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| Title: | **Understanding stress management in the workplace**  |
| Level: | **3** |
| Credit value: | **1** |
| Unit guided learning hours | **7** |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Know how to manage stress in the workplace
 | 1.11.21.3 | Examine the causes and impact of stress in the organisationDescribe the symptoms of stress in self and othersExplain a practical stress management technique  |
| 1. Understand how to support individuals in the team and minimise stress in others
 | 2.12.2 | Describe management responsibilities and actions in relation to work-related stress in the teamExplain how and when to provide advice, mentoring or counselling to support individuals in the workplace |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To develop knowledge and understanding of managing stress in self and others as required by a practising or potential first line manager. |
| Unit review date | 31/03/2017 |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | Links to Management & Leadership 2008 NOS: C6, D8 |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) |  |
| Support for the unit from a sector skills council or other appropriate body (if required) | Council for Administration (CfA) |
| Equivalencies agreed for the unit (if required) | M3.15 – Managing stress in the workplace |
| Location of the unit within the subject/sector classification system | 15.3 – Business Management |
| Name of the organisation submitting the unit | Institute of Leadership & Management |
| Availability for use |  |
| **Additional Guidance about the Unit** |
| **Indicative Content:** |
| 1 | * Causes and impacts of stress at work
* Symptoms of stress in self and in others
* Implications of stress for workplace and non-work activities/relationships
* Implications and effects of stress for individuals and organisations
* Management responsibilities in relation to work-related stress
* Simple practical stress management techniques
* Sources of available support for stress sufferers
* Action planning and review techniques
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| 2 | * Definitions of counselling, advising and mentoring and when to use each of them to support individuals
* Principles of counselling
* Mentoring, and the mentoring cycle
* Range of available counselling and support mechanisms
* Implications of confidentiality
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