



Peace of Mind...

*In **your** piece of the world.*

The ISAT

A self-assessment tool for well-being at work
supporting
employees, employers and EAP

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Peace of Mind...

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Topics

The ISAT :

- Context of development
- Objectives and functionalities
- Short demo
- Part of an integrated policy or program



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Peace of Mind...
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Europe (EU28)





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The European context for Well-being at work

* The European Commission stresses the **importance of mental health and well-being** for its member states, stakeholders and citizens

- Community Strategy on Health & Safety at work (2007-2013)
- European Pact for Mental Health and Well-Being (June, 2008)



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'Well-being at work' in Europe

- “**safe, healthy and productive work** in a well-led organization by competent workers and work communities who see their job as meaningful and rewarding, and see work as a factor that supports their life management”.

(Source: Finnish Institute of Occupational Health, 2011)

- Broad concept, with **several domains**
 - Security at work
 - Employees' health
 - Psychosocial strain occasioned by work, including stress, violence and harassment at work
 - Ergonomics
 - Hygiene
 - Embellishment of the work environment

(Source: Belgian Law on well-being, 1996)



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'Well-being at work' in Europe

- **Stress** is a complex phenomenon that can be related to many issues :
 - Employment/work insecurity
 - Work demands
 - Work intensity
 - Work-life conflicts
 - Emotional demands
 - Autonomy
 - Social support / relationships at work / management styles
 - Emotional demands, ethics and value conflicts

(European Working Conditions Survey (EWCS), Eurofound, 2010)




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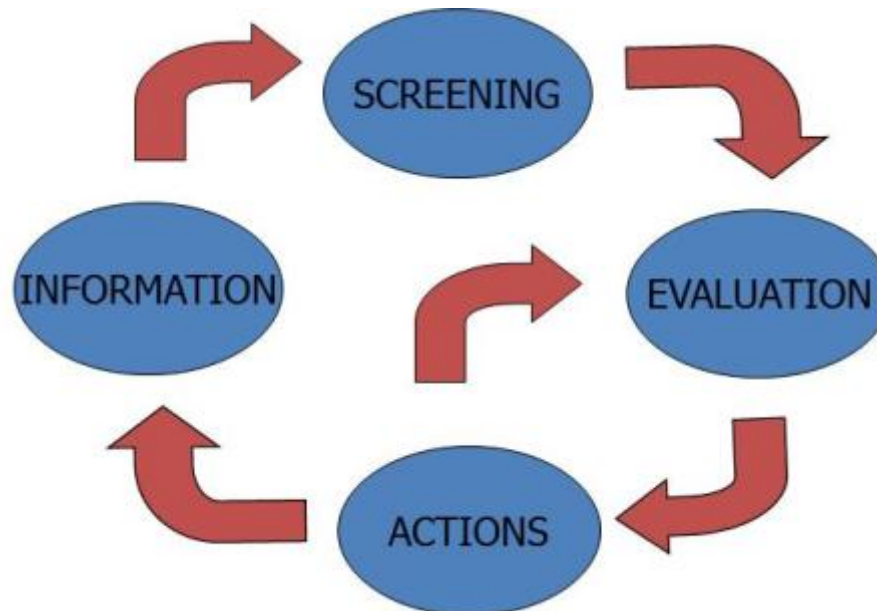
The legal context for Well-being at work

European *directives* issued by the European Council and *framework agreements* concluded between the social partners (Framework Agreement on Work-related Stress, October 2004).

- 
- Member states are obliged to transpose general principles into*
- National law
 - National, sectorial and regional collective agreements

Principles within the European legal context

- The prevention of psychosocial strain and work-related stress = a dynamic risk management system





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Principles within the European legal context

- Actions of prevention :
 - Preferably collective
 - Primary, secondary and tertiary
- Between employer and employees :
 - Shared responsibility
 - Dialogue, mutual respect
- Key roles of prevention :
 - Internal within companies : HR, prevention advisor, company doctor
 - External expertise : specialized services, consultants, EAP



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Why companies invest in human capital today

- **Employer's duty to care**
European Union guidelines - Member states' legislation
 - **Europe 2020 strategy**
Innovation and engagement to increase growth and productivity
 - **Economic challenges and continuous organizational changes**
Empowerment and resilience of employees to successfully survive changes
 - **Employer branding**
"Our company is a great place to work"
- ▷ Investing in psychosocial well-being becomes **a key element to achieve business excellence**



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Policy changes within companies

- **Shift in perspective on work and on employees' perception :
From rather negative to more positive**

Not only remove stress, conflicts, absenteeism *but also* improve satisfaction, commitment and engagement of employees

- “Remove stress”: focus on negative aspects (sources of stress: workload, complexity, demands...) and consequences (complaints, illness, absenteeism, burn-out, depression,...)
- “Promotion of well-being”: focus on positive aspects (resilience, opportunities, resources,...) and consequences (satisfaction, organizational commitment, engagement,...)



