

міжнародними, отримання та переробка інформації, спілкування безпосередньо із соціумом. Тому компетентному лідеру необхідно орієнтуватися в інформаційному потоці, мати достатню кількість знань у різних сферах, вміти розрізняти якісне та неякісне інформаційне поле і мати здатність прийняти та донести інформацію соціуму у правильно сприйманому форматі.

Задля більшої інформаційно-психологічної безпеки особистості, зокрема для професій соціального напрямку, рекомендують різні способи психологічного захисту. Вони дозволяють запобігти або нейтралізувати негативний вплив інформації в різних ситуаціях, наприклад, мас-комунікаційних, контакт-комунікаційних та міжособистісних.

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#### *PTSD in workplace and leader's social strategies to support employees who suffer from it*

PTSD is the acronym for the mental health disorder, "Post-Traumatic Stress Disorder". According to the NHS, "Post-traumatic stress disorder (PTSD) is an anxiety disorder caused by very stressful, frightening or distressing events. Someone with PTSD often relives the traumatic event through nightmares and flashbacks, and may experience feelings of isolation, irritability, and guilt" [4].

This is most commonly experienced by people who have served in the military or by people who have experienced a traumatic event in their personal life. However, people can also experience PTSD from their workplace as well.

According to psychotherapist, Joyce Marter, in the book, *The Financial Mindset Fix: A Mental Fitness Program for an Abundant Life*, "workplace PTSD is characterized by the different emotional, cognitive, and physical challenges people experience when they have difficulty coping with negative, abusive, or traumatic aspects of their jobs" [2]. This can include a variety of different factors in the workplace, such as unfair requirements from supervisors, challenging co-workers, lack of respect for boundaries, sexual harassment, or even no job flexibility.

PTSD can also be caused by the office culture itself, Marter noted. Ongoing exposure to things like emotional abuse, threatening behaviors It can be even be prompted by less overtly egregious but persistent career harms that Marter described as "chronic overwork; unrealistic performance expectations; not being given the resources to succeed at your job; undelivered promises; boundary violations such as expecting you to do work when on vacation; and not allowing you to use your

benefits like vacation, sick time, or leave” – cues that tell employees they aren’t psychologically safe at work.

PTSD generally arises when something triggers someone to a time where they have experienced trauma. At the workplace, simply overworking the employee, not giving the employee any recognition for their work, and treating employees poorly consistently can be traumatizing. This can mean having the employee feel overwhelmingly burnt out from their work environment. These feelings can lead to fear around work and make them afraid to speak up when necessary.

PTSD at the workplace can even be from interactions with someone who is a reminder of a past traumatic experience. A coworker or supervisor may say things or have an attitude that is a reminder of someone who was once verbally abusive. There may even be situations where an event that has similar association to a past traumatic event occurs. Once a person gets triggered in a situation, it will cause the individual to feel the symptoms of PTSD.

Workplace PTSD can negatively impact attendance, job performance, productivity, efficiency, and efficacy it can also cause accidents, errors, and turnover. So Leaders should to pay attention n social strategies to support employee who suffer from PTSD.

Being aware of PTSD is the first step, mental health professionals agree. An HR department should have general knowledge, and perhaps training, about trauma, stress, and burnout. You can’t address something if you don’t know it exists. For companies that want to be proactive about assisting employees who suffer from workplace PTSD and create a supportive workplace culture, professionals recommend some best practices. Providing channels for employees to file reports or complaints about conditions that can trigger the PTSD – anonymously, if needed – is critical, as is offering mental wellness training for staff that covers awareness, conflict resolution, and effective communication.

Creating an atmosphere where employees can talk about what they are experiencing is key.

We can distinguish seven ways company leaders can help employees that may be suffering from PTSD [based on 1; 3].

1. Showing empathy and allowing employees to feel comfortable. This allows employees to know that if they need anything or need to share anything that is going on in their personal life, they can do so. Employees that know they work in a judgment-free space will feel safer at work

2. Checking in with employees. When managers check-in, it gives employees the reinforcement that they are cared about and can make their day better by knowing someone cares about how they are doing.

3. Creating bonds with employees. This can include having company lunches or even setting up events for employees outside of the workplace. This allows the employer the opportunity to get to know their employees on a different level as well as some insight on who they are as a person.

4. Providing employees with effective positive and negative feedback. When doing this, you want to start off with positive feedback by letting employees know the

things they are doing well at their job followed by the negative feedback with the things that they need to work on. This gives the employees reassurance that they are good at their job, there are just some things that need to be worked on.

5. Respect employees' time. Employees are entitled to sick days and PTO days. If an employee has requested that time off, allow them to have it without disturbing their time with work. Also, if it is outside of work hours, do not reach out with work unless there is an emergency.

6. Provide mental health training for employees. This allows employees to know that you care about their mental health as well as provides your employees with some useful resources.

7. Provide resources for employees to have access to mental health. This gives your employees access to tools that can support their mental health. For some people, mental health care may be too costly, and this can be a great help for that. This can include providing specific insurance plans or partnering with a mental health benefits provider.

### References

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*Пріоритети і завдання політики соціальної безпеки України щодо становлення  
сучасного пенсійного забезпечення*

Аналіз наукової літератури свідчить про велику увагу вітчизняних науковців до проблематики становлення сучасного пенсійного забезпечення в Україні як провідного фактора зміцнення соціальної безпеки держави.

Соціальні цінності, інтереси і соціальна безпека повинні бути пріоритетами в державній соціальній політиці. У ст. 3 Закону України «Про основи національної безпеки» зазначається, що національний інтерес полягає у створенні демократичного, громадянського, правового суспільства, де будуть забезпечені політичні, соціальні, духовні та інші інтереси і права всіх громадян [1].

У сучасному розумінні «соціальна безпека – це стан життєдіяльності людини та суспільства, що характеризується сформованою, сталою соціальною системою забезпечення соціальних умов діяльності особистості, її соціальної