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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 | | | 1.1  1.2  1.3 | Examine the causes and impact of stress in the organisation  Describe the symptoms of stress in self and others  Explain a practical stress management technique |
| 1. Understand how to support individuals in the team and minimise stress in others | | | 2.1  2.2 | Describe management responsibilities and actions in relation to work-related stress in the team  Explain 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 | | | |
| 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 | | | |