



Australian Government

SRXGRO002A Deal with conflict

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit has been developed for the Community Recreation, Fitness, Outdoor Recreation and Sport Industry Training Packages.

This unit covers the knowledge and skills required to deal effectively with conflict in the workplace.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

| Element | Performance Criteria |
|---|---|
| 1 Identify conflict situations | <ul style="list-style-type: none">1.1 Identify (quickly) signs and possible causes of conflict1.2 Determine accurately the stage of the conflict, with respect to progression and possible escalation1.3 Take swift and tactful action to prevent escalation1.4 Identify (quickly) situations where personal safety of clients or staff may be threatened and organise appropriate assistance (if required)1.5 Identify factors within the individual or workplace environment which relate to the developing conflict |
| 2 Implement conflict resolution strategies | <ul style="list-style-type: none">2.1 Take responsibility for resolving the conflict within scope of individual responsibility2.2 Clarify factors and issues relevant to the conflict2.3 Demonstrate correct use of conflict resolution techniques to manage the conflict after consideration of the particular situation2.4 Identify options for resolution of the conflict which allow for constructive responses to be negotiated and enable established work relationships to continue2.5 Encourage, treat with respect, and accept (where appropriate) all points of view during negotiations and discussions |
| 3 Use effective interpersonal skills | <ul style="list-style-type: none">3.1 Demonstrate use of effective verbal and non verbal communication during negotiations (including body language, questioning, language style, active listening and reflection)3.2 Provide assertive feedback, and receive feedback non-defensively during negotiations |

Required Skills and Knowledge

Not applicable.

Evidence Guide

Evidence Guide

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statements

Critical aspects of evidence to be considered

Assessment must confirm sufficient knowledge of typical symptoms and causes of conflict in the work environment and conflict resolution techniques

Assessment of performance should be over the resolution of a minimum of three (3) different conflict situations, covering the prescribed number of categories from the Range Statements

Assessment must confirm the ability to apply this knowledge and appropriate techniques to identify sources of conflict in the workplace resolve a range of different conflict situations, using different options for resolution

use suitable communication skills to facilitate effective discussion between all parties and achieve resolution

Interdependent assessment of units

This unit must be assessed after attainment of competency in the following unit(s)

Nil

This unit must be assessed in conjunction with the following unit(s)

Nil

For the purpose of integrated assessment, this unit may be assessed in conjunction with the following unit(s)

Nil

Required knowledge and skills

Required knowledge

Signs and stages of conflict in the workplace

Possible causes/sources of conflict
(ideational, status and power, goal conflict)

Functions of conflict (functional and
dysfunctional)

Options for constructive responses to typical
conflict situations

Required skills

Interpersonal skills

Participation in small informal work groups

Problem solving

Ability to gather, record, and convey
information

Resource implications

Physical resources - assessment of this unit
of competency requires access to

real or simulated work group situations

access to information relevant to the
workplace

Human resources - assessment of this unit of
competency will require human resources
consistent with those outlined in the
Assessment Guidelines. That is, assessors (or
persons within the assessment team) must

be competent in this unit but preferably be
competent in the unit at the level above

be current in their knowledge and
understanding of the industry through
provision of evidence of professional activity
in the relevant area

have attained the mandatory competency
requirements for assessors under the
Australian Quality Training Framework
(AQTF) as specified in Standard 7.3 of the
**Standards for Registered Training
Organisations**

Consistency in performance

Due to issues such as differences in conflict
situations, this unit of competency must be
assessed over the resolution of a minimum of
three (3) different conflict situations, to

ensure consistency of performance over the Range Statements and contexts applicable to conflict arising in workplaces

Context for assessment

This unit of competency must be assessed in the context of responding to a conflict issue arising during a sport or recreation activity for a group of clients. For valid and reliable assessment the clients should be real, i.e., not peers, and the sport or recreation activity should be similar to those that occur in the learners work environment. The environment should be safe with the hazards, circumstances and equipment likely to be encountered in a real workplace

Assessment of this unit of competency will usually include observation of processes and procedures, oral and/or written questioning on required knowledge and skills and consideration of required attitudes

Where performance is not directly observed and/or is required to be demonstrated over a "period of time" and/or in a "number of locations", any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

KEY COMPETENCIES

| Collect, Analyse & Organise Information | Communicate Ideas & Information | Plan & Organise Activities | Work with Others & in Teams | Use Mathematical Ideas & Techniques | Solve Problems | Use Technology |
|---|---------------------------------|----------------------------|-----------------------------|-------------------------------------|----------------|----------------|
| 2 | 2 | - | 2 | - | 3 | - |

These levels do not relate to the Australian Qualifications Framework

. They relate to the seven areas of generic competency that underpin effective workplace practices.

The three levels of performance (1, 2 and 3) denote the level of competency required to perform the task:

Use routine approaches

Select from routine approaches

Establish new approaches

Collecting, analysing and organising information -

Collecting information objectively from all stakeholders involved in a conflict situation

Communicating ideas and information

n - Liaising
with all
stakeholder
s and
presenting
solution-foc
used ideas

**Planning
and
organising
activities -**

Not
applicable

**Working
with teams
and others**

-

Collaborati
vely
working
with people
and
negotiating
and
consulting
for a
resolution

**Using
mathemati
cal ideas
and
techniques**

- Not
applicable

**Solving
problems -**

Resolving
conflict
and/or
preventing
conflict
from
arising in a
workplace
situation

Using

technology

- Not
applicable

Please refer
to the
Assessment
Guidelines
for advice
on how to
use the Key
Competenci
es.

Range Statement

Range Statements

The Range Statements provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. The Range Statements relate to the unit as a whole and helps facilitate holistic assessment. In addition, the following variables may be present for this particular unit of competency

RANGE STATEMENT

CATEGORIES

Conflict resolution techniques

[all categories]
approaches to conflict resolution include
withdrawal
smoothing
compromise
forcing
confrontation
problem solving
compromise
majority vote
arbitration

Conflict situations

[all categories]
situations may include
client complaints
conflicts among work colleagues
conflict between clients/participants

Factors related to conflict

[all categories]
factors contributing to conflict may include
opposing attitudes, values, beliefs
individual versus group goals
workload
stress
limited resources

Interpersonal skills

[all categories]

communication

verbal

non-verbal

questioning

listening

paraphrasing

negotiating

feedback

Options for resolution

[all categories]

win - win

win - lose

lose - lose

Workplace environment

[one category]

sectors of the sport and recreation industry

fitness

sport

community recreation

outdoor recreation

Unit Sector(s)

Not applicable.