



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>