

**Managing Stress**

**Covering:**

**HLTWHS006 Manage personal stressors in the work environment**

Workbook

*Insert your name in the box provided and complete the declaration.*

|  |  |
| --- | --- |
| Participant Name: |  |
| Declaration: | I confirm that this is my own work. |
| Signature: |  |
| Date: |  |

**This Workbook must be submitted by the deadline specified by your trainer.**

© St John Ambulance Australia 2016

This publication is copyright. Apart from fair dealings for purposes of private study, criticism or review, as permitted under the Copyright Act, no part may be reproduced by any process without written permission.

All enquiries about this facilitator guide should be directed to:

National Training Manager

St John Ambulance Australia

PO Box 292

Deakin West   ACT   2600

Email: [training@stjohn.org.au](mailto:training@stjohn.org.au)

**Contents**

[Introduction 4](#_Toc499733974)

[A. Sources of Stress 5](#_Toc499733975)

[B. Strategies for Managing Stress 7](#_Toc499733976)

[C. Stress Management Plan 10](#_Toc499733977)

[D. Managing stressful situations 11](#_Toc499733978)

[E. Stress Management Plan evaluation 13](#_Toc499733979)

[Assessment Outcome 14](#_Toc499733980)

# Introduction

In order to complete this module, you are required to complete the following activities:

1. Short answer questions on sources of stress
2. Short answer questions on strategies for managing stress
3. Develop a stress management plan
4. Managing stressful situations
5. Stress Management Plan evaluation

Further instructions are provided for each of these activities below. The boxes in gray are to be completed by your assessor.

It is expected that activities A to C will be completed during the initial training for this module. You are then expected to apply the stress management plan during your life for a minimum period of three months.

Activity D requires you to apply their stress management plan to two stressful situations that they need to address whilst working.

Activity E requires you to evaluate the effectiveness of your stress management plan and to develop a revised stress management plan based on that evaluation. This must be done at least three months after the initial stress management plan is developed.

# Sources of Stress

*Complete the personal stress questionnaire and read the section on understanding stress in the participant reference materials and then complete the following questions.*

1. Identify four (4) things at work that cause you to feel stressed?

|  |
| --- |
|  |
|  |
|  |
|  |

1. Name two (2) symptoms of stress have you experienced?

|  |
| --- |
|  |
|  |

1. Match the types of stress with the correct description:

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Type of Stress** | **Description** | |
| **1** | Reactive stress | **A** | A reaction to demands that is sudden and unexpected. |
| **2** | Cumulative stress | **B** | A physical and emotional state of distress that occurs when the demands made on a person exceed the person’s capacity to cope. |
| **3** | Critical incident stress | **C** | A reaction to dealing with memories of a traumatic event. |
| **4** | Post-traumatic stress | **D** | A reaction to a series of continual stressors. |

1. Identify two (2) examples of client behaviour that you would find stressful.

|  |
| --- |
|  |
|  |

1. Identify two (2) examples of situations that might arise when working with colleagues that you would find stressful.

|  |
| --- |
|  |
|  |

1. Identify two (2) examples of stressful working conditions that you would find stressful.

|  |
| --- |
|  |
|  |

|  |  |  |
| --- | --- | --- |
| ***Criteria*** | **S** | **NYS** |
| All questions completed. |  |  |
| All answers demonstrate an understanding of the sources of stress. |  |  |
| All answers are written in plain English with good spelling. |  |  |
| Feedback if not yet satisfactory | | |

# Strategies for Managing Stress

*Read the section on managing stress in the participant reference materials and then complete the following questions.*

1. Name four (4) strategies that have worked for you in coping with stress?

(refer back to the personal stress questionnaire)

|  |
| --- |
|  |
|  |
|  |
|  |

1. The following are strategies for organising workload to minimise stress. For each one, describe how they can help minimise stress.

|  |  |
| --- | --- |
| Set realistic goals |  |
| Schedule tasks |  |
| Be organised |  |
| Report difficulties with work requirements |  |

1. Work/Life Balance

Complete the work/life balance questionnaire in the participant reference materials and answer the following question.

How would you describe your approach to work/life balance?

1. Active or Passive Stress Management

Complete the Active or Passive Stress Management questionnaire in the participant reference materials and answer the following question.

Do you consider that you actively manage any stress?

Give reasons for your answer.

