



Australian Government

TLIL0004 Apply conflict and grievance resolution strategies

Release: 1

TLIL0004 Apply conflict and grievance resolution strategies

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to apply conflict and grievance resolution strategies.

It includes identifying potential conflict situations, developing and implementing appropriate conflict resolution strategies and using effective communication skills.

Work is performed under minimum supervision with general guidance on progress and outcomes. Work involves discretion and judgement for self and others when managing and resolving conflict or grievances internal and external to the workplace.

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

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify potential conflict situations

PERFORMANCE CRITERIA

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

1.1 Signs and stages of conflict or grievance are recognised

1.2 Possible causes of conflict or grievance are identified

- 1.3** Factors and issues relevant to conflict or grievance are clarified
 - 1.4** Conversations are facilitated to support the identification of issues and potential solutions
- 2 Develop and implement conflict resolution strategies**
 - 2.1** Strategies for dealing with conflict or grievance are developed
 - 2.2** Options for resolving the conflict or grievance are presented to relevant stakeholders to enable constructive responses to be negotiated and established relationships to continue
 - 2.3** Agreed strategies are recorded
 - 2.4** Strategies are implemented to resolve the source of conflict
 - 2.5** Outcomes of the process are monitored to ensure objectives continue to be met
- 3 Use effective communication skills**
 - 3.1** Effective verbal and non-verbal communication are used during negotiations, including body language, questioning, language style, active listening and reflection
 - 3.2** Feedback is given assertively and received non-defensively during negotiations recognising cultural preferences in the workplace, including modes of behaviour and interactions with others
 - 3.3** Shared understanding is created throughout the conflict or grievance resolution processes via facilitated conversations and written communications

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is not equivalent to TLIL4005 Apply conflict/grievance resolution

strategies.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIL0004 Apply conflict and grievance resolution strategies

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- applying interpersonal skills
- applying relevant legislation and workplace procedures
- communicating effectively and working collaboratively with others when applying conflict or grievance resolution strategies
- completing relevant documentation
- facilitating conversations and meetings
- gathering, recording and conveying simple and routine work-related information
- identifying existing and potential conflict or grievances
- interpreting and following operational instructions and prioritising work
- negotiating effectively with others when applying conflict or grievance resolution strategies
- reading and interpreting relevant workplace instructions, procedures and information
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- working systematically with required attention to detail.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- conflict and grievance resolution principles
- cultural differences in the workplace
- effective listening and questioning techniques
- facilitation techniques
- negotiation skills
- options for constructive responses to typical conflict or grievance situations
- relevant legislation, regulations and codes of practice
- signs, stages and possible causes of conflict and grievances in the workplace
- typical problems that can occur when applying conflict or grievance resolution strategies and

- related appropriate actions that can be taken
- workplace policies, protocols and procedures for:
 - identifying and resolving conflict or grievances
 - requirements for maintaining security and confidentiality.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

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