PSPGEN032 Deal with conflict

Release: 1

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Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGOV411A Deal with conflict. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to handle difficult interpersonal situations and address the conflicts that may arise in day to day work activities. It includes identifying the cause of conflict, establishing and implementing strategies for dealing with conflict and evaluating the response and outcomes.

This unit applies to those working in generalist and specialist roles within the public sector.

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.

Those undertaking this unit would work independently, performing complex tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

General

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. **Identify the cause of conflict**	1.1 Analyse the conflict situation, including the cause, and establish the position of each party.
	1.2 Take steps to prevent escalation of the conflict.
	1.3 Accept and treat all points of view with respect.
	1.4 Identify, clarify and confirm factors and issues relevant to the situation.
	1.5 Initiate proceedings to settle the conflict with minimal delay.
2. **Establish and implement strategies for dealing with conflict**	2.1 Encourage all parties involved in the conflict to take shared responsibility for finding a solution to the situation.
	2.2 Select a strategy for resolution, taking into account social and cultural differences and consistency with organisational policies and procedures.
	2.3 Provide assertive feedback to the parties and accept constructive feedback from the parties non-defensively.
	2.4 Agree on outcomes that meet individual requirements.
	2.5 Seek assistance where necessary.
3. **Evaluate response and outcome**	3.1 Maintain records and reports.
	3.2 Provide accurate and constructive observations of incidents in reviewing and debriefing the situation.
	3.3 Evaluate and review effectiveness of response.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV411A Deal with conflict.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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