

FIFTH EDITION



super**series**

Managing Stress in
the Workplace



Institute of Leadership
& Management

super**series**

Managing Stress in the Workplace

FIFTH EDITION

Published for the
Institute of Leadership & Management



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Contents

<i>Series preface</i>	v
<i>Unit specification</i>	vii

Workbook introduction ix

1	ILM Super Series study links	ix
2	Links to ILM qualifications	ix
3	Workbook objectives	ix
4	Activity planner	x

Session A What makes your job tough? I

1	Introduction	I
2	Types of working demand	I
3	Work-related demands	2
4	People demands	8
5	Demands from the changing world	II
6	Multiple demands	14
7	Summary	16

Session B How do you cope with tough times? 17

1	Introduction	17
2	What to look for	18
3	We are all different	21
4	The three stages of stress	22
5	How stress can affect your organization	26
6	Summary	32

Session C	Helping yourself in tough times	33
1	Introduction	33
2	First aid	33
3	Preparing for tough times	41
4	Summary	46
Session D	Helping others in tough times	47
1	Introduction	47
2	Promoting teamwork	47
3	Supporting and advising, counselling and mentoring	49
4	Summary	58
Performance checks		59
1	Quick quiz	59
2	Workbook assessment	62
Reflect and review		65
1	Reflect and review	65
2	Action plan	68
3	Extensions	70
4	Answers to self-assessment questions	71
5	Answers to the quick quiz	74
6	Feedback on Activity 13	76
7	Certificate	76



Series preface

Whether you are a tutor/trainer or studying management development to further your career, Super Series provides an exciting and flexible resource to help you to achieve your goals. The fifth edition is completely new and up-to-date, and has been structured to perfectly match the Institute of Leadership & Management (ILM)'s new unit-based qualifications for first line managers. It also harmonizes with the 2004 national occupational standards in management and leadership, providing an invaluable resource for S/NVQs at Level 3 in Management.

Super Series is equally valuable for anyone tutoring or studying any management programmes at this level, whether leading to a qualification or not. Individual workbooks also support short programmes, which may be recognized by ILM as Endorsed or Development Awards, or provide the ideal way to undertake CPD activities.

For learners, coping with all the pressures of today's world, Super Series offers you the flexibility to study at your own pace to fit around your professional and other commitments. You don't need a PC or to attend classes at a specific time – choose when and where to study to suit yourself! And you will always have the complete workbook as a quick reference just when you need it.

For tutors/trainers, Super Series provides an invaluable guide to what needs to be covered, and in what depth. It also allows learners who miss occasional sessions to 'catch up' by dipping into the series.

Super Series provides unrivalled support for all those involved in first line management and supervision.

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Unit specification

Title:	Managing stress in the workplace	Unit Ref:	M3.15
Level:	3		
Credit value:	1		
Learning outcomes	Assessment criteria		
<i>The learner will</i>	<i>The learner can (in an organization with which the learner is familiar)</i>		
1. Understand how to manage own stress and minimize stress in others	1.1 1.2 1.3 1.4	Examine the causes and impact of stress in the organization Describe the symptoms of stress in self and in others Explain <i>one</i> practical stress management technique Outline management responsibilities and actions in relation to work-related stress in the team	
2. Know how to support individuals in the team	2.1	Explain how to decide when to provide advice, mentoring or counselling to support individuals in the workplace	

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