



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

BSWG 223

Module Presenter: Tasleem Sayed (Hassim)
tasleem.hassim@nwu.ac.za

Office: Building E8

Room 204

299 2195

Study unit 8: Managing people

Leereenheid 8: Bestuur van mense

19/09/2016





Study unit 8 / *Leereenheid 8*

Describe processes and activities associated with staff recruitment and selection / *Die prosesse en aktiwiteite te beskryf wat met die werwing en keuring van personeel verband hou;*

Demonstrate insight in the core tasks associated with personnel management in a welfare organization / *insig aan die dag te lê sover dit die essensiële take betref wat met personeelbestuur in 'n welsynsorganisasie verband hou;*

CPD / *CPD*

Demonstrate the ability to identify potential conflict situations in the work environment and outline strategies to deal with such conflict in the practice situation / *die vermoë aan die dag te lê om potensiële konfliktsituasies in die werkomgewing te identifiseer en binne die praktykopset werk te maak van hierdie situasies;*

Describe and explain work related stress and the risk of professional burn-out in social work practice and formulate a stress management programme / *werkverwante stres en die risiko van professionele uitputting in maatskaplikewerkpraktyk te beskryf en te verduidelik asook om programme vir stresbestuur te formuleer.*



Study unit 8 / *Leereenheid 8*

Design an advert

Stress activities – 6 groups

Evaluation sheet

Reflect on your stress and exam pressure

Discuss conflict in the workplace (own experiences)

MANAGING STAFF RECRUITMENT AND SELECTION BESTUUR VAN PERSONEELWERWING EN - KEURING



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



JOB DESCRIPTION

WERKSOMSKRYWING



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

...a job description should give applicants
As clear as possible an indication of what sort of work
they would be doing /

... 'n werksomskrywing moet aan die aansoekers so
duidelik as moontlike aanduiding gee
aangaande die tipe werk wat hulle gaan moet doen



THE CONTENTS OF A JOB ADVERT

DIE INHOUD VAN 'n WERKADVERTENSIE



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

Job title

Main purpose

Accountability

Supervisory responsibility

Main responsibilities of the job

Starting date

Contract / fixed period

**Summary of main conditions of
employment**

Closing date for applicants

Werkstitel

Hoofdoel

Aanspreeklikheid

Toesighoudende verantwoordelikheid

**Belangrikste verantwoordelikheide
van die werksgeleentheid**

Begindatum

Kontrak / vaste termyn

**Opsomming van hoof
werksvoorwaardes**

Sluitingsdatum van aansoeke

STAGES IN RECRUITMENT AND SELECTION

FASES IN WERKWIJING EN KEURING



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



Representative involvement	Verteenwoordigende deelname
Task analysis	Taakanalise
Job description	Werkomskrywing
Person specification	Persoon spesifikasie
Advertising	Advertering
Application form	Aansoekvorm
Background information	Agtergrond informasie
Monitoring	Monitering
Shortlisting	Kortlys
Informal contact	Informele kontak
Tasks or sample work	Take of werkvoorbeelde
Testing	Toetsing
References and checks	Verwysings en nagaan daarvan
Decision making	Besluitneming
Interview	Onderhoud
Work programme	Werkprogram
Training and support	Opleiding en ondersteuning

SELECTION INTERVIEWING

KEURINGSONDERHOUD



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

Arrangement for welcome	Reëlings vir verwelkoming
Who will call the candidates for the interview	Wie sal die kandidate roep vir die onderhoud
What questions will be asked	Watter vrae gaan gevra word
Follow up questions or not	Opvolg-vrae of nie
Specific questions	Spesifieke vrae
Track of time	Hou tred met die tyd
Who will answer questions asked	Wie sal die vrae wat gevra word beantwoord
Who will close the interview	Wie sal die onderhoud afsluit
How panel will keep record of views of candidate	Hoe gaan die paneel rekord hou van hul sienings oor die kandidate
Test	Toets
References	Verwysings
Final decision	Finale besluit
Notify	In kennis stel
Non acceptance of offer	Nie-aanvaarding van aanbod
Information to unsuccessful candidates	Informasie na onsuksesvolle kandidate

Supervision

hilfreich **unterstützend** **Präsenz** **Antreiber** **Qualität** **Achtsamkeit** **Fallbearbeitung** **ernsthaft** **Führung** **Empathie** **systemisch** **Nachhaltigkeit** **Freiheit** **Aufstellung** **Gruppe** **Team** **Flexibilität** **Gender** **analysierend** **Feedback** **Werte** **Zeitmanagement** **Gestaltarbeit** **Aktivität** **erfreulich** **Professionalität** **Bewusstheit** **Gruppendynamik** **Respekt** **Resilienz** **Konzept** **Kongruenz** **Wirksamkeitsmitteilung** **Genderkompetenz** **Prioritäten** **Wertschätzung** **Sinngebung** **beharrlich** **Hierarchie** **Kommunikation** **Wohlfühlen** **Stressprophylaxe** **Konfrontation** **Aggression** **Bedeutung** **erhellend** **Reflexion** **DGSV** **Wohlfühlend** **Organisation** **Statuswippe** **Coaching** **vertrauenswürdig** **Entfaltung** **Berufswechsel** **Führungskräfte** **Statusspiele** **Gesundheit** **Coach** **Einzel** **Berater** **Visionen** **Glaubenssätze** **Perspektiven** **mutig** **Leidensdruck** **kompetent** **Mut** **zufrieden** **Konfliktmanagement** **Entwicklung** **Selbstorganisation** **Orientierung** **Aufmerksamkeit** **Handlungsfähigkeit**

SUPERVISION IN SOCIAL WORK / SUPERVISIE IN MAATSKAPLIKEWERK



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

A process of education, support and administration to unexperienced social workers with the aim of improving service delivery.

