



Australian Government

CSCSAS024 Manage conflict through negotiation

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 4.0

Application

This unit describes the skills and knowledge required to manage conflict through negotiation by assessing conflict, negotiating solutions and evaluating responses.

This unit applies to those working with offenders in correctional services environments.

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.

A person undertaking this role may work autonomously or as part of a team with 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

Elements describe the essential outcomes.

1 Assess conflict

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Consider likely and possible conflict situations to prevent escalation

- 1.2 Identify and 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 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 stakeholders
 - 3 **Evaluate responses**
 - 3.1 Evaluate and review effectiveness of response in accordance with legal and organisational requirements
 - 3.2 Provide accurate and constructive observations of incidents and their contributing factors when reviewing and debriefing the situation
 - 3.3 Provide and maintain records and reports in accordance with organisational requirements
 - 3.4 Recognise effects of stress in self and manage 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

This unit replaces and is equivalent to CSCSAS013 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>