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Policy changes within companies

- **Shift in programs related to 'well-being at work':**
From reactive, single-focused to pro-active, integrated
Not only cure and coaching but also detection
 - Primary, secondary and tertiary prevention
 - Holistic, integrated programs 'Well-being': EAP, stress management, online tools, psychosocial risk assessment,...



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The developer of the ISAT

- ISW Limits
 - Spin-off Leuven University (Belgium)
 - Evidence based services and tools in the field of well-being in general
 - EA Provider in Europe
 - Internationally active with tools in the field of well-being & EAP
- Partner of Chestnut Global Partners
- Member of the Board of Directors EAEF
- Professional member of EAPA



The Well-being Model of ISW Limits



Survey

Standard questionnaire ©S-ISW
Well-being and the work situation
Reliable, valid



+

Training

Psycho-education
Stress management
Effective



Interactive **S**elf-**A**ssessment **T**ool for well-being at work



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The ISAT tool

Interactive **S**elf-**A**ssessment **T**ool for well-being at work

- Online : Web-based questionnaire
- Assessment : Results for the employee and for the employer
- Interactive : Immediate feedback and advice to the employee



Interactive Self-Assessment Tool



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A tool for the individual employee

- To **monitor** his/her well-being at work
- To **compare** self to peers (benchmark)
- To **learn** about well-being at work
- To **gain insight** in his/her well-being and possible risk factors in the work situation (based on individual feedback report)
- To **contribute** to the action plan and policy related to 'well-being' of his company
- To **seek help or solutions** in existing support (departments, key contact persons, activities), present within the organization or offered by external partners (e.g., EAP provider)
- To **take responsibility** for his/her individual well-being at work
- To **optimize** his/her own well-being at work





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A tool for the employer

- To offer an **additional individual support** to his employees
- To **orientate** his employees to and facilitate the use of existing support (departments, key contact persons, activities), present within the organization or offered by external partners (e.g., EAP provider)
- To **sensitize and educate** his employees as regards well-being at work
- To **responsibilize** his employees as regards their individual well-being at work
- To collect data for **KPI** analysis (e.g., well-being – performance)
- To **gain insight** in the well-being of his employees, possible risk factors in the work situation and groups at risk (based on reports with group results)
- To **set priorities** and **define actions** within an action plan and policy related to 'well-being'
- To **optimize** well-being at work within his company





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Functionalities

- **Immediate feedback** (in between tests) versus **delayed feedback** (preferable in classic survey)
- **Printing the individual feedback report**: possibility to print out and save individual results and feedback
- **Sharing your results**: possibility to share results and feedback by e-mail with the superior, the EA Provider, a person of trust or another person within or outside the company
- **Library**: possibility to consult the digital library with information on well-being at work + link to the EAP-services
- **Unlimited access**: the individual employee has the possibility to fill out the tool as many times as he/she wants and where and when he/she wants

Each one can be activated or not, depending on the objectives of the company




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Language choice



CHOOSE YOUR LANGUAGE / CHOISISSEZ VOTRE LANGUE / KIES UW TAAL

English (UK) ▼

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The image shows a user interface for language selection. At the top, there is a circular collage of diverse people from various backgrounds and professions. In the center of this collage is the ISAT logo, which consists of a green speech bubble containing a white telephone handset icon and the letters 'ISAT' in purple. Below the collage, the text 'CHOOSE YOUR LANGUAGE / CHOISISSEZ VOTRE LANGUE / KIES UW TAAL' is displayed in purple. Underneath this text is a dropdown menu currently showing 'English (UK)' with a downward arrow. Below the dropdown is a grey arrow button pointing to the right. At the bottom of the interface, there is a footer bar with a blue section on the left containing '© 2011 ISW Limits' and a purple section on the right containing 'Powered by Confirmit'.

Welcome



Welcome to the interactive self-assessment tool on well-being at work for the employees of Your Company name!