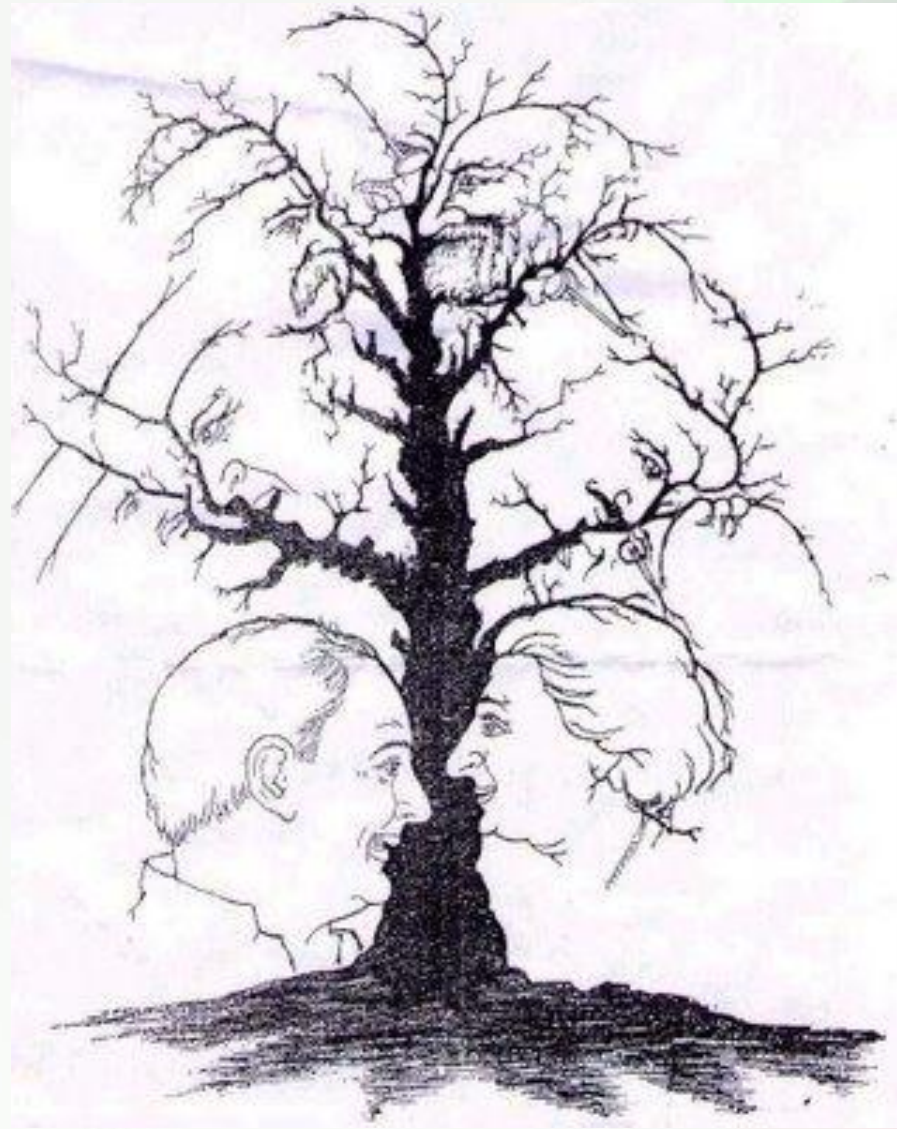
Supervision is an educational process in which a person with a certain equipment of knowledge and skill, takes responsibility for training a person with less equipment, knowledge and skill.

The supervisor is a mentor who guides an unexperienced worker towards independent professional functioning in a responsible manner.

SUPERVISION **SUPERVISIE**

W **H** **Y** **?**









SUPERVISION

SUPERVISIE



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

All workers at every level in the organisation should have regular opportunities to discuss their progress, actual or potential problems and their feelings about work / *Alle werkers op elke vlak van die organisasie behoort gereeld die geleentheid te kry om hul vordering, werklike of potensieële probleme en hulle gevoelens oor werk te bespreek*

SUPERVISION: PURPOSE

SUPEVISIE: DOEL



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

- **Monitor work and work performance / Moniteer werk en werkprestasie**
- **Evaluate work and performance / Evalueer werk en prestasie**
- **Help the worker improve his or her practise / Help die werker om haar/sy praktyke te verbeter**
- **Clarify priorities / Maak prioriteite duidelik**
- **Share information about work / Deel informasie aangaande werk**
- **Provides an opportunity to discuss how the worker and supervisor feel about their work / Verskaf 'n geleentheid om te bespreek hoe die werker en toesighouer voel oor hulle werk**
- **Recognise and deal with existing or potential problems / Herken en hanteer bestaande of potensiële probleme**
- **Discuss how outside factors are affecting work / Bespreek hoe uitwendige faktore werk beïnvloed**
- **Provide a framework for discussing and agreeing change / Verskaf 'n raamwerk om verandering te bespreek en daaroor ooreen te kom**

