

## **On capability of handling diversity of psychosocial information in workplace interventions**

This project explores how agents such as managers, occupational health service, inspectors, and consultants can handle the diversity of employee reactions to crucial work environment characteristics. Diversity pertains to both positive and negative characteristics. Focus is on development of personal capability to process multifaceted qualitative information about psychosocial matters for communication with participants in workplace interventions. The capability of assessing qualitative diversity was studied from three perspectives. First, by analysing stereotyped perception of alerts about workplace problems and its supposed colouring by observers' own mental schemes of causation or means-end reasoning. Next, subjects recalled own positive and negative work experiences and tried to structure them by control-theoretic rules. Finally, the capability of using an individual or a task based analytic scheme was compared. Performance and judgment data were collected from samples of work-experienced participants in supplementary training courses in organizational psychology. Data treatment includes qualitative analyses of individual associative networks based on different types of structured reasoning. The results are supposed to advance the design of procedures and training for agents of management, supervision and support services. Present applications in practice involve evaluation of strategies for healthcare management and work environment supervision.