This tool aims to provide you with insight into your level of **well-being at work**. This tool consists of **several tests**. The outcome of these tests will demonstrate your level of stress and motivation at work, you will get a clear picture about your work conditions, and you will find out more about how you cope with stressful situations or problems.

Upon completing each of the tests, **useful information and tips** will be provided in order to help you manage the challenges that you face at work.

All tests are based on a science-based model about well-being at work. The tool was developed by [ISW Limits](#), a spin-off company of the Leuven universities (K.U. Leuven and UCL).

You can fill in this tool **completely anonymously**. (For more information see our [privacy statement](#)).

Filling in the questionnaire takes about **15 minutes**. Reading the advice may take a bit longer, depending on your results. If you wish, you can also interrupt the test and continue at a later time.

At the end of the test you can download a **report with your results and advice in PDF format**. You can **save** and/or **print** this report to read or **discuss** it later with **someone else** when you have the time. (For more information: click [here](#)).

Additional information is available in the [library](#).

Important: This test does not pretend to provide a conclusive diagnosis of your well-being at work and about your work environment, but it does give you a **first indication** of how you feel at work and the possible causes thereof.

You can **repeat this test in the future** if you want. It will allow you to see how and if things are changing.

If you have any queries about this tool, have a look at the [FAQ page](#) or contact isat@iswlimits.be.

Good luck!

Kind regards,

The ISAT team

Login screen

Login (your e-mail address):

Your password:

- *If you've never used the ISAT tool before, or if you have forgotten your password, you can request this by selecting the option below. You will then receive an e-mail containing your password.*
- *If your e-mail address is not accepted, this means that it has not yet been validated by our system. If you have been working for the company for longer than 2 months, please send an e-mail to isat@iswlimits.be.*

please send my password to my e-mail address



Situating the person



The banner features the ISAT logo (a green square with a white circle and the letters ISAT) on the left. In the center, there are several circular images of diverse people. On the right, the text 'ISW Limits Spin-off Leuven University' is displayed in white on a dark blue background, with 'Your logo' in white on a lighter blue background below it. At the bottom right, the contact information 'isat@swlimits.be | Library | FAQ' is shown in white on a dark blue background.

Before you complete the test we will ask you to enter some **personal details**, including your sex, age, education, etc. We kindly ask you to fill in these details because your profile is taken into account to calculate your personal score. Your scores will be compared to those within the same reference group you belong to.

These personal details will be handled confidentially. Only the ISW Limits researchers, bound by an ethical code, will have access to the unprocessed data. For more information about the protection of your data, click [here](#).

What is your gender?

What is your age group?

What is your highest level of education?

What staff category do you belong to?

How long have you been employed by your present employer (or a firm of the same concern)?

How long have you held your current position?

Do you work ...

Do you work ...

- during the day
- in shifts
- nights
- weekends
- on call

Test 1: Well-being at work



INDICATORS OF YOUR WELL-BEING (2/2)

Please indicate to what extent you agree or disagree with the following statements.

For each statement you can assign a score ranging from 'completely disagree' to 'completely agree'. You can express an intermediate opinion with the possibilities in between these poles. There are no 'right' or 'wrong' answers. You simply give your own opinion. Your answer should simply reflect what you personally think:

	Completely disagree	Disagree	Tend to disagree	Neither agree, nor disagree	Tend to agree	Agree	Completely agree
I feel burnt out because of my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I work less enthusiastically than in the past.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I can no longer cope with my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
At work, I make a positive contribution to the functioning of the organization.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find it hard to relax immediately after work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am generally satisfied with my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Feedback - Motivation

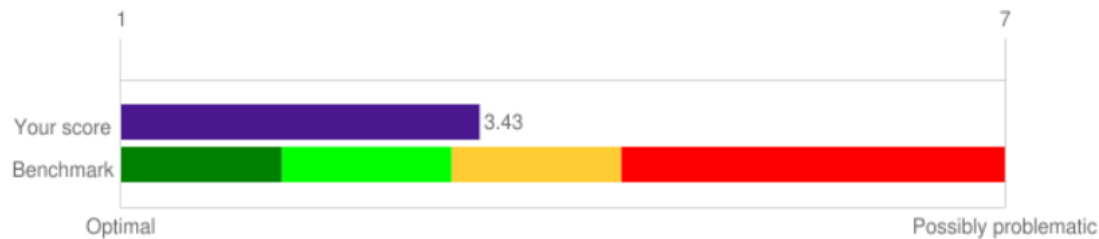
MOTIVATION

Feeling good at work takes more than being free of stress. Motivation, job satisfaction and engagement are also important aspects of well-being at work. Therefore we do not only consider the extent of stress complaints you experience, but also your motivation and engagement at work.

