Exploration and Reflection on Employee Stress Management and Psychological Support

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Abstract: Against the backdrop of increasingly fierce market competition and accelerating work rhythms, the work and life pressures faced by employees continue to rise, and mental health issues have gradually become key factors affecting enterprise development and employee well-being. Effective stress management and a sound psychological support system are not only important foundations for ensuring employees' physical and mental health but also inherent requirements for improving enterprise organizational efficiency and enhancing core competitiveness. Based on this, this paper conducts research on employee stress management and psychological support, elaborates on the existing problems in current employee stress management and psychological support, analyzes the important value of carrying out related work, and then puts forward targeted countermeasures, providing useful references for enterprises to improve their employee stress management and psychological support levels.

Keywords: Employee stress management; Psychological support; System construction; Enterprise management; Service optimization

1. Introduction

With the in-depth advancement of digital transformation and the complex and volatile market environment, the work pressures faced by enterprise employees have shown diversified and high-intensity characteristics. Employees' mental health problems will not only harm their physical and mental health, leading to decreased work efficiency and increased absenteeism, but also affect the enterprise's team cohesion and organizational atmosphere, and even restrict the enterprise's long-term development. In this context, employee stress management and psychological support are no longer "additional responsibilities" of enterprises but have become one of the core contents of enterprise human resource management [1]. Enterprises have begun to realize that paying attention to employees' mental health and building a sound psychological support system is an important way to achieve a win-win situation between enterprises and employees. Therefore, in-depth discussion on the optimization countermeasures of employee stress management and psychological support in this paper is of great significance.

2. Existing problems in employee stress management and psychological support

2.1. Imperfect stress management and psychological support system

At present, many organizations do not attach much importance to mental health, and a systematic and standardized psychological assistance system has not been established. Their specific practices lack clear goals, standardized operating procedures, and continuous financial support. Most of them are within the traditional business scope of the human resources department, without separate units or special development plans. Usually, they passively respond when employees have obvious psychological difficulties, lacking an interlocking closed-loop operation. Currently, most organizations are weak in staffing, hardware facilities, and financial investment. Professional psychological counseling teams and their training mechanisms are obviously insufficient. Financial constraints prevent them from introducing advanced assessment methods and developing online service platforms, making it difficult to carry out diversified activities [2].

2.2. Barriers to stress perception and access to psychological support

Employees' difficulty in perceiving stress and accessing psychological support has become the biggest obstacle to contemporary organizational effectiveness. Some employees have excessive anxiety and negative coping tendencies when facing stress, leading to the gradual escalation of potential risks into crises. Enterprises find it difficult to develop a strong monitoring system and obtain correct early warning opportunities, and at the same time, lack effective long-term handling support in daily operations. In terms of psychological relief, the entire service system has current flaws. Most of the social psychological assistance stations currently in use are relatively closed and single in form. Online appointments can only be made at scheduled time slots, which is not easy for people in intense work environments with high workloads to access. The widespread "labeling" phenomenon in social groups still makes many people tend to ignore content closely related to this, and psychological resistance is getting stronger [3].

2.3. Mismatch between psychological support services and employees' needs

Some enterprises adopt a "one-size-fits-all" approach when providing psychological support services, without formulating personalized plans based on systematic needs assessment. There is a significant gap between the service effect and the actual needs of the target group. In terms of content design, it focuses on basic work such as popularizing mental health knowledge and emotional regulation, lacking attention to in-depth issues such as career development planning, workplace relationship building, and work-life balance. In terms of form, most activities are carried out relying on traditional teaching models, lacking interactive links and a sense of experience. The construction of online consulting service platforms and the promotion of group intervention mechanisms are not perfect [4]. Due to the lack of long-term operation guarantees, such services often show short-term fluctuations and cannot continuously meet employees' changing mental health needs.

3. Important value of employee stress management and psychological support

3.1. Conducive to enhancing employees' development momentum

A sound stress management mechanism and a comprehensive psychological support system can help employees relieve psychological pressure, regulate emotions, promote physical and mental harmony, and stimulate internal potential. Scientific stress reduction is conducive to improving work efficiency. When employees are moderately stressed and receive timely counseling, they will not experience emotional exhaustion, distraction, job burnout,

and other problems due to long-term high pressure, and maintain an efficient work attitude and output level. Through professional psychological counseling interventions, employees can form positive coping models, master stress adjustment methods, improve psychological resilience, and face career challenges with confidence and calmness, greatly improving the efficiency of solving problems. Psychological counseling services play an important role in promoting career development. The focus of psychological counseling services is to provide employees with systematic career planning guidance, helping them clarify their goals and properly cope with anxiety during career promotion [5].

