

Healthy Workplaces Campaign 2023-2025

Campaign Guide



Safe and healthy work
in the digital age

#EUhealthyworkplaces
www.healthy-workplaces.eu

Case study

How can digitalisation support workers' mental health?

Psychosocial risk factors can be present in any workplace and across a range of sectors. Modern workplaces where digital technologies such as AI-based worker management systems or human–robot cooperation are used are no exception. However, digitalisation is also useful in detecting and preventing mental health issues among workers.

Take, for example, the mental health chatbots – software applications (robots) that interact with workers. The chatbots analyse workers' communication patterns to assess the risk of mental health issues, such as burnout. Some chatbots can also provide personalised support to at-risk workers.

To make the chatbot strategy a success, it is important for managers to be transparent about how the information is collected and managed. Knowing that this information will not be used against them helps workers feel more comfortable in disclosing their mental health issues.

Another example of how digitalisation can be used to promote mental health is [MindBot](#), an EU-funded (Horizon 2020) project developing a 'mental health friendly MindBot platform' to be deployed in workplaces where automation has been introduced. These are workplaces where workers performing tasks that require unusually intense or sustained focus of attention and manual precision may experience inadequacy, and workers performing repetitive tasks may start perceiving low challenges and reduce their level of attention, which could result in accidents. In this context, MindBot aims to prevent stress, anxiety and boredom by supporting the worker's motivation and engagement within the cobot–worker interaction.

