



Australian Government

SITXCOM005 Manage conflict

Release: 1

SITXCOM005 Manage conflict

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to resolve complex or escalated complaints and disputes with internal and external customers and colleagues. It requires the ability to use effective conflict resolution techniques and communication skills to manage conflict and develop solutions. It does not cover formal negotiation, counselling or mediation.

The unit applies to all tourism, travel, hospitality and event sectors.

The unit applies mainly to senior operational personnel, supervisors and managers who operate with some level of independence and use discretion and judgement to resolve conflicts.

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

Pre-requisite Unit

Nil

Competency Field

Communication and Teamwork

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Identify conflict situations.

PERFORMANCE CRITERIA

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

- 1.1. Identify potential for conflict and take swift and tactful action to prevent escalation.
- 1.2. Identify situations where personal safety of customers or colleagues may be threatened and organise appropriate assistance.
- 1.3. Identify and use resources to assist in managing conflict.

2. Resolve conflict.
 - 2.1. Establish and agree on the nature and details of conflict with all parties and assess impact.
 - 2.2. *Manage conflict* within scope of own role and responsibilities, and according to organisational procedures.
 - 2.3. Take responsibility for seeking a solution to conflict within scope of own role and responsibilities, seeking assistance where required.
 - 2.4. Identify and evaluate impact of conflict on business reputation and legal liability.
 - 2.5. Evaluate options to resolve the conflict, taking into account organisational policies and constraints.
 - 2.6. Implement the best solution and complete required reports.
3. Evaluate conflict resolution.
 - 3.1. Communicate with parties involved to seek and provide feedback on conflict and its resolution.
 - 3.2. Evaluate and reflect on the conflict and effectiveness of the solution.
 - 3.3. Determine possible causes of workplace conflict and provide input for workplace enhancement and improvements.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	<ul style="list-style-type: none"> • research sources of internal and external assistance to resolve the conflict.
Writing skills to:	<ul style="list-style-type: none"> • prepare reports, noting comprehensive details of the conflict, the parties involved, discussions with all parties and the resolution.
Initiative and enterprise skills to:	<ul style="list-style-type: none"> • consider and suggest changes to workplace practices to avoid future conflict.
Teamwork skills to:	<ul style="list-style-type: none"> • discuss and resolve conflicts between team members.

Range of Conditions

Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Managing conflict must include:

- acknowledging the views of all involved parties and providing them with opportunities to express them
- responding to all involved parties in a sensitive, courteous, respectful and discreet manner
- using effective conflict-resolution techniques and communication skills
- minimising the impact of conflict on other colleagues and customers.

Unit Mapping Information

SITXCOM401 Manage conflict

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>