

The logo for IDOCAL features the word "idocal" in a lowercase, sans-serif font. The letters "i", "d", "c", and "a" are dark brown, while the "o"s are a golden-yellow color. The "o" in the middle is larger and positioned higher than the others, with a smaller "o" below it. The logo is set against a white background within a square frame that has a blue-to-orange gradient border.

idocal

NOVEDADES IDOCAL

2017

11 - 15 de Diciembre
Vol. 3, número 42

A horizontal decorative bar with a blue-to-orange gradient, matching the logo's border, located at the bottom of the central white area.

- 1. PUBLICACIONES: LINKING STAFF BURNOUT TO FAMILY MEMBERS' SATISFACTION IN CENTERS FOR PEOPLE WITH INTELLECTUAL DISABILITIES: A SERVICE CHAIN APPROACH. MOLINER ET AL.**
- 2. PARTICIPACIONES: JORNADAS DE PLENA INCLUSIÓN**
- 3. PARTICIPACIONES: IV JORNADA DE EXCELENCIA E INNOVACIÓN EN PSICOLOGÍA**
- 4. VISITANTES EN EL IDOCAL: LAS PROFS. BEATRICE VAN DER HEIJDEN Y PASCALE LEBLANC**
- 5. MÁSTER WOP-P: WORKSHOPS SOBRE PREVENCIÓN DE RIESGOS PSICOSOCIALES**

1. Publicaciones: Linking staff burnout to family members' satisfaction in centers for people with intellectual disabilities: a service chain approach. Moliner et al.

Un equipo de investigadores del IDOCAL con la participación del profesor Agustín Molina de la Pontificia Universidad Católica de Chile, y ex doctorando del IDOCAL ha publicado el trabajo que lleva por título “Linking Staff Burnout to Family Members' Satisfaction in Centers for People with Intellectual Disabilities: a Service Chain Approach”. Este trabajo se enmarca en el contexto de un proyecto pre-competitivo desarrollado en el IDOCAL y analiza en dos estudios independientes la relación entre el síndrome de burnout en trabajadores y la calidad de servicio en centros de atención a personas con discapacidad intelectual considerando en un mismo modelo la perspectiva de los profesionales y la de los usuarios del servicio.



Carolina Moliner, Laura Lorente, Agustín Molina, Esther Gracia, and Vicente Martínez-Tur (2017). Linking Staff Burnout to Family Members' Satisfaction in Centers for People With Intellectual Disabilities: A Service Chain Approach. *Intellectual and Developmental Disabilities*: December 2017, Vol. 55, No. 6, pp. 392-406. <https://doi.org/10.1352/1934-9556-55.6.392>

Abstract

Research in centers for people with intellectual and developmental disabilities has somewhat neglected the relationship between workers' burnout and users' service evaluations. Two independent survey studies tested this connection. In the first study (100 centers, 714 workers, and 612 family members), results confirmed that burnout has a negative relationship with workers' perceptions of service quality. In turn, these perceptions are associated with the service quality perceptions of family members and their satisfaction with the service. In a replication sample (86 centers, 601 workers, and 819 family members), we reproduced these results and added situational constraints in the model. Both social and technical constraints correlated positively and significantly with burnout. These studies offer a view of the relationships between burnout and service quality.

¡Enhorabuena a los autores!

2. Participaciones: Jornadas de Plena Inclusión

El pasado día 21 de Noviembre los profesores del IDOCAL, Vicente Martínez-Tur y Carolina Moliner, se desplazaron a la Universidad Autónoma de Madrid con motivo de su participación en la “Feria de Conocimiento sobre Transformación de Servicios de Apoyo a personas con discapacidad Intelectual” organizada por Plena Inclusión. Su ponencia invitada tuvo lugar en el contexto del desarrollo de Talleres de Autodeterminación para el fomento de la inclusión social de las personas con discapacidad.

