



Australian Government

TLIL4005 Apply conflict/grievance resolution strategies

Release: 1

TLIL4005 Apply conflict/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 or grievance resolution strategies to resolve issues that may occur in the course of work.

It includes identifying potential conflict situations, implementing appropriate conflict resolution strategies and using effective interpersonal 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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Identify potential conflict situations	1.1 Signs and stages of conflict or grievance are recognised 1.2 Possible causes of conflict or grievance are identified
2 Implement conflict resolution strategies	2.1 Factors and issues relevant to conflict or grievance are clarified

- 2.2 Strategies for dealing with conflict or grievance are developed
 - 2.3 Options for resolving the conflict or grievance are presented that enable constructive responses to be negotiated and established relationships to continue
 - 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 interpersonal skills**
- 3.1 Effective verbal and non-verbal communication is 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
 - 3.3 Shared understanding is created through 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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIL4005A 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 TLIL4005 Apply conflict/grievance resolution strategies

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of 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 with others when applying conflict and grievance resolution strategies
- completing relevant documentation
- 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 and grievance resolution strategies
- participating in small informal work groups
- reading and interpreting relevant instructions, procedures, information and signs
- responding appropriately to cultural preferences in the workplace, including modes of behaviour and interactions with others
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- working collaboratively with others when applying conflict and grievance resolution strategies
- working systematically with required attention to detail.

Knowledge Evidence

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

- options for constructive responses to typical conflict/grievance situations
- relevant regulation and code requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) policies and procedures
- relevant workplace business marketing policies and practices, including requirements for maintaining security and confidentiality
- signs, stages and possible causes of conflict in the workplace
- typical problems that can occur when applying conflict or grievance resolution strategies and related appropriate action that can be taken
- workplace protocols and procedures for identifying and resolving conflict or grievances.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

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