3.2. Conducive to optimizing enterprise organizational management efficiency

Related work can optimize enterprise organizational management efficiency and enhance core competitiveness. For example, reducing management costs by reducing absenteeism, turnover, and work mistakes caused by employees' mental health problems, and lowering recruitment, training, and production losses. A sound support system can reduce the incremental management costs caused by mental health problems, enhance team cohesion, create an organizational atmosphere of respect and care, strengthen employees' sense of identity, promote communication and collaboration, reduce workplace conflicts, and improve interpersonal relationships [6]. For example, improving the enterprise's brand image by reflecting social responsibility and humanistic care, enhancing the attractiveness to outstanding talents, and reserving talents for long-term development.

3.3. Conducive to building a harmonious and stable labor relationship

Establishing a harmonious and stable labor relationship is of far-reaching significance for maintaining social order. At present, disputes caused by workplace pressure and psychological problems are increasing, which poses a potential impact on the traditional labor relationship system. Scientific stress management methods and psychological support systems can help enterprises better grasp employees' needs and emotional changes, resolve conflicts in advance, and enhance mutual understanding. Effectively protect workers' mental health rights and interests, improve satisfaction and sense of belonging, and promote the formation of a fair and impartial working environment between labor and capital [7]. A good interactive model can not only shape a positive corporate image but also stimulate team potential, providing support for the sustainable development of enterprises.

4. Countermeasures for employee stress management and psychological support
4.1. Construct a systematic stress management and psychological support system

In carrying out stress management and psychological support work, enterprises should focus on building a systematic support system to promote the standardization and long-term development of various work, which can reduce fragmented and arbitrary problems. Therefore, enterprises should start with top-level design and system guarantee construction to provide a strong basis for the development of subsequent work. First, strengthen top-level design. Enterprises should build a systematic stress management system, incorporate psychological assistance into the enterprise strategic planning system, determine goal positioning, basic principles, and operating procedures, and create a full-process management system of "prevention first, process intervention, and continuous tracking". Establish an inter-departmental special working group, with senior leaders responsible for overall coordination, integrating the human resources department and trade union functional units, refining the division of responsibilities at all levels, and ensuring implementation effects [8]. Second, improve the guarantee mechanism. Enterprises should increase staffing and resource investment, introduce professional psychological

teams, improve the professionalism of services through internal and external training methods, establish employee mental health files using advanced evaluation tools, implement dynamic monitoring and provide personalized guidance and suggestions, and set up special fund accounts to ensure the funds needed for the smooth progress of related activities[9]. Third, improve system guarantees. Enterprises should formulate the "Work Procedures for Employee Stress Management and Psychological Support", specifying service scope, operation steps, and data guarantees, standardizing the development of related activities, thereby increasing the confidence of the target group in the service system. For example, it should be mentioned that psychological consultants must abide by confidentiality disciplines, properly keep and carefully handle information involving personal privacy, and actively safeguard the legitimate rights and interests of relevant personnel.

4.2. Carry out regular stress management and mental health knowledge training

Knowledge training is an important way to improve employees' stress management capabilities and mental health literacy. In this regard, enterprises should focus on carrying out regular training work to enable employees to establish correct cognition, master scientific methods, and improve managers' intervention capabilities to firmly hold the line of mental health. Training work should cover all members and be carried out hierarchically and classified according to employees in different positions to improve training effectiveness[10]. First, carry out diversified training activities. Enterprises should systematically establish a multi-level training system to improve employees' psychological resilience and health levels. Design curriculum content covering themes such as stress management, emotional regulation, and mental health education according to actual needs. Strengthen interaction effects and practical application value through various methods such as lecture-based teaching, case discussions, group discussions, and role-playing. Let participants experience typical high-pressure situations in the workplace through scenario simulation and learn how to respond scientifically; invite professional psychological experts to provide special guidance to solve specific problems and give personalized suggestions[11]. Second, strengthen training for enterprise managers. Enterprises should cultivate the stress adjustment capabilities of management personnel to enable them to create a positive organizational culture. Managers are the group most directly in contact with employees. Managers' ability to perceive and intervene in employees' stress status directly affects the effectiveness of stress management work. Through training, let managers master basic psychological counseling skills, detect employees' stress problems promptly, provide care and guidance, guide managers to establish correct management concepts, reasonably assign work tasks, not exert excessive pressure on employees, and create a good team atmosphere[12].