Having a lot of stress at work and not being motivated (anymore) do not necessarily have to coincide. Someone who has a lot of stress can still be highly motivated and someone who is not very motivated does not necessarily suffer from stress complaints.

Below you will get an idea of your level of motivation and we will also take a closer look at some aspects which we classify under "motivation".

Your average score on motivation



Your motivation is moderate to low

Compared to your reference group you are not very motivated in the job you are doing.

Being engaged and motivated are important for your general well-being. Therefore we recommend you read the following advice texts.

The text [What can I do?](#) will help you to give you some ideas and tells you who you can best discuss your concerns with.

Make sure to read the text [What does my organization offer?](#). You will find out which people or departments you can contact within your organization in case of motivational problems. It will also give you an idea about the options offered by your organization in terms of career planning, career (re)orientation, career counselling, etc. Maybe your organization can meet your specific needs.

The next test in this tool will also help you to get an idea about the factors in your work environment which may be reducing your motivation.

Click [here](#) to find out more about the calculation of the charts.

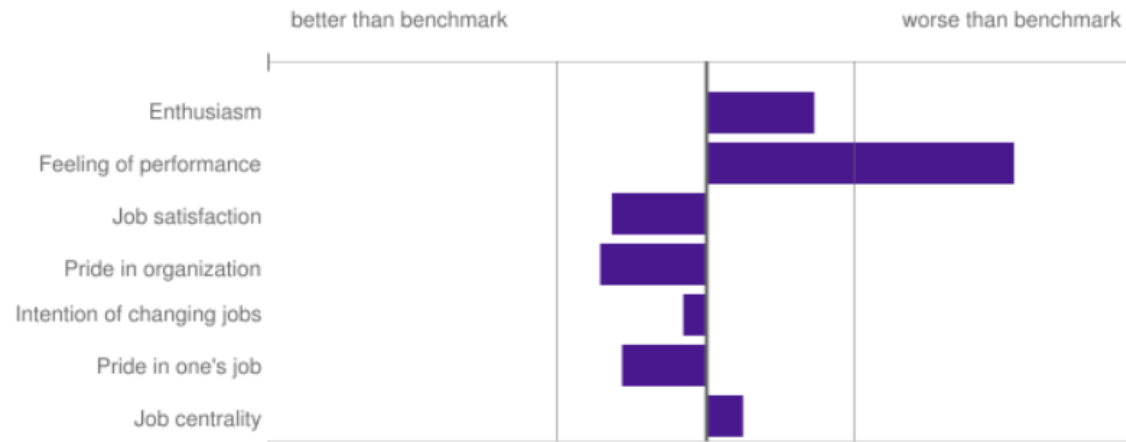
Click [here](#) in order to view the questions corresponding to the labels in the charts.

Feedback - Your motivation in detail

YOUR LEVEL OF MOTIVATION IN DETAIL

Below you will find for each aspect of motivation your score relative to the benchmark.

- This benchmark is composed of employees similar to you regarding age and language.
- The center line stands for the average of the benchmark.
- If you obtain a better score than the benchmark, your score will figure on the left. The more your score figures towards the right, the worse your score.



ISAT Library

LIBRARY

Find out more about psychosocial well-being

- [Stress](#)
- [Psychosomatic complaints](#)
- [Dealing with problems](#)
- [Worrying](#)
- [Sleeping problems](#)
- [Burnout](#)
- [Depression](#)

What can I do?

- [if you experience stress](#)
- [if you don't feel motivated](#)
- [if you have to contend with burnout](#)
- [if you are confronted with undesirable behaviour at work](#)
- [if your job is demanding for you](#)
- [if you find little motivation in your job](#)
- [if you don't feel supported by your team](#)
- [if you don't feel supported by your organisation](#)
- [if you don't feel like you're in a strong position in the socio-economical context](#)

Other texts

- [How to prepare for a meeting about my results?](#)
- [Sharing your results with someone else](#)

Additional information

- [FAQ: frequently asked questions](#)
- [How to interpret the charts?](#)
- [Overview of the questions corresponding to the labels in the charts](#)
- [Privacy statement](#)
- [Copyrights](#)
- [Colophon](#)
- [Disclaimer](#)

Your report with your personal results



Request a link to your report with your individual results

If you want, you can request a link to your report containing your results and advice.

