



Australian Government

Department of Education, Employment and Workplace Relations

HLTAMBPD401B Manage personal stressors in the work environment

Release: 1

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Modification History

Unit Descriptor

This unit describes the skills and knowledge required to recognise stress in the work environment and develop a personal stress management plan

Application of the Unit

This unit applies to work in a range of health settings and involves providing and receiving support from colleagues in the management of stress at work
Application of this unit should be contextualised to reflect any stress management issues and practices specific to each workplace

Licensing/Regulatory Information

Pre-Requisites

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Develop personal stress management plan	<p>1.1 Recognise potential causes of stress so that immediate action can be taken to reduce or eliminate the stress</p> <p>1.2 Recognise own response to stress in the workplace</p> <p>1.3 Organise work to minimise stress where possible</p> <p>1.4 Develop a personal stress management plan in consultation with supervisor</p> <p>1.5 Constantly monitor personal stress levels and evaluate the effectiveness of the stress management plan on an ongoing basis</p> <p>1.6 Take further action to manage stress when necessary</p>
2 Offer support to colleagues	<p>2.1 Observe team members and colleagues for signs of stress after incidents and over time</p> <p>2.2 Informally debrief stressful incidents as soon as possible so prompt action can be taken to minimise stress reactions</p> <p>2.3 Offer constructive support to encourage effective management of personnel stress</p> <p>2.4 Identify need for further stress counselling and encourage prompt action</p>
3 Receive support from colleagues	<p>3.1 Recognise own level of stress on an ongoing basis and identify factors affecting stress level so prompt action can be taken to reduce or eliminate the effects of stress</p> <p>3.2 Seek support from colleagues when needed and accept where appropriate</p> <p>3.3 Recognise need for further stress counselling and promptly seek appropriate counselling</p>

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

Factors and circumstances likely to cause personal stress in the work environment

Methods of controlling stress

Organisation support programs and other available resources

Essential skills:

Ability to:

Identify personal stress and stressors and take steps to control or reduce stressors and stress

Identify stress in others and take steps, including the offer of support, to reduce, control or otherwise deal with stress

Use problem solving skills including:

using available resources

analysing information

making decisions to effectively manage personal stress within the working environment

Discuss issues relating to stress with colleagues and supervisor

Use oral communication skills required to fulfil job roles as specified by the organisation, including:

using interviewing techniques

asking questions

active listening

acknowledging and responding to a range of views

Use interpersonal skills, including:

working with others

showing empathy with colleagues

relating to persons from differing cultural, social and religious backgrounds

Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:

reading and understanding incident reports and case management materials

personal stress management plan

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

Evidence must include a demonstrated capacity to:

identify own personal stress and stressors

take steps to control or reduce stressors and stress

identify stress in others in the workplace

take steps, including the offer of support, to reduce, control or otherwise deal with stress

Observation in the work environment is preferable. However, where workplace observation is insufficient to demonstrate competence, simulations and/or case studies may be used as supporting evidence.

Evidence of workplace performance over time must be obtained to inform a judgement of competence.

Access and equity considerations:

All workers in the health industry should be aware of access and equity issues in relation to their own area of work

All workers should develop their ability to work in a culturally diverse environment

In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people

Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

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. Add any 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.

Potential causes of stress may include but are not limited to:

Acute stress from exposure to incidents involving trauma, violence, injury and/or death

Chronic work-related stress, including burn out and serious fatigue

Responses to stress may include but are not limited to:

- Physical reaction
- Psychological (mental/emotional) reaction
- Changes in health

Support may include, but is not limited to:

- Informal debriefing with colleagues
- Local peer support programs
- Other organisation resources

Support and de-brief may be provided:

- immediately
- when timely

Unit Sector(s)