



Australian Government

Assessment Requirements for PSPGEN097 Contribute to conflict management

Release: 1

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Modification History

Supersedes and is not equivalent to PSPGEN021 Contribute to conflict management.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- use effective communication techniques to resolve a conflict situation in agreement with another party in three of the following circumstances:
 - a conflict with work colleagues
 - refusal to follow directions or guidance
 - a situation involving customer complaint or dissatisfaction
 - a disagreement with a member of the public.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, policies, procedures and guidelines relating to workplace conflict in the public sector
- grievance procedures applicable to the workplace
- types of conflict in the workplace and typical causes
- conflict theory, including signs, stages, levels, factors involved and results
- group processes and roles people play
- organisational structures and workplace culture
- effective communication techniques and how these are applied in a conflict situation:
 - active listening
 - assertiveness
 - non-verbal communication
 - language style
 - open and closed questioning
 - voice tonality
- individual differences that may contribute to conflict situations
- conflict resolution skills and strategies
- concept of personal power and positional power.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- public sector legislation, regulations, policies, procedures and guidelines relating to managing conflict
- grievance procedures applicable to the workplace
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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