Australian Government

LGACOMP008A Apply conflict resolution strategies

Revision Number: 2

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

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Modification History

LGACOMP008A Release 2: Layout adjusted.
LGACOMP008A Release 1: Primary release.

Unit Descriptor

This unit covers dealing effectively with conflict, both in the workplace and outside the organisation. The unit outlines the knowledge and skills required to assess potential conflict situations and deal appropriately with the situation to achieve a resolution. The unit is suitable for all people working within the organisation.

Application of the Unit

This unit supports the attainment of skills and knowledge required for competent workplace performance in councils of all sizes. Knowledge of the legislation and regulations within which councils must operate is essential. The unique nature of councils, as a tier of government directed by elected members and reflecting the needs of local communities, must be appropriately reflected.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **_bold italicised_** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Assess potential conflict situations	1.1 Signs, stages and possible ***causes of conflict*** are identified and anticipated.
	1.2 Appropriate responses are evaluated against organisational procedures and ***legal requirements***.
	1.3 Additional information is identified and sought as required to assist in the assessment of the conflict situation.
2. Implement conflict resolution strategies	2.1 Factors and issues relevant to the conflict are clarified.
	2.2 Strategies for dealing with conflict situations are developed in accordance with organisational procedures.
	2.3 Assistance is sought as required and is appropriate to the person's skill and responsibility.
	2.4 Options for resolution of the conflict are identified which allow for constructive responses to be negotiated.
	2.5 ***Negotiation techniques*** are used to maintain positive interaction and to divert and minimise aggressive behaviour.
	2.6 Effective ***communication techniques*** are used to ensure understanding of information received or relayed.
	2.7 ***Social and cultural differences*** are taken into account in the negotiation style and approach taken.
	2.8 Mutual agreement to the situation and its resolution is confirmed and follow up action is agreed upon by all parties.
	2.9 Systems, records and reporting procedures are maintained according to organisational procedures.
3. Evaluate response and outcome	3.1 Effectiveness of response is evaluated and reviewed according to information available and organisational practices.
	3.2 Accurate and constructive observations of incidents are provided in reviewing and debriefing the situation.
	3.3 Records and reports are provided and maintained according to organisational requirements.
	3.4 Effects of stress are recognised and addressed through stress management techniques and debriefing.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit

Required Skills

- problem-solving strategies to know how to deal with unexpected questions or attitudes
- interpersonal skills to develop rapport with other parties in the conflict
- capacity to evaluate own response to situations of conflict and manage own emotions
- communication skills to effectively come to an agreed outcome
- negotiation skills to negotiate difficult situations and resolve problems as they arise
- flexibility to adjust quickly to differing situations
- empathy to develop rapport and understanding with and for the other party
- dealing with difficult people and situations

Required Knowledge

- legislative and/or other legal provisions
- conflict resolution strategies
- organisational policies and procedures relating to managing conflict through negotiation
- recording and reporting procedures
- principles of cooperative team work
- different social and cultural practices

Evidence Guide

Overview of assessment requirements	A person who demonstrates competency in this unit will be able to perform the outcomes described in the Elements to the required performance level detailed in the Performance Criteria. The knowledge and skill requirements described in the Range Statement must also be demonstrated. For example, knowledge of the legislative framework and safe work practices that underpin the performance of the unit are also required to be demonstrated.
Critical aspects of evidence to be considered	The demonstrated ability to: • interpret accurately and comply with legal and procedural requirements • identify typical symptoms and causes of conflict in the workplace and ways of resolving conflict situations • select conflict resolution strategies that are most effective for the objective • use negotiation techniques to defuse and resolve conflict • use communication techniques to give clear and accurate information in a form that is preferred and understood by the receiver
Context of assessment	Competency is demonstrated by performance of all stated criteria, with particular attention to the critical aspects of evidence and the knowledge and skills elaborated in the Evidence Guide, and within the scope of the Range Statement. Assessment must take account of the endorsed Assessment Guidelines in the Local Government Training Package. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment. Assessment should reinforce the integration of the key competencies for the particular AQF level. Refer to the key competency levels at the end of this unit.
Relationship to other units(prerequisite or co-requisite units)	To enable holistic assessment this unit may be assessed with other units that form part of the job role.
Method of assessment	The following assessment methods are suggested: • observation of the learner performing a range of workplace tasks over sufficient time to demonstrate handling of a range of contingencies • written and/or oral questioning to assess knowledge and understanding • completion of workplace documentation

	• third-party reports from experienced practitioners • completion of self-paced learning materials including personal reflection and feedback from trainer, coach or supervisor
Evidence required for demonstration of consistent performance	Evidence should be collected over a set period of time that is sufficient to include dealings with an appropriate range and variety of formal and informal situations, involving different types of problems and clients.
Resource implications	The learner and trainer should have access to appropriate documentation and resources normally used in the workplace.

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. *Bold italicised* wording in the Performance Criteria is detailed below.

Causes of conflict may include:	- refusal to follow directions and guidance - dissatisfaction of client with council service or information - disagreement between members of the public - disagreement between members of the organisation - ejection of persons - persons suffering from emotional distress - bystander behaviour
Legal requirements may include:	- relevant state and commonwealth legislation - decisions of relevant tribunals - roles and responsibilities - terms and conditions of employment
Negotiation techniques may include:	- strategic questioning and listening to gather information and direct the focus of the people involved - positive, confident and cooperative language - control of tone of voice and body language - using language and concepts appropriate to the people involved - using clear presentations of options and consequences - demonstrating flexibility and willingness to compromise - summarising positions and agreements made to confirm understanding between the negotiating parties
Communication techniques may include:	- verbal and non-verbal language - two-way interaction - constructive feedback - active listening - reflection and summarising
Social and cultural differences may include:	- verbal and non-verbal language - beliefs and values - religious or spiritual observances - relationships and family structures - social conventions - codes of conduct

Unit Sector(s)

Common