

Work Well Speaker Series 2023



The 3M's: meaningful, manageable, manual tasks – managing the risks of musculoskeletal disorders through a work design lens

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Abstract

In this presentation, Dr Pazell used narrative storytelling to explain the work realities of three fictional, but relatable characters from different industry segments. Their experiences inform the recommendations to manage their risks of musculoskeletal disorders that impact on other

hazard exposures, business objectives and values. The presentation explained the 3M's: the Meaning of the worker experiences, how to interpret the findings so that work can be Manageable, and an action plan to design better Manual tasks.

Key messages

- A human factors, task-based approach to work design can integrate efforts in physical and psychosocial risk management while achieving many other business and social objectives.
- A human factors, task-based and systems approach to managing health and safety risks can enhance the quality of the worker experience, their engagement, their health, their safety and their performance.
- Empathy is central to good design, and this must be understood throughout the lifecycle of the worker experience.
- Storytelling is a useful way to convey the needs of a worker population and link this to executive, organisational objectives.

Takeaways

- Learn to embed conventional service and human-centred design approaches in health and safety practices using personas, empathy maps, journey maps and design-based problem statements to framework health and safety design objectives.
- Illustrate the key roles in managing the discovery, design and realisation of good work throughout the lifecycle of the employee experience.
- Devise several ways to integrate physical and psychosocial risk management approaches so that you achieve the 3M's:
 - meaningful work
 - manageable work (for the employees and to focus the efforts of the health and safety professional), through
 - the improved design of manual tasks.
- Risk assessment tools matter, especially if they are to inform good work design: appraise the key features of useful hazard identification and risk assessment tools to enhance your manual task risk management program.
- Determine effective work design strategies to make the most impact in manual task risk management.

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