superseries

Managing Stress in
the Workplace

ilm

Institute of Leadership
& Management

superseries

Managing Stress in the Workplace

FIFTH EDITION

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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 *The learner* will	Assessment criteria *The learner* can *(in an organization with which the learner is familiar)*	
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 *one* 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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