SUPERVISION: 3 KEY FUNCTIONS

SUPEVISIE: 3 KERNFUNKSIES



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



SUPERVISION: 3 KEY FUNCTIONS

SUPEVISIE: 3 KERNFUNKSIES



SUPERVISION: 3 KEY FUNCTIONS

SUPEVISIE: 3 KERNFUNKSIES



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

Administrative / Administrasie

- Assisting the worker to understand the way the organisation works / **Stand die werker by om te verstaan hoe die organisasie werk**
- Ways to set goals and reach them / **Maniere om doelwitte te stel en hulle te bereik**
- Assisting in a work programme / **Ondersteun die werker om 'n werksprogram te volg**
- Providing administrative support in terms of rules, regulations, legislation concerning the organization / **Die verskaffing van administratiewe ondersteuning in terme van reëls, regulasies, wetgewing oor die organisasie**

SUPERVISION: 3 KEY FUNCTIONS

SUPEVISIE: 3 KERNFUNKSIES



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

Educational / Opvoedkundige

- using the knowledge of the worker to do tasks / die gebruik van die kennis van die werker om take te doen
- Specific social work intervention / Spesifiek maatskaplikewerk-intervensie
- Teaching and learning / Onderrig en leer
- Structuring work environment and providing resources for efficient work performance / Strukturering werksomgewing en die verskaffing van hulpbronne vir doeltreffende werkverrigting

SUPERVISION: 3 KEY FUNCTIONS

SUPEVISIE: 3 KERNFUNKSIES



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

Supportive / Ondersteunend

- Care for the carer / Sorg vir die versorger
- Creating a secure environment for practice / Die skep van 'n veilige omgewing vir die praktyk
- Emotional competence / Emosionele bevoegdheid

MANAGING TRAINING AND LEARNING / BESTUUR VAN OPLEIDING EN LEER



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



MANAGING TRAINING AND LEARNING / BESTUUR VAN OPLEIDING EN LEER



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

CPD means that social workers and social auxiliary workers must participate in approved CPD activities and obtain a certain number of points every year.

CPD beteken dat maatskaplike werkers en hulp werkers moet deelneem aan goedgekeurde CPD aktiwiteite en 'n sekere hoeveelheid punte elke jaar moet verdien

PURPOSE / DOEL



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

CPD aims to:

- Build **knowledge** and skills / **Kennis** en vaardighede op te bou
- Keep practitioners abreast of **developments** in their field / **Om praktisyns om hoogte te hou van ontwikkelinge** in hulle veld
- Promote **confidence** in practitioners' abilities to provide high standard services / **Om vertroue** te daar te stel in die praktisyn se vermoëns om hoë kwaliteit dienste te verskaf
- Maintain **professional** standards / **Om professionele** standarde in stand te hou
- Promote **excellence** / **Bevorder uitmuntendheid**

WAYS TO OBTAIN CPD POINTS: GROUPS



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

Activity	Definition	Points
workshop	Intensive study, work, participatory & sharing discussions that address policy, practice and educational challenges	2 – 5 per day
Small group discussion	Focuses on a relevant topic – policy, legislation, book or journal article reviews, case studies, best practise models, in service training	2 per hour
Information session	Sharing of information and / or consults with stakeholders	1.5 per hour
Conference / congress / symposium	A large gathering local, regional, provincial, national or international with a specific theme or subtheme	2 – 4 per day

MANIERE OM CPD PUNTE TE BEKOM: GROEPE



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

Aktiwiteit	Definisie	Punte
Werkswinkel	Intensiewe studie, werk, deelname & mededelings in besprekings wat beleid, praktyk en opvoedkundige uitdagings aanspreek	2 – 5 per dag
Klein groep-besprekings	Fokus op 'n relevante onderwerp – beleid, wetgewing, boeke of tydskrifartikels, gevallestudies, beste praktyk-modelle, indiensopleiding	2 per uur
Informasie sessie	Deel van informasie en/of konsultasie met rolspelers	1.5 per uur
Konferensie / kongres / simposium	'n Groot plaaslike, streeks-, provinsiale, nasionale of internasionale byeenkoms met 'n spesifieke tema of subtema	2 – 4 per dag

WAYS TO OBTAIN CPD POINTS: INDIVIDUAL



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

Self study: scientific article or book	Research	Membership
Formal learning programme	Position paper / legislative or policy practise	Personal wellness
Paper presentations	External examination	Activity accredited by other professional councils
Authorship	Peer-review	Exceptional activity

NEW!
eCPD

<http://socialservices.ecpd.co.za/>

MANIERE OM CPD PUNTE TE BEKOM: INDIVIDUE



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

Selfstudie: wetenskaplike artikel of boek	Navorsing	Lidmaatskap
Formele leer-programme	Posisionering van voordrag / wetgewende of beleidpraktyke	Persoonlike welstand
Voordrag van referaat/lesing	Eksterne eksaminering	Aktiwiteit wat deur ander professionele rade geakkrediteer
Outeurskap	Eweknie-evaluering	Uitmuntende aktiwiteit

