



CATAPULT

BSBWOR201

Manage personal stress in the workplace

Table of Contents (Extract)

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<https://catapultlearning.com.au/product/BSBWOR201/>

Trainer/assessor guide

BSBWOR201

Manage personal stress in the workplace

Welcome to this unit of study

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.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Develop personal awareness of stress	5
Signs of stress	5
Difficult situations.....	7
Stress in the work environment.....	12
Check your understanding	15
Topic 2: Develop stress management techniques	17
Stress management techniques	17
Stressful situations	20
Areas of stress within personal control	25
Strategies to reduce stress	27
Check your understanding	31
Topic 3: Manage time.....	33
Job priorities	33
KPIs	36
Time management tools.....	38
Evaluate tools and techniques	40
Variations affecting work requirements	41
Check your understanding	43
Topic 4: Recover from a stressful contact	45
Review the contact.....	45
Causes of stressful contact.....	49
Depersonalise situation	51
Discuss outcomes	53
Prepare for next contact.....	55
Follow up action.....	58
Check your understanding	59
Topic 5: Maintain personal stamina and resilience	61
Sources of fatigue	61
Work routine	65
Personal performance	67
Stamina management strategies.....	69
Assistance from team members.....	73
Check your understanding	77
Topic 6: Maintain work/life balance	79
Work/life priorities.....	79
Strategies to support work/life priorities.....	82
Health and wellbeing.....	84
Monitor work/life balance	86
Leave work behind	88
Check your understanding	91

Assessment workbook	93
Unit information	95
What is competency-based assessment?.....	96
How will my competency be assessed?	97
Assessment agreement	98
Foundation skills checklist.....	99
Skills recognition	100
Topic 1: Develop personal awareness of stress	101
Topic 2: Develop stress management techniques	102
Topic 3: Manage time.....	103
Topic 4: Recover from a stressful contact	104
Topic 5: Maintain personal stamina and resilience	105
Topic 6: Maintain work/life balance	106
Knowledge questions	107
Topic 1: Develop personal awareness of stress	108
Topic 2: Develop stress management techniques	111
Topic 3: Manage time.....	117
Topic 4: Recover from a stressful contact	123
Topic 5: Maintain personal stamina and resilience	129
Topic 6: Maintain work/life balance	136
Performance tasks	142
Third party evidence collection agreement	143
Topic 1: Develop personal awareness of stress	144
Topic 2: Develop stress management techniques	145
Topic 3: Manage time.....	148
Topic 4: Recover from a stressful contact	152
Topic 5: Maintain personal stamina and resilience	155
Topic 6: Maintain work/life balance	158
Completion record	162
Unit mapping	163
Trainer/ assessor user instructions	166

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Develop personal awareness of stress
- » Develop stress management techniques
- » Manage time
- » Recover from a stressful contact
- » Maintain personal stamina and resilience
- » Maintain work/life balance

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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