



Australian Government

Department of Education, Employment and Workplace Relations

BSBWOR201A Manage personal stress in the workplace

Revision Number: 2

BSBWOR201A Manage personal stress in the workplace

Modification History

Release	Comments
Release 2	New release of this Qualification released with <i>version 6 of BSB07 Business Services Training Package</i> . Outdated advice removed

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to manage personal stress in a customer contact environment.

Application of the Unit

This unit requires an awareness of sources of personal stress, the development of strategies to effectively manage stress, time management and recovery from stressful contacts or situations. This particularly applies in a contact centre environment due to the very measured, structured, high volume and potentially repetitive nature of the work but could apply in any work environment.

Competence in this unit requires resilience and self management of the stress that can be encountered in a customer contact environment.

This work is undertaken with some guidance and supervision.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Develop personal awareness of stress	1.1. Recognise <i>signs and sources of stress</i> 1.2. Acknowledge stress and <i>difficult situations</i> 1.3. Analyse and understand potential areas of stress in the work environment
2. Develop stress management techniques	2.1. Develop an effective understanding of a range of <i>stress management techniques</i> 2.2. Use appropriate techniques effectively to manage stressful situations 2.3. Focus on areas of stress within personal control 2.4. Adopt strategies to effectively reduce, manage and deal with stress
3. Manage time	3.1. Develop and understand job role priorities 3.2. Develop techniques to support the achievement of <i>key performance indicators (KPIs)</i> and priorities 3.3. Use appropriate <i>time management tools and techniques</i> 3.4. Regularly evaluate tools and techniques 3.5. Promptly identify and inform relevant personnel of any variations and difficulties affecting work requirements, through regular reviews
4. Recover from a stressful contact	4.1. Review the contact or situation 4.2. Analyse the root cause/s of stressful contact or situation 4.3. Depersonalise the context of contact or situation 4.4. Discuss outcomes with appropriate staff members 4.5. Prepare for next contact or situation in a positive manner 4.6. Follow-up or take action where needed
5. Maintain personal stamina and resilience	5.1. Identify <i>sources of fatigue</i> in contact centre role 5.2. Adopt work routine and procedural strategies to minimise stress and fatigue 5.3. Monitor personal performance against performance requirements 5.4. Adapt <i>stamina management strategies</i> to maximise performance 5.5. Seek assistance from team members and management in managing stamina
6. Maintain work/life	6.1. Identify work/life priorities

ELEMENT	PERFORMANCE CRITERIA
balance	6.2. Adopt strategies to support work/life priorities 6.3. Give high priority to health and wellbeing 6.4. Monitor work/life balance 6.5. Develop the ability to effectively leave work behind at the end of the day

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- analytical skills to understand the needs of internal and external customers
- communication skills to relate to people from diverse backgrounds and people with diverse abilities
- customer service skills to handle customer contacts confidently and effectively
- interpersonal skills to establish rapport and to build relationships with customers, team members and stakeholders
- literacy skills to communicate and articulate clearly and effectively
- negotiation skills to effectively deal with customers and work colleagues
- organisational skills to manage own tasks within timeframes
- problem-solving skills to solve problems creatively, independently and confidently
- self-confidence skills to confidently introduce own ideas and abilities
- self management skills to evaluate and monitor own performance and wellbeing
- teamwork skills to participate positively within the team and to be supported by the team.

Required knowledge

- escalation pathways
- job role priorities and KPIs
- internal and external sources of assistance
- occupational health and safety guidelines and policies
- signs and sources of existing and potential stress or difficult situations
- stress management and reduction techniques
- time management tools and techniques
- workplace policies and procedures.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • understanding of signs and sources of stress • understanding of job role priorities and KPIs • knowledge of occupational health and safety guidelines and policies.
Context of and specific resources for assessment	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> • access to workplace information and data • access to KPI and performance management documentation • access to relevant legislation, standards and guidelines.
Method of assessment	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • oral and/or written questioning to assess knowledge of signs and sources of stress • direct observation of the candidate effectively managing time and work priorities • oral and/or written questioning to assess knowledge of time management tools and techniques • oral and /or written questioning to assess knowledge of process to work through and recover from a stressful situation • oral and/or written questioning to assess knowledge of signs of work/life balance.
Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Signs of stress</i> may include:	<ul style="list-style-type: none"> • absence from work • conflict • fatigue • lack of self-esteem and confidence • poor work performance • sickness
<i>Sources of stress</i> may include:	<ul style="list-style-type: none"> • challenging KPIs and/or priorities • complex tasks • difficult customer contact • external factors • inadequate physical environment • interpersonal relationships
<i>Difficult situations</i> may include:	<ul style="list-style-type: none"> • changing regulations and legislation • customer abuse • customer complaint • high number of customer contacts • sensitive customer situations • unreliable technology
<i>Stress management techniques</i> may include:	<ul style="list-style-type: none"> • debriefing with peers and/or line manager • relaxation methods • specific training • stretching and exercises • taking breaks
<i>KPIs</i> may include:	<ul style="list-style-type: none"> • call rates • compliance with schedules (adherence) • customer satisfaction results • performance measures • quality assurance ratings • sales targets • targets
<i>Time management tools and techniques</i> may include:	<ul style="list-style-type: none"> • diary and/or schedule • organising information • prioritisation of tasks • self-management of training requirements

<i>Sources of fatigue</i> may include:	<ul style="list-style-type: none"> • ergonomic factors • excessive overtime • external issues • overload of information • repetitive tasks and/or contacts • shift rostering and hours of work
<i>Stamina management strategies</i> may include:	<ul style="list-style-type: none"> • management of personal wellbeing, for example: <ul style="list-style-type: none"> • breaks • hydration • life balance • meals • recognising fatigue • management of the environment, for example: <ul style="list-style-type: none"> • ergonomics • climate • noise • management of work, for example: <ul style="list-style-type: none"> • minimising re-working • sequencing tasks

Unit Sector(s)

Industry Capability - Workplace Effectiveness