NUUT!
eCPD

<http://socialservices.ecpd.co.za/>

MANAGING DIFFERENCES AND CONFLICT

BESTUUR VAN GESKILLE EN KONFLIK



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



WHAT IS CONFLICT

WAT IS KONFLIK



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

CONFLICT DEFINED
incompatibility or interference, as of one
idea, desire, event, or activity with
another

KONFLIK GEDEFINIEER:
onversoenbaarheid of inmenging, van
een idee, behoefte, gebeurtenis of
aktiwiteit met iemand anders

WHEN DOES CONFLICT ARISE? WANNEER ONSTAAN KONFLIK?



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

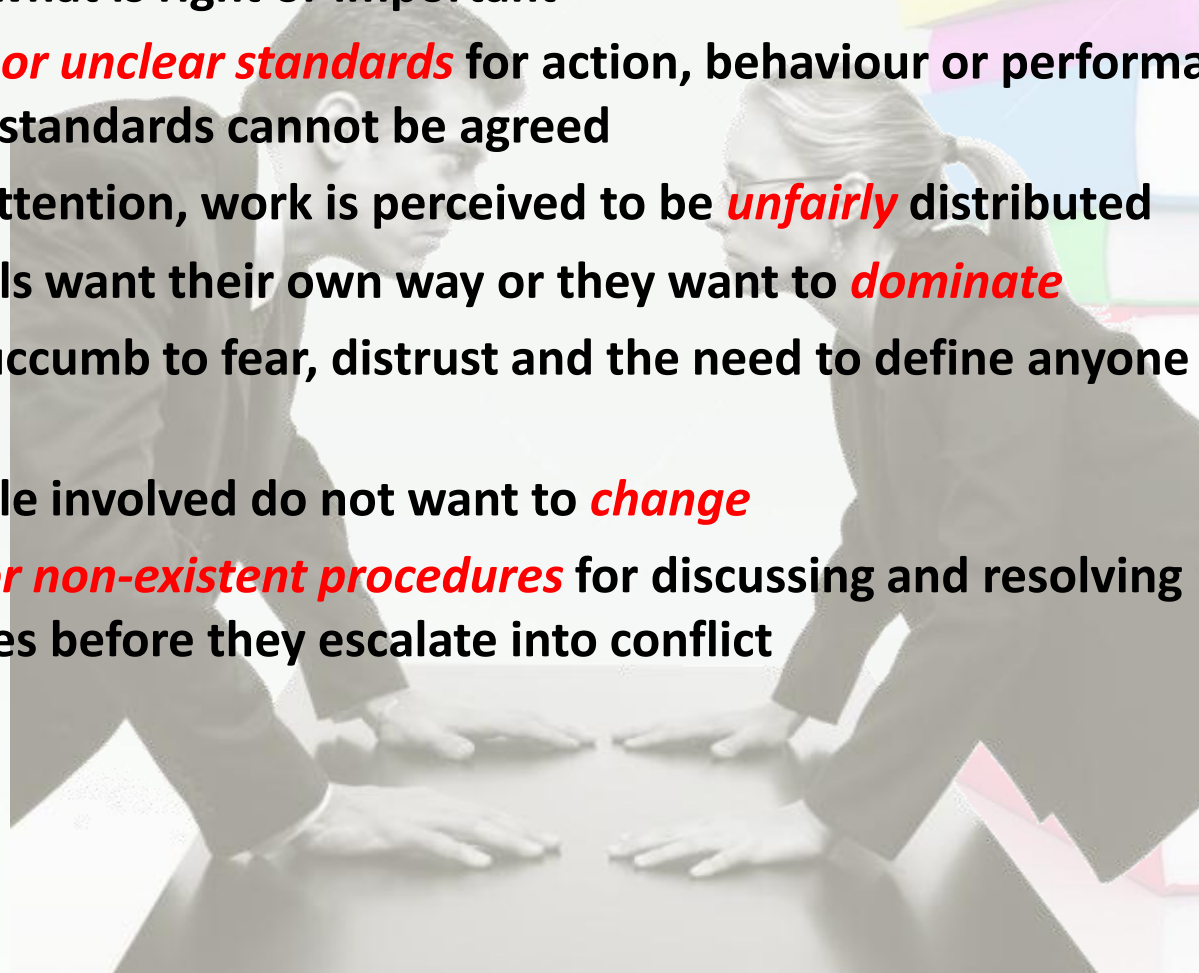


WHEN DOES CONFLICT ARISE? WANNEER ONSTAAN KONFLIK?



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

- Unwillingness to accept the validity of *differing values*, priorities or views of what is right or important
- *Different or unclear standards* for action, behaviour or performance and common standards cannot be agreed
- Money, attention, work is perceived to be *unfairly* distributed
- Individuals want their own way or they want to *dominate*
- People succumb to fear, distrust and the need to define anyone different as *'other'*
- The people involved do not want to *change*
- *Unclear or non-existent procedures* for discussing and resolving differences before they escalate into conflict



WHEN DOES CONFLICT ARISE?

