



Australian Government

PSPGEN097 Contribute to conflict management

Release: 1

PSPGEN097 Contribute to conflict management

Modification History

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

Application

This unit describes the performance outcomes, skills and knowledge required to contribute to conflict management in the workplace between self and others.

This unit applies to those working in a role where they may be required to deal with conflict in the workplace. Those undertaking this unit work independently, performing complex tasks in a range of familiar and unfamiliar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

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.

1. Acknowledge the presence of conflict.

- 1.1. Recognise actual and potential conflict situations.
- 1.2. Refer situations outside the scope of own job role in accordance with organisational policies and procedures.
- 1.3. Record actual and potential conflict situations.

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 address the other parties' emotions in a manner that prevents escalation.

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|---------------------------------------|---|
| 3. Address barriers to communication. | <ul style="list-style-type: none">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 individual differences in communication style and approach. |
| 4. Gather the facts. | <ul style="list-style-type: none">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. | <ul style="list-style-type: none">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. Refer, where agreement cannot be reached, on strategies for resolution.5.4. Monitor progress to confirm that the agreed action is effective.5.5. Complete records and reports in accordance with organisational policies and procedures. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Self-management skills to:

- manage personal emotions in challenging situations.

Problem solving skills to:

- recognise the need to alter personal communication style in response to the needs and expectations of others
- interpret reactions in others and change communication style accordingly.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN021 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>

Assessment Requirements for PSPGEN097 Contribute to conflict management

Modification History

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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.

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