Assessment Requirements for PSPGEN100 Manage conflict

Release: 1

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Modification History

Supersedes and is not equivalent to PSPGEN050 Manage conflict.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- identify the cause of conflict in two of the following scenarios:
  - conflicts among work colleagues or work teams
  - conflicts between employees and supervisors
  - customer complaints
- resolve two conflict situation using strategies which include the following techniques:
  - assertive and constructive feedback
  - problem-solving to deal with unexpected issues or attitudes
  - dealing with difficult situations
  - questioning, negotiating and problem-solving.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, policies, procedures and guidelines relating to managing conflict in the workplace and broader organisation
- types of conflict in the workplace and typical causes
- conflict theories, including signs, stages, levels, factors involved, resolution
- group processes and roles people play
- organisational theory and workplace behaviour
- organisational structures
- individual differences that may contribute to conflict situations
- conflict resolution skills and strategies including:
  - negotiation
  - empathy
  - questioning
  - problem-solving
  - communication to diffuse tension and achieve positive outcomes
  - use of assertive and constructive feedback
- theory of personal power and positional power and its significance in conflict situations
- grievance procedures in the public sector

- mediation and counselling in the context of conflict management.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, policies, procedures and guidelines relating to managing conflict in the workplace and broader organisation
- public sector and organisational grievance procedures
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

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