WANNEER ONSTAAN KONFLIK?



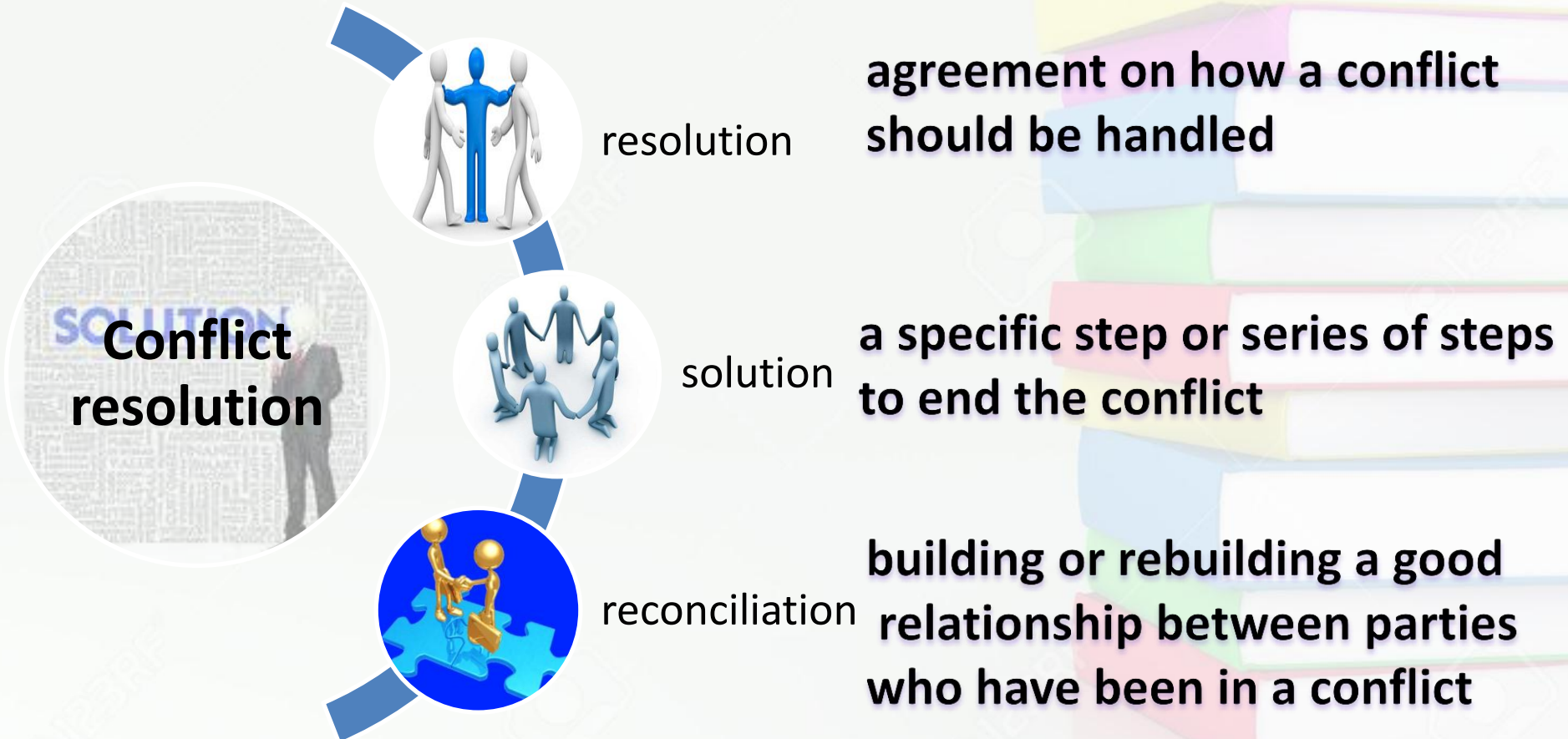
NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

- Onbereidwilligheid om die geldigheid van *verskillende waardes*, prioriteite of sienings van wat reg of belangrik is te aanvaar
- *Verskillende of onduidelike standaarde* vir aksie, optrede of prestasie en 'n ooreenkoms kan nie bereik word oor algemene standaarde nie
- Daar is 'n persepsie dat geld, aandag en werk op 'n *onbillik* wyse verdeel word
- Individue wil hul eie sin kry en hulle wil *domineer*
- Mense gee toe aan vrees, wantroue en die behoefte om iemand as *'anders'* te definieer
- Die mense betrokke wil nie *verander* nie
- *Onduidelike of nie-bestaande prosedures* om verskille te bespreek en op te los voor dit eskaleer tot konflik

