



**Australian Government**

# **CSCSAS013 Manage conflict through negotiation**

**Release: 2**

# CSCSAS013 Manage conflict through negotiation

## Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages.

This unit supersedes and is equivalent to CSCSAS306A Manage conflict through negotiation.

- PC 3.3 and 3.4 wording revised

## Application

This unit describes the skills required to assess conflict, negotiate solutions and evaluate responses.

This unit applies to those working in detention centres, correctional centres or prisons, community corrections offices, justice administration offices and on work sites where detainees, prisoners or offenders are under statutory supervision.

The language used in this unit implies an institutional setting. Adaptation of the language will be necessary to reflect the practices of non-institutional settings and work sites. Customisation should occur through the introduction of specific organisation security equipment, functions and procedures.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to security.

Those undertaking this unit work independently drawing upon support from familiar and unfamiliar resources.

No licensing, legislative or certification requirements apply to unit at the time of publication.

## Pre-requisite Unit

Not applicable

## Competency Field

Safety and security

## Unit Sector

Not applicable

## Elements and Performance Criteria

### ELEMENTS

### PERFORMANCE CRITERIA

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

#### 1 Assess conflict

- 1.1 Anticipate possible conflict situations and select appropriate response to prevent escalation.
- 1.2 Evaluate responses to conflict against legal requirements and organisational procedures.
- 1.3 Identify situations requiring assistance and support and request assistance promptly.

#### 2 Negotiate resolution

- 2.1 Use strategies to resolve conflict that comply with organisational policies and procedures.
- 2.2 Use negotiation techniques that maintain positive interaction and divert and minimise aggressive behaviour.
- 2.3 Use communication techniques that are effective in ensuring mutual understanding.
- 2.4 Ensure negotiation styles take into account social and cultural differences.
- 2.5 Confirm mutual agreement to strategies and required outcomes with all relevant people.

#### 3 Evaluate responses

- 3.1 Evaluate and review effectiveness of response according to legal and organisational requirements.
- 3.2 Provide accurate and constructive observations of incidents when reviewing and debriefing the situation.
- 3.3 Provide and maintain records and reports.
- 3.4 Recognise effects of stress in self and manage these using recognised stress management techniques.

## **Foundation Skills**

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## **Range of Conditions**

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

## **Unit Mapping Information**

Supersedes and is equivalent to CSCSAS306A Manage conflict through negotiation.

## **Links**

Companion Volume implementation guides are found in VETNet -  
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>