



Australian Government

SISXIND009 Respond to interpersonal conflict

Release: 1

SISXIND009 Respond to interpersonal conflict

Modification History

Not applicable.

Application

This unit of competency covers the skills and knowledge required to identify and respond to interpersonal conflict situations in the workplace.

This unit of competency applies to individuals working in a diverse range of industries where they are responsible for dealing with interpersonal conflict. This includes, but is not limited to, coaches and officials working in the Australian sport industry.

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

Pre-requisite Unit

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Competency Field

Working in Industry

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prevent interpersonal conflict situations.	1.1. Establish and maintain positive working relationships with others to minimise risk of conflict situations. 1.2. Recognise and monitor interpersonal conflict triggers to identify interpersonal conflict risks. 1.3. Assess interpersonal conflict risks and implement risk control strategies to prevent interpersonal conflict situations.
2. Respond to interpersonal conflict situations.	2.1. Monitor interpersonal interactions to identify interpersonal conflict situations. 2.2. Recognise and report interpersonal conflict situations

- outside scope of responsibility.
- 2.3. Assess interpersonal conflict situations within scope of responsibility to identify and select interpersonal conflict resolution strategies.
 - 2.4. Implement interpersonal conflict resolution strategies to defuse and resolve interpersonal conflict situations.
3. Reflect on interpersonal conflict resolution, prevention and response.
 - 3.1. Seek feedback from others to identify areas to improve own interpersonal interactions and interpersonal conflict response.
 - 3.2. Reflect on own interpersonal interactions and interpersonal conflict response to identify areas for improvement.
 - 3.3. Analyse findings and incorporate learnings in future interpersonal interactions and interpersonal conflict response.

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
Oral communication skills to:	- ask open and closed questions and actively listen to prevent, defuse and resolve interpersonal conflict - speak clearly and firmly in a polite, professional and assertive manner with open and consistent body language - negotiate to defuse aggressive behaviour.
Numeracy skills to:	estimate risk.
Problem-solving skills to:	diagnose and respond to interpersonal conflict situations.
Teamwork skills to:	create a positive work environment.
Self-management skills to:	be objective, calm and non reactive in interpersonal conflict situations.

Unit Mapping Information

No equivalent unit

Links

Companion Volume Implementation Guides -

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

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

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