



**Australian Government**

# **TLIL0004 Apply conflict and grievance resolution strategies**

**Release: 1**

# TLIL0004 Apply conflict and grievance resolution strategies

## Modification History

**Release 1.** This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

## Application

This unit involves the skills and knowledge required to apply conflict and grievance resolution strategies.

It includes identifying potential conflict situations, developing and implementing appropriate conflict resolution strategies and using effective communication skills.

Work is performed under minimum supervision with general guidance on progress and outcomes. Work involves discretion and judgement for self and others when managing and resolving conflict or grievances internal and external to the workplace.

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

## Pre-requisite Unit

Not applicable.

## Competency Field

L – Resource Management.

## Unit Sector

Not applicable.

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

#### **1 Identify potential conflict situations**

### PERFORMANCE CRITERIA

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

**1.1** Signs and stages of conflict or grievance are recognised

**1.2** Possible causes of conflict or grievance are identified

- 1.3 Factors and issues relevant to conflict or grievance are clarified
      - 1.4 Conversations are facilitated to support the identification of issues and potential solutions
    - 2 **Develop and implement conflict resolution strategies**
      - 2.1 Strategies for dealing with conflict or grievance are developed
      - 2.2 Options for resolving the conflict or grievance are presented to relevant stakeholders to enable constructive responses to be negotiated and established relationships to continue
      - 2.3 Agreed strategies are recorded
      - 2.4 Strategies are implemented to resolve the source of conflict
      - 2.5 Outcomes of the process are monitored to ensure objectives continue to be met
  - 3 **Use effective communication skills**
    - 3.1 Effective verbal and non-verbal communication are used during negotiations, including body language, questioning, language style, active listening and reflection
    - 3.2 Feedback is given assertively and received non-defensively during negotiations recognising cultural preferences in the workplace, including modes of behaviour and interactions with others
    - 3.3 Shared understanding is created throughout the conflict or grievance resolution processes via facilitated conversations and written communications

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Range of Conditions

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

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

## Unit Mapping Information

This unit replaces and is not equivalent to TLIL4005 Apply conflict/grievance resolution

strategies.

## **Links**

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>