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| Title: | **Managing stress and conflict in the organisation** |
| Level: | 5 |
| Credit value: | 3 |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Understand the effectiveness of own organisation in dealing with workplace stress and conflict
 | 1.1 | Evaluate the effectiveness of the organisation in recognising workplace stress and conflict and providing the necessary support mechanisms |
| 1. Be able to improve the management of workplace stress and conflict in own area of responsibility
 | 2.12.22.3 | Plan improvements to the identification and approach to dealing with workplace stress and conflict in own area of responsibilityImplement improvements to the identification and approach to dealing with workplace stress and conflict in own area of responsibilityCritically evaluate own ability to identify and deal with workplace stress and conflict effectively in own area of responsibility |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To develop understanding and ability to be able to manage stress and conflict in own organisation, as required by a practising or potential middle manager. |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | Links to MSC 2004 NOS: B6, D6 |
| 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) | Management Standards Centre (MSC) |
| Location of the unit within the subject/sector classification system | Business Management |
| Unit guided learning hours | 8 |
| 1 | * Management responsibilities in relation to work-related stress
* Methods to manage stress at own place of work
* Workplace risk assessments
* Sources of support and techniques to counsel staff
* Audit and review procedures for managing stress
* Possible indicators of stress in the workplace such as staff turnover
* Organisational policies and procedures on bullying and harassment
* Health and safety legislation in the workplace
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| 2 | * Identifying and dealing with workplace stress and conflict
* Causes of conflict and interpersonal friction (including bullying and harassment) and ways to resolve them
* Grievance and discipline procedures, including supporting records
* Organisational employment policies such as time-keeping, absenteeism, conduct, level of performance, attitude and behaviour, gross misconduct
* Awareness of legal aspects of disciplinary processes
* Causes, symptoms and impacts of stress and the implications/effects of stress for individuals and organisations
* Stress awareness training
* Causes and effects of stress and implications for workplace and non-work activities and relationships
* Symptoms of stress in self and recognition of stressful situations
* Setting objectives and determining priorities to balance personal and organisational needs
* Sources of support, and when to seek professional advice/counselling
* Active planning for stress management
* Stress awareness campaigns
* Symptoms of stress in self and recognition of stressful situations
* Setting objectives and determining priorities to balance personal and organisational needs
* Time management techniques as major factor
* Benefits of delegating
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