Dicha participación se produjo en el marco del proyecto de Investigación COPDICA de la Agencia Española para la Investigación. Esta ponencia representa la continuidad en la colaboración entre el IDOCAL y Plena Inclusión que se viene dando a lo largo de hasta ahora cuatro proyectos financiados por el Ministerio.



3. Participaciones: IV Jornada de Excelencia e Innovación en Psicología

El profesor José María Peiró participa en la IV Jornada de Excelencia e Innovación en Psicología, que ha tenido lugar hoy día 15 de Diciembre en Madrid, y organizada por el Centro de Enseñanza Superior Cardenal Cisneros y Psicofundación, y promovido por el Consejo General de Psicología en España, la Federación Iberoamericana de Agrupaciones y Colegios de Psicología, la Academia de Psicología de España y la Conferencia de Decanos de Psicología de las Universidades Españolas.

El prof. J. M. Peiró participa con la ponencia “Trabajo, flexibilidad y carrera de los jóvenes: un enfoque psicosocial”.

Para acceder al programa, pincha [aquí](#).



4. Visitantes en el IDOCAL: Las profs. Beatrice van der Heijden y Pascale Leblanc

Las profesoras Beatrice van der Heijden (Radboud University Nijmegen, Institute for Management Research) y Pascale Leblanc (Department of Industrial Engineering & Innovation Sciences, Eindhoven University of Technology) visitaron el IDOCAL para trabajar en el proyecto de investigación “Ampliando el conocimiento sobre la sobrecualificación de los graduados universitarios para diseñar estrategias de intervención”, financiado por el Ministerio de Economía y Competitividad.

Junto con Vicente González-Romá y Ana Hernández, IPs del proyecto, así como Juan Gamboa y Juan Yeves, miembros del equipo de trabajo del proyecto, han estado trabajando en dos manuscritos centrados en la empleabilidad de los jóvenes universitarios, la sobrecualificación, y otros indicadores de la calidad del empleo. El primer estudio muestra que la orientación práctica profesional de la docencia impartida en la universidad contribuye a prevenir la sobrecualificación de los jóvenes a través de distintas dimensiones de empleabilidad (capital social e identidad de carrera) y de la empleabilidad percibida. El segundo muestra que, para los estudiantes que compaginan estudios y trabajo durante sus estudios universitarios, el grado de relación que existe entre el trabajo y el campo de estudio predice positivamente la calidad del trabajo tras graduarse. Esta relación, además está mediada por las percepciones de empleabilidad.



5. Máster WOP-P: Workshops sobre prevención de riesgos psicosociales

Los alumnos de segundo curso del máster WOP-P anuncian cuatro workshops sobre prevención de riesgos psicosociales. En las siguientes páginas puedes ver los anuncios que han circulado a los participantes inscritos.

PRESENTERS

ELENA DAFNOUDI

Senior Consultant, *Thessaloniki Greece*

VANESA GELARDO

Senior Consultant, *Alicante Spain*

NUR HARIS ALI

Senior Consultant, *Jakarta Indonesia*

SARA LÓPEZ

Senior Consultant, *Alcoy Spain*

NAIARA VIDAL

Senior Consultant, *Cocentaina Spain*

HOW TO DOWNLOAD WORK OVER- LOAD?

FIND OUT IN OUR WORKSHOP

CONTACT

Visit our web at
www.erasmuswop.org/workshopworkoverload

If you'd like to share your photos or tweets, just tag us @WOPPMaster.
We're on Twitter and Facebook!

PRESENTED BY HARIBU CONSULTANCY FIRM

DECEMBER 13, 2017 AT 9 AM | SALA DE PROVES B2 | UNIVERSITY OF VALENCIA

MANAGING WORK OVERLOAD



DETAILED DESCRIPTION

Around half of European workers consider stress to be common in their workplace, and it contributes to around half of all lost working days. Like many other issues surrounding mental health, stress is often misunderstood or stigmatized.

