



**Australian Government**

# **Assessment Requirements for SISXIND009 Respond to interpersonal conflict**

**Release: 1**

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## Modification History

Not applicable.

## 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:

- respond to two interpersonal conflict that involves:
  - one interpersonal conflict situation with an individual external to the organisation
  - one interpersonal conflict situation with an individual internal to the organisation.

## Knowledge Evidence

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

- organisational policies and procedures applicable to responding to interpersonal conflict
- job role responsibilities in relation to responding to interpersonal conflict
- triggers of interpersonal conflict:
  - different beliefs and values
  - different and unclear goals and expectations
  - disagreements
  - perceived and actual bias
  - emotional distress
  - different personalities
  - poor communication
- strategies for preventing interpersonal conflict:
  - building rapport
  - discussing differences constructively
  - promoting cooperation and understanding
- interpersonal communication and negotiation techniques:
  - 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 parties
- giving constructive feedback
- methods of self reflection.

## **Assessment Conditions**

Skills must be demonstrated in:

- a work environment. This can be a workplace or simulated environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to responding to conflict.

Assessment must ensure use of:

- individuals with whom the individual can interact to respond to conflict.

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

## **Links**

Companion Volume Implementation Guides -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>