This report will be generated automatically by the system and sent to your e-mail address.

You can open it from your inbox into a web browser and print the overview from there. This will give you the opportunity to read it again later.

I wish to receive a link to the overview of my results

- yes**
 no

In order to send your personal link to your report we need the following data. This information is used only to generate the e-mail and the corresponding report. You are allowed to send the report to your personal e-mail addresses.

Your name:

Your e-mail address:

Sharing your results

Sharing your results with the EAP at Chestnut Global Partners (CGP)

If you wish, you can share your results with CGP EAP.

If you want to find out more about this possibility, [click here](#).

Useful tips about preparing for a discussion of your results, can be found [herer](#).

Please select one of these options :

- I do not want to share the results of my test with CGP EAP.
- I want to save my results, for the EAP counsellors to consult them in case I might get in touch.
- I want to send my report via an automated e-mail to CGP EAP.





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Annual reports to the employer

- User statistics
 - Utilization rate (%)
 - Profile of the users (group)
 - Average time of completion
 - Consultation of advice texts (which ones)
 - Printing of the individual feedback report (global frequency)
 - Sharing of results (global frequency)
- Meta-analyses on ISAT-responses ('company report')
 - Identification of priorities and driving forces at group level,
 - for the optimization of psychosocial well-being within the company,
 - prevention of psychosocial strain at work, and
 - promotion of job satisfaction, motivation and engagement



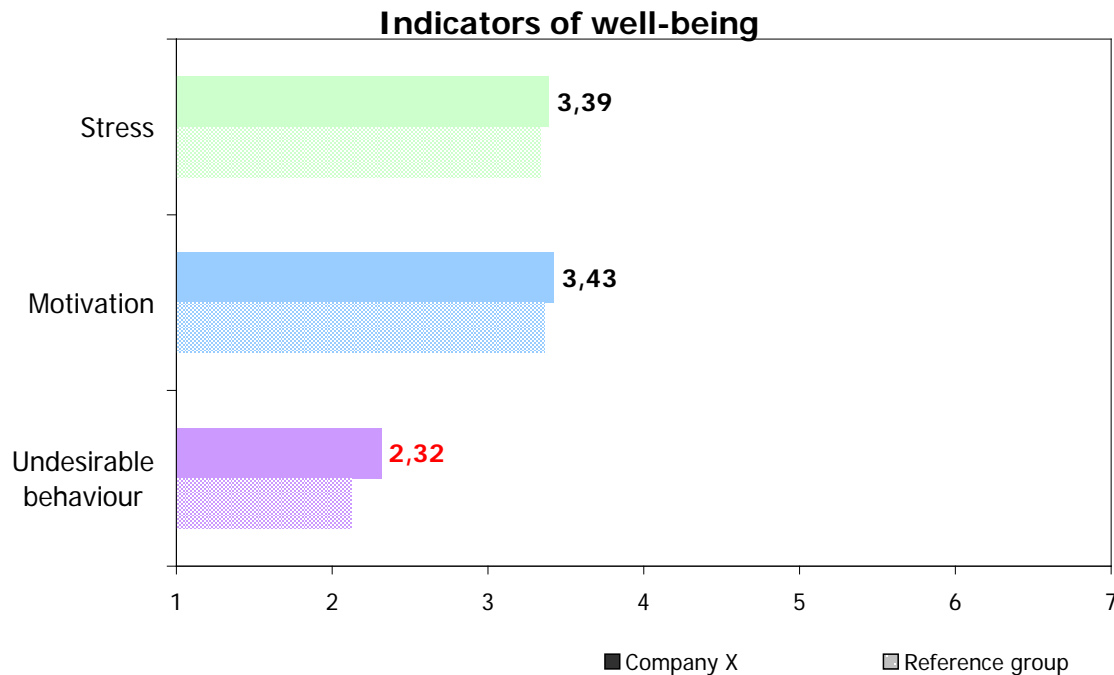
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Types of analyses for the company report

- **Benchmark Analysis** of the well-being indicators and risk factors: comparison of the company with an external benchmark - *Benchmark charts*
- **Impact Analysis** with identification of 'priorities' as well as 'buffers' among the risk factors, based on their impact on well-being indicators and their position compared to the benchmark - *Priority charts*
- **Analysis of subgroups** with detailed results of each subgroup in the company (age groups, seniority groups, departments,...), compared to the whole of the company (internal benchmark) and the external benchmark - *Detailed table*