1. What should a debrief accomplish?
2. Describe at least two (2) ways in which the Fair Work Act can assist employees in reducing stress in the workplace.

|  |
| --- |
|  |
|  |

1. Below are some support services you can access when dealing with stress. Complete the table below for each support service.

|  |  |
| --- | --- |
| **Support** | **What they can offer?** |
| Workplace peer support officer |  |
| Workplace counsellor |  |
| General practitioner |  |
| Psychologist |  |
| Psychiatrist |  |
| www.beyondblue.org.au |  |
| www.blackdoginstitute.org.au |  |
| Lifeline phone assistance (13 11 14) |  |

1. Describe how each of the following can help reduce stress.

|  |  |
| --- | --- |
| Exercise |  |
| Diet |  |
| Nutrition |  |

1. Describe how complementary and alternative health options can help reduce stress.

|  |  |  |
| --- | --- | --- |
| ***Criteria*** | **S** | **NYS** |
| All questions completed. |  |  |
| All answers demonstrate an understanding of how to manage stress. |  |  |
| All answers are written in plain English with good spelling. |  |  |
| Feedback if not yet satisfactory | | |

# Stress Management Plan

*Review the answers to the previous exercises and develop a personal stress management plan that you can use when managing stress in your workplace.*

1. Identify at least six (6) sources or triggers of stress in your workplace.

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |

1. Identify at least six strategies that you use to manage stress when it arises in your workplace.

|  |
| --- |
|  |
|  |
|  |
|  |
|  |
|  |

|  |  |  |
| --- | --- | --- |
| ***Criteria*** | **S** | **NYS** |
| Six sources or triggers are appropriate to the workplace |  |  |
| Six strategies are appropriate to the workplace and would help in managing stress |  |  |
| All answers are written in plain English with good spelling. |  |  |
| Feedback if not yet satisfactory | | |

# Managing stressful situations

Whilst undertaking work (or volunteering), you are to identify two stressful situations where you had to use stress management techniques in dealing with the stressful situations.

**Situation 1**

1. Describe the situation, including why it was stressful.
2. What was your reaction to the stressful situation?
3. What stress management strategies from your stress management plan did you use in dealing with the stressful situation? How effective were they? Complete the table below

|  |  |
| --- | --- |
| **Stress management strategy used** | **How effective was the strategy?** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

Situation 2

1. Describe the situation, including why it was stressful.
2. What was your reaction to the stressful situation?
3. What stress management strategies from your stress management plan did you use in dealing with the stressful situation? How effective were they? Complete the table below

|  |  |
| --- | --- |
| **Stress management strategy used** | **How effective was the strategy?** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

|  |  |  |
| --- | --- | --- |
| ***Criteria*** | **S** | **NYS** |
| Source of stress clearly recognised |  |  |
| Response to stress is recognised |  |  |
| Strategies for managing stress effectively implemented |  |  |
| Feedback if not yet satisfactory | | |

# Stress Management Plan evaluation

This activity is to be completed at least 3 months after completing the initial stress management plan (activity C) based on the experience of using the plan in the workplace and completion of activity D.

1. For each of the stress management strategies you identified in C2, describe its effectiveness.

|  |  |
| --- | --- |
| **Stress management strategy (C2)** | **How effective was the strategy?** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

1. How would you change any of the above strategies based on your experience in implementing the strategies? (at least one change must be identified).
2. Name two additional resources and/or support you would access to minimise stress?

|  |
| --- |
|  |
|  |

|  |  |  |
| --- | --- | --- |
| ***Criteria*** | **S** | **NYS** |
| Effectiveness of strategies assessed |  |  |
| At least one strategy modified |  |  |
| Two sources are appropriate sources for minimising stress |  |  |
| All answers are written in plain English with good spelling. |  |  |
| Feedback if not yet satisfactory | | |

# Assessment Outcome

|  |  |
| --- | --- |
| Participant Name: |  |

Competencies Assessed:

* HLTWHS006 Mange personal stressors in the work environment

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Outcome** | | **Re-Assessment** | |
| **Assessor to Complete** | **S** | **NYS** | **S** | **NYS** |
| Causes of Stress |  |  |  |  |
| Managing Stress |  |  |  |  |
| Stress Management Plan |  |  |  |  |
| Managing stressful situations |  |  |  |  |
| Stress Management Plan evaluation |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Satisfactory | Not Yet Satisfactory | Date |
| Overall Outcome of Assessment |  |  |  |
| Overall Outcome of Re-assessment |  |  |  |

**Feedback:**

|  |  |
| --- | --- |
| Assessor Name: |  |
| Signature: |  |
| Date: |  |