BSBWOR403 Manage stress in the workplace

# Modification History

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| Release | Comments |
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

# Application

This unit describes the skills and knowledge required to identify signs and sources of stress within job roles and according to key performance indicators (KPIs). Management strategies to aid recovery from stressful situations are also essential.

It applies to individuals who work at a managerial level, have excellent communication skills and apply knowledge of organisational policies, occupational health and safety (OHS) and other relevant legislation.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

# Unit Sector

Industry Capability – Workplace Effectiveness

# Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
| --- | --- |
| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Develop and implement personal stress management strategy | 1.1 Recognise signs and sources of stress  1.2 Use appropriate techniques to manage own stress  1.3 Maintain personal stamina and resilience  1.4 Maintain personal work/life balance  1.5 Become a role model in managing stress and time |
| 2. Develop stress management strategies and techniques within a team | 2.1 Analyse and understand potential sources of fatigue and stress in the work environment  2.2 Develop an understanding of a range of stress management techniques within a team  2.3 Develop techniques to support achievement of key performance indicators (KPIs) and priorities  2.4 Encourage team members to support each other in managing stress  2.5 Adopt strategies to effectively reduce, manage and deal with stress within a team  2.6 Adopt stamina management strategies to maximise performance  2.7 Develop techniques to assist team members to recover effectively from a stressful or difficult situation |
| 3. Implement stress management techniques within a team | 3.1 Adopt work routine and procedural strategies to minimise stress and fatigue within a team  3.2 Use appropriate time management tools and techniques  3.3 Develop individual/group training and development program as required  3.4 Use team meetings and other opportunities to discuss stress management techniques and coach staff in using these techniques  3.5 Regularly evaluate tools, techniques and strategies  3.6 Develop team awareness of sources of internal and external support |
| 4. Develop team and morale building strategies | 4.1 Develop a strategy to engage and develop team members  4.2 Develop a communication strategy within a team  4.3 Manage and use team meetings effectively  4.4 Develop a supportive and responsive team environment  4.5 Delegate effectively to further empower and motivate team members |
| 5. Monitor and address stress levels within a team | 5.1 Monitor individual staff performance against performance requirements  5.2 Conduct regular staff reviews to identify variations and difficulties impacting work requirements  5.3 Monitor and support team members when in stressful situations  5.4 Respond appropriately to behavioural signs of stress among team members  5.5 Monitor work/life balance of team members  5.6 Discuss outcomes and develop action plans with team members as appropriate |

# Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

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| Skill | Performance  Criteria | Description |
| Reading | 2.3, 3.3, 5.1 | * Analyses and compares specific and complex text to determine and distinguish requirements |
| Writing | 3.2, 3.3, 4.1, 4.2, 5.2, 5.6 | * Develops documents that clearly explain ideas and advice * Records information using required tools |
| Oral Communication | 2.4, 3.4, 3.6, 5.2, 5.4, 5.6 | * Provides advice and information using language and features suitable to the audience in group and individual meetings * Uses listening and questioning techniques to confirm understanding |
| Numeracy | 3.2 | * Interprets mathematical information related to timelines |
| Navigate the world of work | 2.1 | * Understands legislative responsibility to provide a safe working environment |
| Interact with others | 1.5, 2.4, 3.6, 4.3, 4.4, 4.5, 5.2, 5.4, 5.6 | * Understands how own behaviour impacts others and leads by example * Establishes and builds rapport and relationships with team members * Provides effective support, feedback and coaching in difficult or tense situations |
| Get the work done | 1.2, 2.1, 2.2, 2.3, 2.5, 2.6, 2.7, 3.1-3.5, 3.6, 4.1, 4.2, 4.4, 4.5, 5.1-5.5 | * Plans and monitors tasks to ensure deadlines are met and competing demands are accommodated * Establishes, implements and monitors strategies, development plans and actions for team members * Uses problem-solving techniques to analyse and address issues that arise |

# Unit Mapping Information

| Code and title  current version | Code and title  previous version | Comments | Equivalence status |
| --- | --- | --- | --- |
| BSBWOR403 Manage stress in the workplace | BSBWOR403A Manage stress in the workplace | Updated to meet Standards for Training Packages | Equivalent unit |

# Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>