4.3. Optimize service forms and expand online service channels

The optimization of service forms is directly related to employees' workplace experience. With the diversified development of employees' needs, the traditional single service model has been difficult to meet their actual needs. Enterprises should accurately align with employees' needs and enrich service carriers to improve the personalization and convenience of services. First, accurately align with employees' needs and provide personalized psychological support services. Enterprises should adopt systematic investigation methods, such as questionnaires, in-depth interviews, and focus group discussions, to comprehensively collect the psychological tolerance factors and specific requirements of groups in different positions, age groups, and gender characteristics, and then formulate targeted intervention plans. For young employees, focus on career development blueprint design guidance and workplace survival skills training; for middle-aged employees, focus on work-life balance improvement and family relationship coordination care; for female employees, focus on

promoting post-maternity return-to-work connection methods and carry out psychological counseling on gender-related issues [13]. Second, enrich service forms and improve the diversity and interest of services. Enterprises should attach strong interactive experiences to innovative service forms, including not only traditional face-to-face contact models but also various types such as group assistance activities, theme salon discussions, and mindfulness practice, and meet the personalized needs of some individuals by increasing online booking platforms in a timely manner [14]. Third, expand online service channels. Enterprises should build online service platforms, highlighting the convenience of online services and the quality of data security protection, and create a digital psychological assistance system. Employees can use mobile phones, computers and other devices to check relevant content at any time, greatly changing the time and space constraints of fixed operations. Through anonymous access, it can greatly reduce employees' psychological pressure and encourage them to actively seek help.

4.4. Establish a service effect evaluation mechanism and continuously optimize the service system

Stress management and psychological support work are not static. Enterprises should focus on establishing a dynamic optimization mechanism, regularly evaluate and provide feedback on related work, and adjust service content and forms based on feedback results to ensure that service work can always meet employees' actual needs and help enterprises develop well. In this regard, enterprises should establish a scientific service effect evaluation mechanism, regularly analyze the development of stress management and psychological support work, promptly find problems in service work, and modify and adjust them to continuously optimize the service system. First, clarify evaluation indicators. Enterprises should conduct systematic, regular inspections on stress intervention and psychological assistance work, and promptly identify potential problems to promote improvement. When formulating detailed standards, they should comprehensively consider various factors such as employee satisfaction, stress level changes, attendance rates, and turnover rates. Use questionnaires, psychological tests, and data analysis methods to obtain specific examples, so as to achieve accurate measurement and analysis of key indicators [15]. Second, establish a feedback mechanism. Enterprises should improve the feedback mechanism, collect employees' ideas and suggestions through various channels, and always grasp clues to changes in demand characteristics. For example, release calls for submissions through online platforms to encourage everyone to actively leave messages and exchange ideas, and organize special seminars or forums regularly to carefully explore the core of problems encountered in practice. Based on research data and employee feedback, make rapid adjustments, optimize service models, content, and processes, and improve the overall framework of the service system. If there is a delay in the response of online consulting services, it is necessary to optimize the platform operation mechanism, add full-time consulting positions, and strengthen technical support to improve efficiency. If there is a large demand for career development guidance, the number of services should be increased, and industry experts should be invited to offer special training courses. At the same time, the evaluation results and improvement achievements should be included in the department's performance appraisal index system to ensure the continuous development of stress management and psychological assistance work and help achieve development goals.

5. Conclusion

In summary, employee stress management and psychological support are important components of enterprise

human resource management and important guarantees for enterprises to achieve high-quality development. In the actual development process, enterprises should fully recognize the importance of employee stress management and psychological support work, and continuously improve the work level from aspects such as building a systematic system, carrying out regular training, optimizing service forms, and establishing an evaluation mechanism. With the increasing social attention to mental health, enterprises should actively explore and innovate, continuously improve relevant working mechanisms, and create a better working and growth environment for employees.

Disclosure statement

The author declares no conflict of interest.

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