



Australian Government

Assessment Requirements for SISXIND009 Respond to interpersonal conflict

Release: 1

Assessment Requirements for SISXIND009 Respond to interpersonal conflict

Modification History

Not applicable.

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:

- respond to two interpersonal conflict that involves:
 - one interpersonal conflict situation with an individual external to the organisation
 - one interpersonal conflict situation with an individual internal to the organisation.

Knowledge Evidence

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

- organisational policies and procedures applicable to responding to interpersonal conflict
 - job role responsibilities in relation to responding to interpersonal conflict
 - triggers of interpersonal conflict:
 - different beliefs and values
 - different and unclear goals and expectations
 - disagreements
 - perceived and actual bias
 - emotional distress
 - different personalities
 - poor communication
 - strategies for preventing interpersonal conflict:
 - building rapport
 - discussing differences constructively
 - promoting cooperation and understanding
 - interpersonal communication and negotiation techniques:
 - strategic questioning and listening to gather information and direct the focus of the people involved
 - positive, confident and cooperative language
 - control of tone of voice and body language
 - using language and concepts appropriate to the people involved
 - using clear presentations of options and consequences
 - demonstrating flexibility and willingness to compromise
-

-
- summarising positions and agreements made to confirm understanding between parties
 - giving constructive feedback
 - methods of self reflection.

Assessment Conditions

Skills must be demonstrated in:

- a work environment. This can be a workplace or simulated environment.

Assessment must ensure access to:

- organisational policies and procedures applicable to responding to conflict.

Assessment must ensure use of:

- individuals with whom the individual can interact to respond to conflict.

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

Links

Companion Volume Implementation Guides -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>
