

BSBWOR403A Manage Stress in the Workplace

This unit describes the performance outcomes, skills and knowledge required to manage own stress and the stress of others stress in a team environment.

Designed for:

This unit applies to the understanding and management of own stress and team stress in the workplace.

Competence in this unit requires managing own stress and managing the stress within a team by using effective strategies and initiatives to reduce stress and to improve the resilience of staff to withstand the stresses associated with a customer contact environment. This will require application of sound occupational health and safety (OHS) management in accordance with legislation and organisational policies and guidelines.

This role is undertaken by staff with managerial responsibility.

Duration:

1 day

Elements of Competency and Performance Criteria

Develop and implement personal stress management strategy

- Recognise signs and sources of stress
- Use appropriate techniques to manage own stress
- Maintain personal stamina and resilience
- Maintain personal work/life balance
- Become a role model in managing stress and time

Develop stress management strategies and techniques within a team

- Analyse and understand potential sources of fatigue and stress in the work environment
- Develop an understanding of a range of stress management techniques within a team
- Develop techniques to support the achievement of key performance indicators (KPIs) and priorities
- Encourage team members to support each other in managing stress
- Adopt strategies to effectively reduce, manage and deal with stress within a team
- Adopt stamina management strategies to maximize performance
- Develop techniques to assist team members to recover effectively from a stressful or difficult situation

Implement stress management techniques within a team

- Adopt work routine and procedural strategies to minimize stress and fatigue within a team
- Use appropriate time management tools and techniques
- Develop individual/group training and development program as required
- Use team meetings and other opportunities to discuss stress management techniques and to coach staff in using these techniques
- Regularly evaluate tools, techniques and strategies
- Develop team awareness of sources of internal and external support



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Develop team and morale building strategies

- Develop a strategy to engage and develop team members
- Develop a communication strategy within a team
- Manage and use team meetings effectively
- Develop a supportive and responsive team environment
- Delegate effectively to further empower and motivate team members

Monitor and address stress levels within a team

- Monitor individual staff performance against performance requirements
- Conduct regular staff reviews to identify variations and difficulties impacting on work requirements
- Monitor and support team members when in stressful situations
- Respond appropriately to behavioural signs of stress among team members
- Monitor work/life balance of team members
- Discuss outcomes and develop action plans with team members as appropriate



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