Benchmark chart – Overview Indicators of well-being



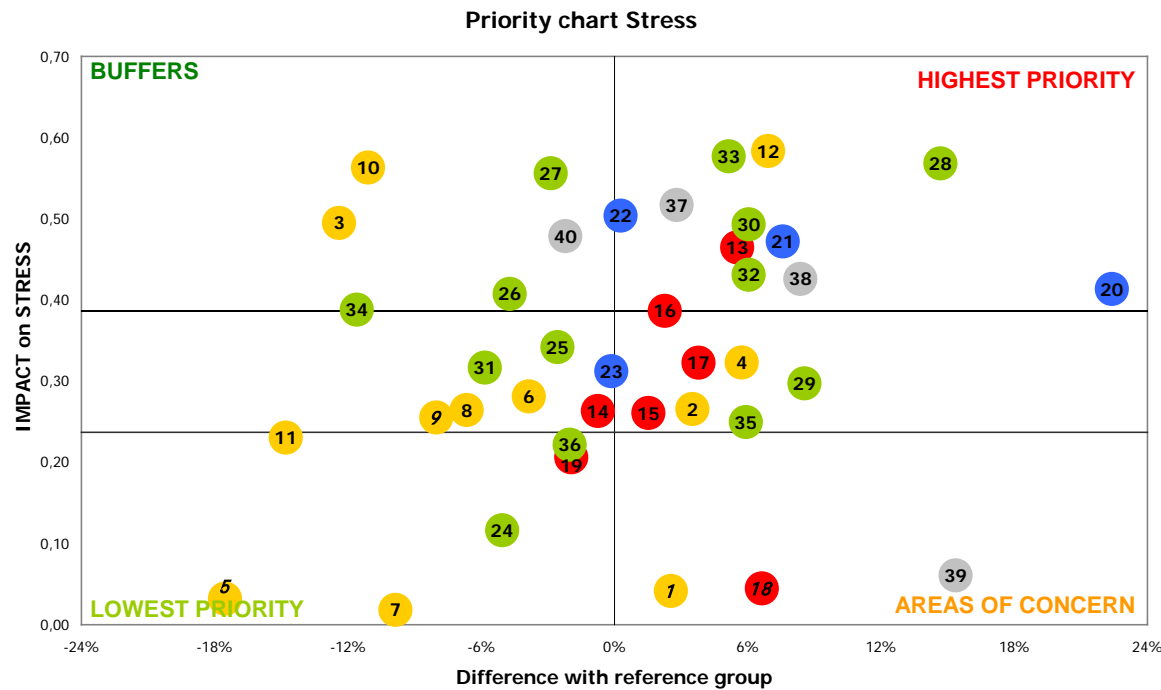
The higher the score, the more frequent or severe complaints are.

Black average: no significant difference between your company and the reference group

Red average: risk is significantly greater in your company than in the reference group

Green average: risk is significantly smaller in your company than in the reference group

Priority chart – Analysis of the impact of the risk factors on stress



Job Demands		Task challenges		Team		Organisation		Context	
1	Mobility	11	Difficult outsiders	21	Social support colleagues	31	Physical circumstances and safety	31	Physical circumstances and safety
2	Work-life Balance	12	Excessive responsibility	22	Social support supervisor	32	Job ambiguity	32	Job ambiguity
3	Workload	13	Autonomy	23	Feedback	33	Policy	33	Policy
4	Flexibility employer	14	Education and training	24	Means	34	Attraction HC	34	Attraction HC
5	Flexibility employee	15	Responsibility	25	Remuneration	35	Preservation HC	35	Preservation HC
6	Complexity	16	Skill utilisation	26	Resources personnel	36	Confidant	36	Confidant
7	Emotional demands	17	Personal development	27	Participation	37	Job insecurity	37	Job insecurity
8	Breaks	18	Variation	28	Values	38	Career opportunities	38	Career opportunities
9	Risk (impact of mistakes)	19	Lack of stimulation	29	Work organisation	39	Labor market	39	Labor market
10	Physical demands	20	Social atmosphere	30	Information	40	Changes	40	Changes



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Detailed table (fragment)