CONFLICT RESOLUTION



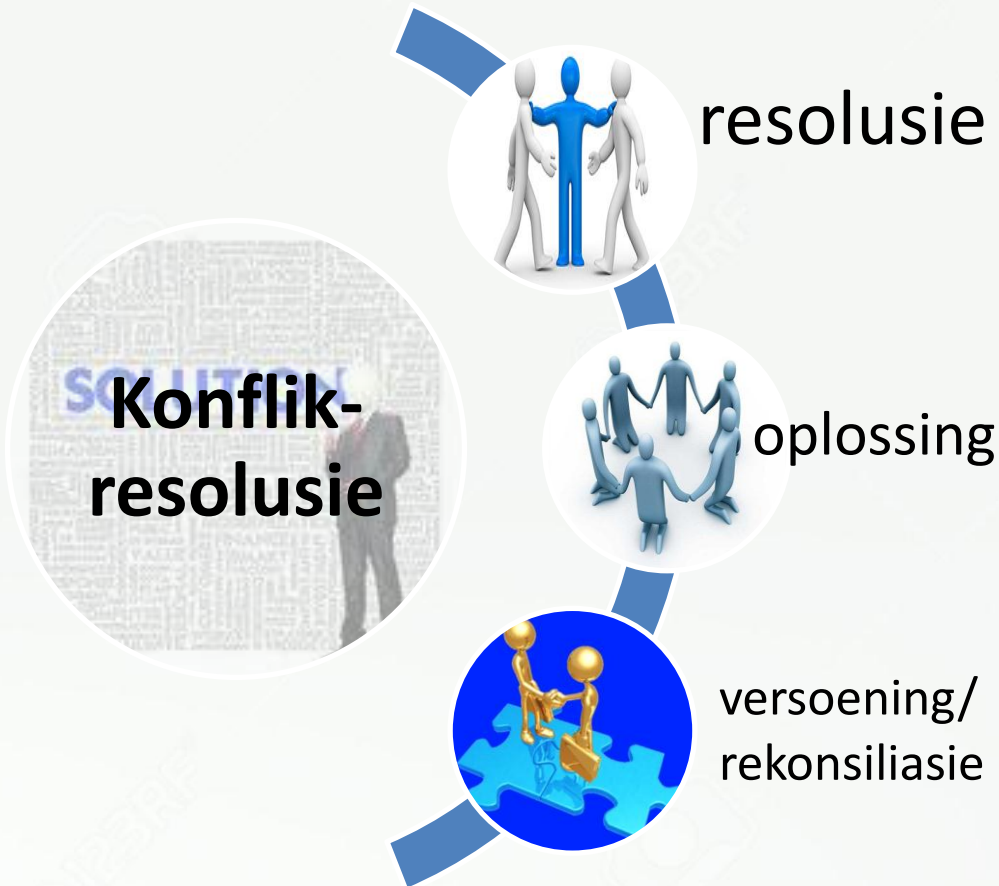
NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



KONFLIKRESOLUSIE



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



resolusie

daar is ooreengekom hoe die konflik hanteer moet word

oplossing

'n spesifieke stap of reeks stappe om die konflik tot 'n einde te bring

versoening/
rekonsiliasie

bou of herbou 'n goeie verhouding tussen die partye wat in konflik was

THE RESOLUTION PROCESS



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

- **Crisis intervention** Restoring equilibrium / balance
- **Facilitation** Assistance to resolve matter
- **Conciliation** Process, use of conciliator – no legal standing
- **Mediation** Seeks to rebuild or repair
- **Advocacy** political process by an individual or group which aims to influence public-policy
- **Negotiation** Dialogue / agreement to reach mutual understanding
- **Arbitration** Dispute resolution with legal standing
- **Adjudication, Litigation** Bringing a legal action to court

DIE RESOLUSIEPROSES

- **Krisis-ingryping**
Herstel van ekwilibrium / balans
- **Fasilitering**
Hulp daarmee om die aangeleentheid op te los
- **Versoening**
Proses, gebruik bemiddelaar – geen regstatus
- **Mediasie**
Poog om te herbou of te herstel
- **Voorspraak**
Politieke proses deur individu of groep wat ten doel het om openbare beleid te beïnvloed
- **Onderhandeling**
Dialog / ooreenkoms om onderlinge verstandhouding te bereik
- **Arbitrasie**
Dispuutresolusie met regstatus
- **Beslissing, Litigasie**
Instelling van regsaksie in hof

STEPS IN CONFLICT RESOLUTION



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



STEPS IN CONFLICT RESOLUTION



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

- Give each party in the conflict an ***opportunity*** to ***clarify*** and define issues as they see them
- Give each party the opportunity to say why they want something to be ***done*** about the situation
- Identify ***common interest***' common goals
- Defining issues on which ***agreement*** is essential
- ***Clarify*** facts, opinions and values about each issue
- Defining and discussing ***suggestions*** for resolution
- ***Agreeing*** on specific solutions and the steps to implement it
- Being sure all parties are ***willing*** to implement the solution
- Agreeing on a ***procedure*** for reviewing the situation to be sure that it is working

STAPPE IN DIE KONFLIKRESOLUSIE



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

- Gee aan elke party die **geleentheid** om die kwessies **te verduidelik** en te definieer soos hulle dit sien
- Gee aan elke party die geleentheid om te sê waarom hulle wil hê iets moet aan die situasie **gedoen** word
- Identifiseer **gedeelde belange**, gedeelde doelwitte
- Definieer kwessie wat dit noodsaaklik is om 'n **ooreenkoms** oor te bereik
- Maak die feite menings en waardes aangaande elke kwessie **duidelik**
- Definieer en bespreek **voorstelle** vir resoluksie
- **Kom ooreen** oor spesifieke oplossings en die stappe om dit te implementeer
- Maak seker dat al die partye **gewillig is** om die oplossing te implementeer
- Kom ooreen oor 'n **prosedure** om die situasie te hersien om seker te maak dat dit werk



MANAGING STRESS

BESTUUR VAN STRES

It is not the load that breaks you down, it is the way you carry it...



