



Australian Government

BSBWOR201 Manage personal stress in the workplace

Release: 1

BSBWOR201 Manage personal stress in the workplace

Modification History

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 understand signs and sources of stress within the broader framework of the job role and work environment.

It applies to individuals who usually work with some guidance and supervision in an environment where they are likely to encounter difficult customers and situations from time to time. It typically applies in a contact centre environment owing to the very measured, structured, high volume and potentially repetitive nature of the work, but can apply in any work environment.

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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Develop personal awareness of stress	1.1 Recognise signs and sources of stress 1.2 Acknowledge stress and difficult situations 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 stress management techniques 2.2 Use appropriate techniques to manage stressful situations effectively

ELEMENT	PERFORMANCE CRITERIA
	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 achievement of key performance indicators (KPIs) and priorities 3.3 Use appropriate time management tools and techniques 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 root cause/s of stressful contact or situation 4.3 Depersonalise context of contact or situation 4.4 Discuss outcomes with appropriate staff members 4.5 Prepare for next contact or situation positively 4.6 Follow up or take action where needed
5. Maintain personal stamina and resilience	5.1 Identify sources of fatigue 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 stamina management strategies to maximise performance 5.5 Seek assistance from team members and management in managing stamina
6. Maintain work/life balance	6.1 Identify work/life priorities 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 ability to effectively leave work behind at the end of the day

Foundation Skills

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

Skill	Performance Criteria	Description
Reading	3.1-3.5	Recognises and interprets textual information to determine job role and requirements
Writing	3.3, 3.4, 3.5	Completes time management documentation using organisational formats
Oral Communication	3.5, 4.4, 5.5	- Participates in discussions using clear language and features appropriate to audience - Uses listening and questioning techniques to request assistance and confirm understanding
Navigate the world of work	3.1, 3.2, 5.3	Understands role requirements and identifies own responsibilities
Interact with others	3.5, 4.4, 5.5	- Establishes rapport and builds relationships with team members and others - Maintains awareness of own strengths and weaknesses to support an overall sense of wellbeing
Get the work done	1.3, 2.1, 2.4, 3.1-3.4, 4.1-4.3, 4.5, 4.6, 5.1-5.4, 6.1, 6.2, 6.4, 6.5	- Plans and organises tasks to achieve outcome within timeframes - Uses analytical skills to decide on effective techniques to manage stress and personal well-being - Uses problem-solving skills to address a range of issues, seeking advice of others, where necessary - Monitors implementation of solutions and reflects on outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBWOR201 Manage personal stress in the workplace	BSBWOR201A Manage personal 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>

Assessment Requirements for BSBWOR201 Manage personal stress in the workplace

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Performance Evidence

Evidence of the ability to:

- recognise and understand potential stress in the work environment
- develop and use techniques and strategies to manage stress and stressful situations
- adopt and monitor potential sources of stress and fatigue, seeking assistance as required
- monitor own performance against performance requirements and key performance indicators (KPIs)
- use techniques to achieve work/life balance.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe job role priorities and KPIs
- list internal and external sources of assistance, including escalation pathways
- outline signs and sources of existing and potential stress or difficult situations
- discuss stress management and reduction techniques
- describe time management tools and techniques.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability – workplace effectiveness field of work and include access to:

- office equipment and resources
- time management tools
- workplace documentation

- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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