workload
- Equipment, support, and resource needs dealt with in a timely fashion
- Systems are in place to cover staffing shortages due to vacation, sick leave or unfilled positions

Please respond to the statements below with respect to your workplace:	Always	Often	Sometimes	Rarely	Never
1. The amount of work each employee is expected to do is reasonable for their position.					
2. Every employee can talk to their supervisor about the amount of work they have to do.					
3. Each employee has sufficient time to complete their work.					
4. Deadlines are reasonable.					
5. Staff turnover at work is reasonable for our sector.					
6. Employees feel their job is secure.					
7. Employees can do their jobs, including remote work, effectively with the tools and equipment provided.					

Do issues related to workload management present a greater risk to particular groups of employees? For example, newer employees, certain job roles such as supervisors, shift-workers, immigrants, remote workers, etc.

What are the strengths in your workplace? What do you already do well and want to continue to do in terms of workload management?

What could your workplace do to improve workload management?

If there is a difference between the organizational review score and the survey score, what may be contributing to the difference in perception between employees and the leaders who did the organizational review?

Is further action required in this area? Yes No

If yes, see [Evidence-based actions](#) for workload management.