



Australian Government

PSPGEN050 Manage conflict

Release: 1

PSPGEN050 Manage conflict

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 PSPGOV508A Manage conflict. • 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 manage conflict. It includes identifying and assessing conflict situations, implementing strategies to resolve conflict and monitoring conflict situations.

This unit applies to those working in generalist and specialist roles within the public sector.

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 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 outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1. Identify and assess conflict situations	1.1 Identify and anticipate signs, stages and possible causes of conflict. 1.2 Clarify factors and issues relevant to conflict. 1.3 Explore possible resolutions and/or compromises using appropriate communication techniques. 1.4 Evaluate responses against workplace requirements, legislation, policies and procedures. 1.5 Develop resolution strategies that identify the timeframes involved and the form of reporting to be used.
2. Implement strategies to resolve conflict	2.1 Select a strategy for resolution taking social and cultural differences into account. 2.2 Identify situations requiring assistance and seek support as required. 2.3 Implement strategies to address conflict. 2.4 Maintain records and reports.
3. Monitor conflict situations	3.1 Evaluate effectiveness of the resolution strategies. 3.2 Monitor resolution methodology and initiate remedial actions as required. 3.3 Record and use lessons learnt to improve service delivery and organisational policy and procedures as required.

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 PSPGOV508A Manage conflict.

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 PSPGEN050 Manage conflict

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.

- communicating with a diverse workforce and client base including use of assertiveness, active listening, non-verbal communication, appropriate language styles, teamwork
- using problem solving to deal with unexpected issues or attitudes
- dealing with difficult situations
- questioning, negotiating and problem solving
- mediating and counselling in the context of conflict management

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, policies, procedures and guidelines relating to conflict in the public sector workplace
- types of conflict in the workplace and typical causes
- conflict theories including signs, stages, levels, factors involved, resolution
- group processes and roles people play
- organisational theory and workplace behaviour
- organisational structures
- different social and cultural practices
- conflict resolution skills and strategies including negotiation, empathy, communication to diffuse tension and achieve positive outcomes
- personal power and positional power
- grievance procedures in the public sector

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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