However, when viewed as an organizational issue rather than an individual fault, psychosocial risks and stress can be just as manageable as any other workplace safety and health risk. In this workshop we focus on work-overload as a work related stressor and as the result of the imbalance between excessive job demands and resources. Work-overload is the extent to which individuals feel that the demands of their workload and the associated time pressures are a source of pressure, for example: unrealistic deadlines and expectations, often as a result of super achievement by the most talented; technology overload, ambiguous work characteristics. In this workshop you will discover the amazing positive outcomes after training Managers and Junior Consultants on how to provide and seek resources.

THE BEST PSYCHOSOCIAL RISKS INTERVENTION WORKSHOP

ABSTRACT

This workshop will provide an in-depth look at three of the biggest challenges faced by practitioners attempting to deal with work-overload as psychological risk:

- (1) Planning an intervention on work-overload
- (2) How Managers provide resources to Junior Consultants
- (3) How Junior Consultants develop Personal Resources

The workshop is designed to help participants gain practical insight into approaches like: Tutoring, Learning from errors, Building resilience

TARGET AUDIENCE

The workshop is intended for professionals who are familiar with basic principles of psychological risk assessment. The workshop is geared towards professionals who are interested in learning about how to intervene in consultancy firms in which Junior Consultants feel work-overloaded

PRICES

STUDENT
70€

PROFESSIONAL
100€

METHOD OF PAYMENT

Bank Name : Santander
Account Holder : Haris Ali
Account (IBAN) : ES75 0049 6706 45 22
Swift Code : BSCHEM33

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La Luz Consultancy
presents

**INTERPERSONAL
RELATIONSHIPS:
THE
INESCAPABLE
REALITY OF
WORK LIFE**



Knowledge of risk prevention
techniques and interest in high-
reliability organizations is
welcome

APPLY AT SIOP.COM

**13TH OF
DECEMBER**

**3 PM
BLASCO IBANEZ,
21**

TOPIC OF WORKSHOP

Interpersonal relationship refers to a strong association among individuals working together in the same organization. Employees working together ought to share a special bond for them to deliver their best level. It is essential for individuals to create healthy interpersonal relationships to benefit from a positive ambiance at the workplace.

Problem Statement

Impoverished interpersonal relationship in the workplace has been linked to high levels of job dissatisfaction, intent to turnover and negative physical and mental health outcomes among employees.

We take a multi-level approach, examining the area from organizational, group, and dyadic perspectives, and focus both on the outcomes and the predictors of positive working relationships.



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LEARNING OBJECTIVES

- (1) Attendants will be able to develop interpersonal factors; ability to negotiate, cooperativeness, ability to consult others, social perceptiveness and social skills
- (2) team management and leadership factors; planning and task coordination, ability to instruct others and establish a positive climate
- (3) communication factors; active listening, ability to engage in closed-loop communication and ability to share information.

Abstract:

This workshop will review a global primary prevention intervention for the Hyatt Group, Andaz Singapore Hotel, about performance & Satisfaction through Social Support. Moreover, during this workshop will work on the small version of our intervention in which will work about three of the most related topics to social support at work: Teambuilding, Communication and Organisational Climate.

Intended Audience:

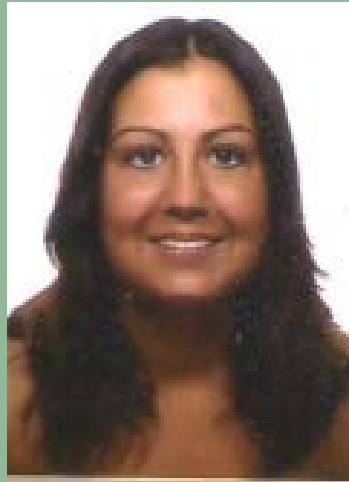
This workshop is intended for experienced I-O and HR practitioners who wish to expand their capabilities in working with hospitality workers through interventions

Learning Objectives:

- Identify organisational people needs
- Analyse the need and define purposes in order to improve work situations
 - Generate an intervention plan
- Assess the best HR practices, such as real experiential activities, and think critically the positive effects on the different topics that will be worked.
- Understand, learn and define how to evaluate interventions.

