



Australian Government

MSMSUP280 Manage conflict at work

Release: 1

MSMSUP280 Manage conflict at work

Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP280A Manage conflict at work

Application

This unit of competency covers the skills and knowledge required to manage conflict in a range of personal conflict situations.

This unit of competency applies to personnel who are required to liaise and cooperate with other members of the team and to work towards finding common ground and opportunities for problem resolution. It applies to any interactions in the workplace, including interactions between co-workers, between staff and customer/client, and between staff and supervisor.

This unit of competency applies to an individual working alone or as part of a team/work group and working in liaison with other shift team members and the control room operator, as appropriate.

This unit of competency applies to all work environments and sectors within the industry.

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

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes

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

1	Identify potential sources of conflict	1.1	Identify actions which are likely to promote a reaction in others
		1.2	Assess the other person's needs and/or concerns
		1.3	Assess own ability to respond to the other person's

- needs
- 1.4 Recognise possible causes of conflict
 - 1.5 Identify potential conflict situations
- 2 **Identify range of alternative approaches**
- 2.1 Discuss with the other person their needs and concerns
 - 2.2 Identify own needs and concerns and discuss with other person
 - 2.3 Identify possible approaches through which the needs and concerns of both may be met
 - 2.4 Develop a range of alternative approaches for achieving goals
- 3 **Resolve conflicts**
- 3.1 Identify areas of common ground or objectives that can be mutually supported
 - 3.2 Agree on an approach which will meet the majority of objectives for both parties
 - 3.3 Implement the approach
 - 3.4 Check that the agreed requirements are being met and that conflict has been resolved
- 4 **Respond to problems**
- 4.1 Identify possible problems in the conflict management process
 - 4.2 Determine problems needing action
 - 4.3 Determine possible causes
 - 4.4 Rectify problem using appropriate solution within area of responsibility
 - 4.5 Follow through items initiated until final resolution has occurred
 - 4.6 Report problems outside area of responsibility to designated person

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

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

Range of Conditions

This field allows for 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.

Conflict Conflict in the context of this unit refers to interpersonal conflict and may arise in any work-related context.

Potential sources of conflict Potential sources of conflict include conflicts arising from one or more of the following:

- different learning/problem solving styles
- different work or personal priorities
- different personality styles
- conflicting key performance indicators (KPIs), work goals or targets
- different social, cultural, religious or ethnic background or different gender or sexual preference
- different interpretation of requirements or ‘the rules’

Approaches to resolving conflict Approaches to resolving conflict will be based on direct communication and include one or more of the following:

- informal, face-to-face discussions
- formal/structured face-to-face discussions
- through the use of:
 - telephones and two-way radios
 - memos, faxes, letters or emails

Routine problems

Routine problems must be resolved by applying known solutions.

Routine problems are predictable and include one or more of the following:

- anger or aggression arising from industrial relations matters
- disagreements over processes or work practices
- variations in opinions about circumstances or events
- interpersonal disputes arising from changes in personal circumstances

Known solutions are drawn from one or more of the following:

- procedures
- training
- remembered experience

Non-routine problems must be reported according to according to relevant procedures.

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>