		Total		Age groups									
		Reference group	Company X	-25 years		25-34 years		35-44 years		45-54 years		+55 years	
				Reference group	Company X	Reference group	Company X	Reference group	Company X	Reference group	Company X	Reference group	Company X
Total	Basis	41509	130	568	2	13351	46	15724	49	7236	22	4488	11
STRESS COMPLAINTS													
Physical complaints	% deviation						++		--				
	stat. significance						.		.				
	Mean	3,85	3,99	3,48		3,69	3,45	3,89	4,49	4,03	4,07	3,90	4,00
	% Low risk	34,1%	33,1%	45,1%		37,7%	47,8%	32,9%	20,4%	30,2%	27,3%	33,1%	36,4%
	% Moderate risk	38,9%	36,2%	35,7%		39,6%	34,8%	39,3%	34,7%	37,7%	40,9%	37,7%	36,4%
	% High risk	27,0%	30,8%	19,2%		22,8%	17,4%	27,8%	44,9%	32,1%	31,8%	29,2%	27,3%
Mood-related complaints	% deviation						+		-				++
	stat. significance	**				**					**		
	Mean	2,70	2,42	2,50		2,66	2,23	2,73	2,68	2,76	2,50	2,66	1,95
	% Low risk	71,6%	78,3%	77,2%		73,3%	82,2%	70,7%	67,3%	69,5%	81,8%	72,3%	100,0%
	% Moderate risk	22,3%	21,7%	17,5%		21,1%	17,8%	23,5%	32,7%	23,7%	18,2%	20,1%	,0%
	% High risk	6,1%	,0%	5,3%		5,6%	,0%	5,8%	,0%	6,8%	,0%	7,6%	,0%
Tension	% deviation								-				++
	stat. significance										**		**
	Mean	2,90	2,76	2,55		2,86	2,63	2,92	3,02	2,98	2,86	2,86	1,95
	% Low risk	63,4%	70,5%	73,2%		64,3%	73,9%	63,2%	59,2%	60,7%	71,4%	64,4%	100,0%
	% Moderate risk	27,5%		19,9%		26,8%	17,4%	27,8%	30,6%	29,4%	19,0%	26,6%	,0%
	% High risk	9,1%	8,5%	6,9%		8,9%	8,7%	9,0%	10,2%	9,9%	9,5%	8,9%	,0%
Irritation	% deviation												++
	stat. significance												
	Mean	2,87	2,93	2,51		2,91	2,89	2,88	3,05	2,88	3,00	2,74	2,36
	% Low risk	63,6%	58,9%	72,0%		61,8%	58,7%	63,6%	57,1%	63,8%	52,4%	67,5%	81,8%
	% Moderate risk	27,4%	35,7%	21,3%		28,7%	39,1%	27,1%	34,7%	27,9%	38,1%	25,0%	18,2%
	% High risk	8,9%	5,4%	6,7%		9,5%	2,2%	9,4%	8,2%	8,2%	9,5%	7,5%	,0%
Concentration problems	% deviation												++
	stat. significance												
	Mean	2,48	2,44	2,43		2,47	2,43	2,48	2,50	2,53	2,57	2,45	2,09
	% Low risk	79,5%	85,3%	80,2%		79,7%	82,2%	79,6%	85,7%	78,6%	81,8%	79,9%	100,0%
	% Moderate risk	17,2%	13,2%	16,5%		16,8%	17,8%	17,3%	10,2%	17,9%	18,2%	16,9%	,0%
	% High risk	3,3%	1,6%	3,4%		3,5%	,0%	3,1%	4,1%	3,5%	,0%	3,2%	,0%



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Target group		Primary prevention	Secondary prevention	Tertiary prevention
Employees	Online	ISAT : Self-assessment at individual level; Feedback and advice	ISAT : Self-assessment at individual level; Feedback and advice	
	Call		Telephone helpline	Telephone helpline
	Face-to-face		Individual counseling Information sessions (large group) Trainings : stress management, resilience,... (large groups)	Individual counseling
Managers	Online	ISAT : Analyses at group level (department, team)	ISAT : Analyses at group level	
	Call		Telephone helpline	Telephone helpline
	Face-to-face		Workshops for managers : Stress detection, prevention of burn-out, resilience, people managers,... (small groups) Individual coaching, trainings, intervisions	Individual counseling, individual coaching
Employer	Online	ISAT : Analyses at group level (company, departments,...) EAP : Utilisation statistics	ISAT : Analyses at group level	
	Call			
	Face-to-face	Consultancy	Consultancy	Consultancy