MANAGING STRESS



So how are you?

STRESSED OUT!!

STRESSED STUDENT

CONSTANTLY ANXIOUS ABOUT NEXT ASSIGNMENT.
GRINDS TEETH.
HEART IS VIBRATING FROM CAFFEINE OVERDOSES.



HAIR?! WHO HAS TIME TO DO THEIR HAIR!?! PULLS HAIR OUT.
BITES FINGER NAILS.
WEARS SHIRT 3 DAYS IN A ROW.
SWEAT.
BAG?! BAG IS FULL OF ENERGY DRINKS AND SUPPLIES - WHAT'S IT TO YOU!?!?

PORTFOLIO IS FULL OF 124 SKETCHES OF THE SAME THING OVER AND OVER, AT DIFFERENT ANGLES, DIFFERING VIEWS, BUT NO FINISHES!

FEET HURT FROM RUNNING AROUND LIKE AN IDIOT.

What are your stress levels right now?

WHAT IS STRESS? WAT IS STRES?



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

“the reaction of the mind and
body to change”

“die reaksie van die verstand
en liggaam op verandering”

What is your definition of
stress?

Wat is jou definisie van
stres?

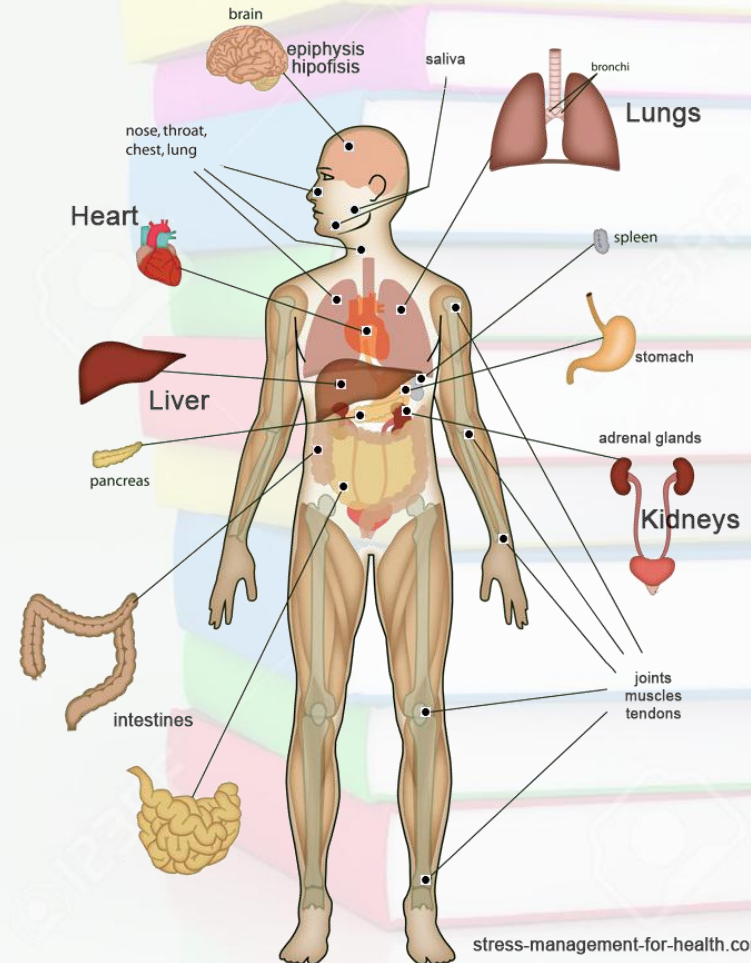
“when a persons perceived or actual
capabilities and resources are
insufficient to meet the demands of the
situation”

ACTIVITY: experiencing stress

AKTIWITEIT: hoe ervaar jy stres?



Physical Effects of Stress



DEALING WITH STRESS: THE BASIC GUIDELINES



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

Acknowledge what is causing the stress

Recognise and acknowledge present and potential effects

Decide whether u can ***do something*** about the stressor

Decide if you are ***willing*** to do it

If you cannot, decide if you can ***change*** the way you react to it

Decide whether you can ***reduce*** the negative effects on you

Accept

Coping with the stressor

Do it

Stay ***strong*** and relaxed

STRESHANTERING: BASIESE RIGLYNE



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

Gee erkenning aan wat die stres veroorsaak

Herken en erken die huidige en potensiële effekte

Besluit of jy ***iets kan doen*** aangaande die stressor

Besluit of jy ***gewillig*** is om dit te doen

As jy nie kan nie, besluit of jy kan ***verander*** hoe jy daarop reageer

Besluit of jy die negatiewe effekte wat dit op jou het kan verminder

Aanvaar

Hantering van die stressor

Doen dit

Hou uit en bly ontspanne

STRESSORS IN A STUDENTS LIFE

STRESFAKTORE IN 'N STUDENT SE LEWE



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



HOW DO YOU HANDLE STRESS?

