



Australian Government

SISXIND009 Respond to interpersonal conflict

Release: 1

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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

Elements describe the essential outcomes

1. Prevent interpersonal conflict situations.

2. Respond to interpersonal conflict situations.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 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.
- 2.1. 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>