Presenters:

Lara Nova
CEO, Coordinator



Ole Mork
Senior Consultant



Pavan Mudalar
Senior Consultant



Performance & Satisfaction through Social Support

SuperNova Consulting

WORKSHOP

14 TH DECEMBER 9AM- 1PM

ADDRESS: AV. BLASCO IBÁÑEZ
S/N PSYCHOLOGY FACULTY
ROOM LB2

FOR MORE INFORMATION:
LARIYA@SUPERNOVA.COM

Detailed Description:

Research on fostering social support explores effects related to the high performance and satisfaction at work.

This workshop highlights a global research applies on intervention through relevant constructs such as teambuilding, communication, organisational climate, conflict management, HR practices. The applied primary prevention intervention programme reveals that hospitality workers has improved their processes through social support.

Using these findings, the social support workshop will describe and discuss the developed process for the design, how to develop it, and also, this workshop will share some experiential activities that were carried out before in order to obtain this successful success through the participation of the HR professional assistants. Moreover, we will learn practical real experiential activities and methods for predicting high performance and satisfaction at work will also be review and evaluated.

Isabel Pérez
Senior Consultant



Madeleine Soler
Senior Consultant



• SERVICES •

- Workplace Investigations
- Workforce Planning
- Compensation
- Performance Management
- HR transformations
- Wage and Hour
- Compliance
- Employee Leave Administration
- Training
- Other HR solutions

• THANK YOU •

SuperNova Consulting



SuperNova Consulting






Emotional Labour in Emergency Personnel

Lessons from Netcare 911

Date: 14 December 2017

Venue: University of Valencia, Faculty of Psychology

Vision Consulting invites you to grow your professional knowledge of Emotional Labour in Emergency Personnel. We provide an interactive and experiential workshop that teaches you to intervene effectively when your organization is at risk.



Research shows that emergency personnel are some of the most at-risk workers for the negative side effects of emotional labour. Emergency personnel must remain calm and professional despite being constantly exposed to intense trauma. Without appropriate intervention methods, emergency personnel experience high levels of burnout which in turn leads to high rates of turnover in their organizations.

Why you need to attend

After a successful 3-year intervention with Netcare 911, we have a deep-level understanding of how to decrease the negative effects of emotional labour in organizations. Our workshop will equip you with the knowledge and skills to:

1. Understand antecedents and outcomes of emotional labour
2. Conduct good debriefing sessions
3. Help workers to appropriately label their emotions
4. Develop healthy coping mechanisms
5. Redesign work systems to support well-being
6. Offer on-going, continuous support and assessment

About the speakers

We are Vision Consulting, experts in risk prevention. Our team includes Tariku Ayana, Michelle Renecke, Rik Vreeke and Natalie McCullough, WOP-P Master's students at the University of Valencia. We are a diverse team of professionals who offer customized consulting services in the field of Industrial and Organizational Psychology. We better organizations by relying on science and industry best practices.

Program

- I. **Confirmed Date:** 14 December 2017
- II. **Confirmed Venue:** University of Valencia, Faculty of Psychology, 3rd floor, Blasco Ibanez 18, Valencia, Spain
- III. **Half Day Workshop**
Check in 2:55pm
First session: 3- 3:55pm
Second session: 3:55- 5pm
Third session 5:20- 6:20pm
Fourth session 6:30- 7:00pm
- IV. **Costs:** 250.00 euros for members & 350.00 euros for non-members
- V. **Register Now:** visionconsulting15@gmail.com



Colaboradores de este número (por orden alfabético):

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