

Accreditation : This Module is a Nationally Accredited Course

Title : **BSBWOR201A – MANAGE PERSONAL STRESS IN THE WORKPLACE**

Field Of Study : **Workplace Effectiveness**

What is this course all about?

This unit involves the skills and knowledge required to manage personal stress in a customer contact environment.

When you have finished this course you should be able to demonstrate your ability to:

Develop personal awareness of stress– BSBWOR201A/01

- ❑ Recognise signs and sources of stress
- ❑ Acknowledge stress and difficult situations
- ❑ Analyse and understand potential areas of stress in the work environment

Develop stress management techniques – BSBWORK201A/02

- ❑ Develop an effective understanding of a range of stress management techniques
- ❑ Use appropriate techniques effectively to manage stressful situations
- ❑ Focus on area of stress within personal control
- ❑ Adopt strategies to effectively reduce, manage and deal with stress

Manage time – BSBWOR201A/03

- ❑ Develop and understand job role priorities
- ❑ Develop techniques to support the achievement of key performance indicators (KPIs) and priorities
- ❑ Use appropriate time management tools and techniques
- ❑ Regularly evaluate tools and techniques
- ❑ Promptly identify and inform relevant personnel of any variations and difficulties affecting work requirements, through regular reviews

Recover from stressful contact – BSBWOR201A/04

- ❑ Review the contact or situation
- ❑ Analyse the root cause/s of stressful contact or situation
- ❑ De-personalise the context of contact or situation
- ❑ Discuss outcomes with appropriate staff members
- ❑ Prepare for next contact or situation in a positive manner
- ❑ Follow-up or take action where needed

Maintain personal stamina and resilience – BSBWOR201A/05

- ❑ Identify sources of fatigue in contact centre role
- ❑ Adopt work routine and procedural strategies to minimize stress and fatigue
- ❑ Monitor personal performance against performance requirements
- ❑ Adapt stamina management strategies to maximize performance
- ❑ Seek assistance from team members and management in managing stamina

Maintain work life balance – BSBWOR201A/06

- ❑ Identify work/life priorities
- ❑ Adopt strategies to support work/life priorities
- ❑ Give high priority to health and wellbeing
- ❑ Monitor work/life balance
- ❑ Develop the ability to effectively leave work behind at the end of the day

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ OHS representatives
- ❑ General employees

You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Analytical skills to understand the needs of internal and external customers
- ❑ Communication skills to relate to people from diverse backgrounds and people with diverse abilities
- ❑ Customer service skills to handle customer contacts confidently and effectively
- ❑ Interpersonal skills to establish rapport and to build relationships with customers, team members and stake holders
- ❑ Literacy skills to communicate and articulate clearly and effectively
- ❑ Negotiation skills to effectively deal with customers and work colleagues
- ❑ Organisational skills to manage own tasks within timeframes
- ❑ Problem – solving skills to solve problems creatively, independently and confidently

- ❑ Self-confidence skills to confidently introduce own ideas and abilities
- ❑ Self management skills to evaluate and monitor own performance and wellbeing
- ❑ Teamwork skills to participate positively within the team and to be supported by the team
- ❑ Escalation pathways
- ❑ Job role priorities with KPIs
- ❑ Internal and external sources of assistance
- ❑ Occupational health and safety guidelines and policies
- ❑ Signs and sources of existing and potential stress or difficult situations
- ❑ Stress management and reduction techniques
- ❑ Time management tools and techniques
- ❑ Workplace policies and procedures
- ❑

What Recognition will you achieve?

Where a demonstrated competency has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit. At completion of each module these activities will be handed in to your trainer, assessed then returned with relevant comments to keep you informed with your progress.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9482-6988 or simply visit our website on www.matrixtraininggroup.com/downloads.php in order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.