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ROI of program

Evolution in well-being; longitudinal analysis with repeated use

	Total	Age											
		Total		-25 years		25-34 years		35-44 years		45-54 years		+55 years	
		Company X 2010	Company X 2012	Company X 2010	Company X 2012	Company X 2010	Company X 2012	Company X 2010	Company X 2012	Company X 2010	Company X 2012	Company X 2010	Company X 2012
Total	Base	314	338	32	37	74	81	95	104	90	94	23	16
JOB DEMANDS													
Travel time	% deviation				-		--		++		+		-
	stat. Deviation	**					*	**		*			
	Mean	2,53	2,30	2,58	2,46	2,59	2,70	2,57	2,05	2,45	2,11	2,46	2,44
	% Low risk	62,5%	72,2%	60,9%	70,3%	59,6%	61,7%	61,8%	80,8%	64,9%	73,4%	68,6%	75,0%
	% Moderate risk	31,8%	23,1%	32,8%	27,0%	35,0%	29,6%	32,3%	17,3%	29,8%	22,3%	23,5%	12,5%
% High risk	5,7%	4,7%	6,2%	2,7%	5,4%	8,6%	6,0%	1,9%	5,2%	4,3%	7,9%	12,5%	
Work-Life balance	% deviation						--		+		++		++
	stat. Deviation					**	**						**
	Mean	2,59	2,70	2,50	2,76	2,76	3,47	2,66	2,50	2,47	2,41	2,32	1,80
	% Low risk	57,8%	57,4%	61,6%	51,4%	52,5%	37,0%	55,0%	64,1%	61,1%	64,9%	67,6%	86,7%
	% Moderate risk	38,6%	38,1%	34,9%	45,9%	43,2%	50,6%	40,9%	34,0%	36,0%	33,0%	30,0%	13,3%
% High risk	3,6%	4,5%	3,5%	2,7%	4,2%	12,3%	4,1%	1,9%	3,0%	2,1%	2,4%	0,0%	
Workload	% deviation				++						-		--
	stat. Deviation			*	**								
	Mean	3,80	3,89	3,34	2,92	3,68	3,94	3,88	3,94	3,97	4,11	3,95	4,44
	% Low risk	20,9%	19,1%	30,9%	36,1%	21,7%	12,3%	18,9%	18,3%	17,9%	18,5%	21,1%	12,5%
	% Moderate risk	65,7%	65,4%	62,5%	58,3%	67,7%	74,1%	66,9%	68,3%	65,5%	60,9%	58,6%	56,3%
% High risk	13,5%	15,5%	6,6%	5,6%	10,7%	13,6%	14,2%	13,5%	16,7%	20,7%	20,3%	31,3%	
Flexibility granted by employer	% deviation				++		--						++
	stat. Deviation	-		**			*						
	Mean	3,55	3,37	3,75	3,03	3,69	3,75	3,55	3,43	3,40	3,22	3,26	2,80
	% Low risk	32,0%	34,8%	26,9%	43,2%	29,2%	23,5%	32,3%	35,0%	35,0%	39,4%	41,0%	53,3%
	% Moderate risk	51,3%	52,7%	54,4%	51,4%	52,1%	60,5%	50,4%	49,5%	50,9%	51,1%	44,4%	33,3%
% High risk	16,7%	12,5%	18,7%	5,4%	18,8%	16,0%	17,4%	15,5%	14,1%	9,6%	14,6%	13,3%	
Overtime	% deviation				++		-						
	stat. Deviation	**				*			*				
	Mean	3,39	3,70	3,20	3,24	3,64	3,98	3,50	3,76	3,22	3,64	3,24	3,73
	% Low risk	37,9%	28,3%	39,7%	27,0%	31,0%	18,5%	35,5%	28,8%	43,6%	33,7%	44,4%	40,0%
	% Moderate risk	47,9%	55,4%	49,3%	70,3%	53,0%	66,7%	49,4%	49,0%	43,1%	50,6%	41,1%	33,3%
% High risk	14,1%	16,3%	11,0%	2,7%	16,1%	14,8%	15,2%	22,1%	13,2%	15,7%	14,4%	26,7%	



Peace of Mind...

*In **your** piece of the world.*

ROI

Impact of ISAT feedback on personal outcome variables

Giving *immediate* feedback results in:

- higher levels of *satisfaction* about the tool
- motivating participants to actively deal with problems – *solution oriented coping*
- empowering participants to be in control of their objectives in life – '*locus of control*'



Potential amplifier of the impact of other EAP services



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Thank you for your attention !