



Australian Government

BSBGOV507 Manage board or committee and organisational conflict

Release: 1

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Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 2.0. |

Application

This unit describes the skills and knowledge required to manage conflict, both within the board or committee and with operational personnel in the organisation.

It applies to individuals who are on committees or boards of governance.

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

Unit Sector

Regulation, Licensing and Risk – Governance

Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i> |
| 1. Identify existing and potential conflict | 1.1 Determine if conflict exists and its possible causes 1.2 Identify potential situations of future conflict 1.3 Develop strategies to prevent conflict |
| 2. Consider the conflict situation | 2.1 Consider if the conflict relates to operational or strategic activity 2.2 Acknowledge the issue(s) and the roles of the parties involved, noting that board and committee members' roles are strategic and employees' roles are operational 2.3 Ascertain how the roles of the parties involved have impacted upon the conflict 2.4 Develop resolution strategies in accordance with legislation, the |

| ELEMENT | PERFORMANCE CRITERIA |
|---------------------------------------|---|
| | organisation's constitution and in consultation with conflicting parties 2.5 Seek professional advice where needed, maintaining discretion and confidentiality 2.6 Ensure the wellbeing of individuals and the organisation is considered when developing resolution strategies |
| 3. Use strategies to resolve conflict | 3.1 Promptly, appropriately and impartially implement resolution strategies that are in line with legislation and the roles of the parties involved 3.2 Diffuse emotional situations by focussing on the issue(s) rather than the individual(s) concerned 3.3 Follow organisational grievance policy if conflict has escalated to grievance level 3.4 Allow sufficient time for the conflict to be resolved 3.5 Monitor and evaluate the process used to resolve the conflict |

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

| Skill | Performance Criteria | Description |
|----------------------------|---------------------------------------|---|
| Reading | 1.1, 3.1 | <ul style="list-style-type: none"> Interprets various texts to guide activities and decisions |
| Writing | 1.3, 2.4 | <ul style="list-style-type: none"> Collates and compiles material using clear and detailed language to convey specific information, requirements and recommendations |
| Oral Communication | 2.2-2.4, 3.2 | <ul style="list-style-type: none"> Participates in a variety of spoken exchanges using suitable tone, language and strategies to confirm, clarify or repair understanding Make constructive suggestions when required Elicits views and opinions of others by active listening and questioning |
| Navigate the world of work | 1.1-1.3, 2.1, 2.2, 2.4, 3.1, 3.2, 3.4 | <ul style="list-style-type: none"> Takes personal responsibility for adherence to legal/regulatory responsibilities relevant to own work context, and draws attention to any issues that may affect the organisation as a whole |

| | | |
|----------------------|-----------------------------------|---|
| | | <ul style="list-style-type: none"> Recognises and follows explicit and implicit protocols and meets expectations associated with own role |
| Interact with others | 2.2-2.4, 2.6, 3.2, 3.3, | <ul style="list-style-type: none"> Follows accepted communication practices and protocols, adjusting personal communication style in response to values, beliefs and cultural expectations of others |
| Get the work done | 1.3, 2.1, 2.4, 2.5, 3.1, 3.3, 3.4 | <ul style="list-style-type: none"> Develops plans to manage relatively complex tasks with an awareness of how they may contribute to longer term operational strategic goals Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account Recognises and addresses some unfamiliar problems of increasing complexity within own scope, recognising when to seek expertise of others |

Unit Mapping Information

| Code and title current version | Code and title previous version | Comments | Equivalence status |
|--|------------------------------------|----------|--------------------|
| BSBGOV507 Manage board or committee and organisational conflict | Not applicable | New unit | No equivalent unit |

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>