**HLTWHS006**

Assessment 1: Written task

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| **Student Name** |  | | |
| **Training Package**  **National Code** | HLT54115 | **Qualification Name** | Diploma in Nursing |
| **Unit Code** | HLTWHS006 | **Unit Name** | Manage personal stressors in work environment |

| **ASSESSMENT INSTRUCTIONS** | |
| --- | --- |
| **Type of Assessment** | Written task |
| **Instructions for Written Assessment Task** | Students are to complete all questions  ALWAYS keep a copy of your assessment |
| **What do I need to do to achieve a satisfactory result?** | All questions must be answered correctly to be deemed satisfactory in this assessment task. |
| **Due date/time allowed** | As per Assessment Timetable |

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| **SUMMARY OF ASSESSMENT TASKS** | | | | |
| **Summary of Assessment Tasks** | **Task** | **Satisfactory** | | **Unsatisfactory** |
| Written Assessment |  | |  |
| **Assessor Feedback** | **Assessors Feedback** | | | |
| Assessor’s Comments: | | | |
| Print Name:  Signature: | | Date: | |
| **Student acknowledgement of assessment outcome** | **Student Feedback**  Please sign and date to acknowledge that you have received results and feedback on your assessment. You have the opportunity to provide feedback to your Assessor in the space below. | | | |
| Student’s Comments: *Would you like to make any comments about this assessment?* | | | |
| Signed: | | Date: | |

Please note that TAFE NSW is required to retain copies of all completed assessments, where practical, for a period of 3 years (or in accordance with regulatory/licencing requirements) after the completion of a student’s studies.

**ASSESSMENT: Identifying stressors in the workplace**

**Part 1**

**Question 1**

Stress is commonly experienced by staff in the clinical environment. It manifests itself in a variety of ways.

In the table below give two examples of how staff may respond to the following stressors?

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| Stressors | Example 1 | Example 2 |
| Complex client behaviour (emotional, aggressive, cognitive deficit, non-compliance) | In case of a challenging behaviour communication is very important. The communication while dealing with a complex client should be clear and direst so that the client will be able to understand to get his point without further annoying the staff 1. | While dealing with complex clients it is also very important to give the person feedback about their behaviour and how you feel about it this way the person will have a reflection on himself and will behave nicely next time. |
| Grief and loss experienced by workers | When a staff experiences the loss of a loved one then it is the responsibility of the office be sympathetic towards the worker. The work days should be minimized until the time when they come out of that grieving phase 2 | The staff can respond to the grief by engaging him/herself in the office work by distracting oneself into other activities can be helpful in coping with such stresses 2 |
| Exposure to stressful working conditions and stressful incidents | In case of stressful working conditions and stressful incidents the worker can go for a walk or engage in a group chat | Another way to respond to stressful condition is by arranging an activity other than the official work this can be done by collectively indulging in a healthy activity or going out for coffee 3. |

**Question 2**

Research the Fair Work Act 2009 <https://employsure.com.au/guides/fair-work-australia/what-is-the-fair-work-act/> and list five national employment standards.

1. Working Hours of the Employees

2. Right to Request Flexible Working Arrangements

3. Community Service leave

4. Public Holidays

5. Fair work statements 4

**Part 2:**

**1. Short answer questions**

1. List six different things in your workplace which can be sources of stress for you.

The six things that are stressful in my workplace are the environment, the working hours, the burden of pending assignments, the politics in the work environment, the deadlines and also the long hours.

1. Each of us responds to stress differently. What are your own common responses? (e.g. sleep disturbance)

When I am stressful I prefer to go to walk on a seaside and also I sit there and eat ice cream this helps me to relax my mind.

1. Describe the support mechanisms available in the clinical setting to support staff experiencing stress.

In the clinical settings before even experiencing work stress there are strategies to cope with them like providing them with the resources like computers and their stuffs in order to do their job. The stuffs are also given trainings about time management and also remedies to come out of the stress this is done by giving them rewards for their hard work and appreciating them.

1. Complete the Stress Management Plan below, and begin to implement it for the designated period.
2. At the end of the designated period: Review your Stress Management Plan and answer the following:
   1. Did youadhere to your plan?

With some inconsistencies I was able to stick to my plan.

* 1. What made it easy/hard to adhere to your plan?

The thing which made it easy to stick to my plan was the determination to get out of the stress as soon as possible but there were times when I was too demotivated to do anything.

* 1. How successful were the strategies you implemented?

The strategies helped me effectively to cope up with my stress to a certain point.

* 1. What changes will you make to the plan so you can improve your professional and personal self-care in the future?

In order to make my plan more effective I will include more people at home and also at my work place because once more people are involved then it will be easy to effectively work on the plan without taking days off.

**2. Stress Management Plan**

In question one and two you identified possible sources and triggers of stress, and how you personally respond to them. Develop a plan to manage these.

You need to develop **2 strategies** (e.g. physical activities, meditation).

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| ACTION | HOW OFTEN | WHEN | INTENDED RESULT |
| *Eg Indoor rock-climbing* | *Weekly* | *Saturday afternoons* | *Get my head clear of work worries; learning to trust myself more in challenging situations* |
| Yoga | Twice a week | On weekends i.e. Saturday and Sunday early in the morning. | I was able to focus on the present moment and clear my head from the detractions and negative feelings. |
| Hiking | Once in 2 weeks | Sunday Morning | Hiking brought me closer to the nature I was able to observe the beauty of nature which helped me to refresh my mind and the stress came out along with the sweat. |
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**References**

1. Challenging & complex behaviours: an introduction - Synapse - reconnecting lives. https://synapse.org.au/information-services/challenging-complex-behaviours-an-introduction.aspx. Accessed April 16, 2019.

2. Watts J, O’Connor M, Bloomer M, Larkins K. Loss and grief in the workplace: What can we learn from the literature? *Intl J of Workplace Health Mgt*. 2010;3(2):131-142. doi:10.1108/17538351011055023

3. Services D of H& H. Work-related stress. https://www.betterhealth.vic.gov.au:443/health/healthyliving/work-related-stress. Accessed April 16, 2019.

4. What is the Fair Work Act? | Australia Legislation | Employsure Guides. *Employsure*. https://employsure.com.au/guides/fair-work-australia/what-is-the-fair-work-act/. Accessed April 16, 2019.