



Australian Government

PSPGEN021 Contribute to conflict management

Release: 1

PSPGEN021 Contribute to conflict management

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGOV314A Contribute to conflict management. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to contribute to conflict management. It includes recognising the presence of conflict, dealing with emotions, overcoming barriers to communication, gathering facts, agreeing upon and implementing action.

This unit applies to those working in a role where they may be required to deal with conflict in the workplace.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would generally work independently, performing complex tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Recognise the presence of conflict	1.1 Recognise and acknowledge conflict situations and/or the potential for conflict. 1.2 Avoid conflict situations where possible, seek assistance when necessary. 1.3 Record actual and/or potential conflict.
2. Deal with emotions	2.1 Reflect on own behaviour and feelings about the situation. 2.2 Recognise and manage own emotions. 2.3 Acknowledge and deal with other parties' emotions in a manner that prevents escalation.
3. Overcome barriers to communication	3.1 Identify barriers to effective communication. 3.2 Use appropriate communication techniques to identify, clarify and confirm factors and issues relevant to the situation, seeking third party support if necessary. 3.3 Take into account social and cultural differences in communication style and approach.
4. Gather the facts	4.1 Encourage the other party to describe the facts as they see them. 4.2 Assess information from the other party, considering emotions or behaviour. 4.3 Share facts objectively from own point of view with the other party. 4.4 Gather and include additional information, to ensure all perspectives are considered.
5. Agree on and implement action	5.1 Determine strategies to resolve the problem in consultation with the other party. 5.2 Obtain approval where necessary on agreed strategies and implement. 5.3 Monitor progress to confirm the effectiveness of the agreed action, complete records and reports. 5.4 Refer, where agreement cannot be reached, on strategies for resolution.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV314A Contribute to conflict management.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPGEN021 Contribute to conflict management

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- using communication techniques with a diverse workforce and client base including assertiveness, listening, non-verbal communication, language style, problem solving
- dealing with difficult situations

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including WHS and environment, regulations, organisational policies, procedures and guidelines relating to managing conflict in the public sector
- types of conflict in the workplace and typical causes
- conflict theory including signs, stages, levels, factors involved, results
- group processes and roles people play
- organisational structures and workplace culture
- different social and cultural practices
- conflict resolution skills and strategies
- concept of personal power vs. positional power

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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