HOE HANTEER JY STRES?



BURNOUT

UITBRANDING



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

Burnout



BURNOUT UITBRANDING



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



**Burnout is a
psychological response to
“long-term exhaustion
and diminished interest”**

BURNOUT UITBRANDING



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



Uitbranding is 'n
fisiologiese reaksie op
“langtermyn uitputting
en afname in
belangstelling”

BURNOUT CHECK LIST

- Not sleeping well
- Low energy levels
- Exceptionally tired after work
- Increase use of alcohol or other drugs
- Feeling ill
- Frequent headaches
- **Absent from work**
- **Inability to concentrate**
- Conflict at home, partner, family
- **Unable to listen attentively**
- **Postponing work**, meetings or visits
- Loss of positive feelings
- Not wanting to go to work
- Becoming easily upset
- Suspicion
- Increasingly working to rule
- Strong resistance to change
- Sense of failure



UITBRANDING KONTROLELYS



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

- Slaap nie goed nie
- Lae energievlakke
- Buitengewoon moeg na werk
- Toename in die gebruik van alkohol of ander middels
- Voel sleg/siek
- Gereelde hoofpyne
- **Afwesig by die werk**
- **Onvermoë om te konsentreer**
- Konflik tuis, lewensmaat, familie

- **Onvermoë om met aandag te luister**
- **Uitstel van werk**, vergaderings of besoeke
- Verlies van positiewe gevoelens
- Wil nie werk toe gaan nie
- Word maklik ontstel
- Agterdogtig
- Werk meer en meer volgens reëls
- Sterk weerstand teen verandering
- Gevoel van mislukking



Burnout



van Wyk E
Moses M
Pietersen C
February E
Molakeng B
Molete B
Khosi S
Matlhare N

Ross M
Pratt R
Swartz Z
Pieterse J
Bezuidenhout G
Mouton J
McDonald L
Marolla J

Mokoena B
Marige T
Nkala N
Sengwayo P
Zwane V
Mogapi D
Lebona F
Joseph S

Theron O
Buys L
Kirsten K
Papke M
Van Wyk T
Van der Merwe A
Roodt W
Van Zyl D
Hattingh M

Koko T
Ngonyama N
Qokela V
Sibiya G
Mokgethi F
Phalatsi B
Senama N
Mkabela H

Schutte T
Brenkman S
Flynn H
Van Vuuren S
Kleynhans L
Van den Berg L
Hurter L
Rossouw C

BREATHING

ASAEMHALING



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

Just Breathe

Deep breathing is one of the best ways to lower stress in the body. This is because when you breathe deeply, it sends a message to your brain to calm down and relax. The brain then sends this message to your body. Those things that happen when you are stressed, such as increased heart rate, fast breathing, and high blood pressure, all decrease as you breathe deeply to relax.

LAUGHTER OM TE LAG



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



"Laughter is
an instant vacation"
~Milton Berle

SLEEP SLAAP



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



© 2015

REWARD BELONGING



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS



CLASS PREPARATION

KLASVOORBEREIDING

17/10/2016 | Study unit 9

- **Study unit 9 MANAGING EXTERNAL RELATIONSHIPS AND DAY-TO-DAY ACTIVITIES / BESTUUR VAN EKSTERNE VERHOUDINGS EN DAAGLIKSE AKTIWITEITE**
 - Distinguish between grants, service agreements (business plans) and contracts / Tussen toekennings, diensooreenkomste (besigheidsplanne) en kontrakte te onderskei;
 - Critically discuss the necessity for continuous change in terms of funding / Die nodigheid vir deurlopende verandering ten opsigte van befondsing krities te bespreek;
 - Define and describe terminology and activities associated with partnerships / terminologie en aktiwiteite wat met vennootskappe verband hou, te definieer en te bespreek;
 - Critically discuss and evaluate the types of policies in a welfare organization / die tipes beleide in 'n welsynsorganisasies krities te bespreek en te evalueer;
 - Demonstrate the ability to apply time management skills and strategies in a practice scenario / die vermoë aan die dag te lê om tydbestuursvaardighede en –strategieë in 'n praktiese scenario toe te pas;
 - Describe the financial responsibility of the social work manager / die finansiële verantwoordelikheid van die maatskaplikewerkbestuurder te beskryf;
 - Define and describe the financial terminology associated with social work management / die finansiële terminologie wat met maatskaplikewerkbestuur verband hou, te definieer en te beskryf;
 - Demonstrate the ability to interpret the financial statements of a welfare organization / die vermoë aan die dag te lê om die finansiële state van 'n welsynsorganisasie te interpreteer; en
 - Develop an administrative system for a welfare organization / 'n administratiewe stelsel vir 'n welsynsorganisasie te ontwikkel.

IMPORTANT BELANGRIK



NORTH-WEST UNIVERSITY
YUNIBESITI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT
POTCHEFSTROOMKAMPUS

- **GROUP ASSIGNMENT/ GROEP OPDRAG : 17/10/2016**
 - eFUNDI
- **TEST (3) / TOETS (3)**
 - Study unit 7 – 8 / Leereenheid 7 – 8
 - Thursday / Donderdag 13/10/2016, 8:00 – 9:15

