

UNIT CODE	PSPGEN032
UNIT TITLE	Deal with conflict
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to handle difficult interpersonal situations and address the conflicts that arise in day to day work activities.</p> <p>This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit would work independently, performing complex tasks in a range of familiar and unfamiliar contexts.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

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. Determine the cause of conflict.	1.1 Identify, clarify and confirm factors and issues relevant to the conflict situation. 1.2 Analyse the conflict situation, including the cause, and establish the position of each party. 1.3 Accept and treat all points of view objectively and with respect. 1.4 Take action to prevent escalation of the conflict according to organisation policies and procedures. 1.5 Initiate proceedings to settle the conflict with minimal delay.

2. Establish and implement strategies for dealing with conflict.	<p>2.1 Encourage all parties involved to share responsibility for finding a solution.</p> <p>2.2 Select a strategy for resolution according to organisation policies and procedures.</p> <p>2.3 Provide assertive feedback and accept constructive feedback in a non defensive manner.</p> <p>2.4 Agree on outcomes that meet individual, organisation and legislative requirements.</p> <p>2.5 Seek assistance where necessary.</p>
3. Evaluate response and outcome.	<p>3.1 Maintain records and reports.</p> <p>3.2 Provide accurate and constructive observations of incidents in reviewing and debriefing the situation.</p> <p>3.3 Evaluate and review effectiveness of response.</p>

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
Oral communication skills to:	<ul style="list-style-type: none"> ■ convey information using language and non-verbal features appropriate to the audience ■ use assertive statements and provide constructive and positive feedback.
Writing skills to:	<ul style="list-style-type: none"> ■ prepare written reports and records of issues, options and actions requiring accuracy and formal language structures.
Problem solving skills to:	<ul style="list-style-type: none"> ■ use analytical techniques to identify issues and generate possible solutions, seeking input from others to propose solutions ■ draw on the diverse perspectives of others to gain insights to cause and solutions of conflict.
Teamwork skills to:	<ul style="list-style-type: none"> ■ collaborate with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role on occasion.
UNIT MAPPING INFORMATION	This unit supersedes and is equivalent to PSPGEN032 Deal with conflict.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGEN032 Deal with conflict
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PERFORMANCE EVIDENCE	<p>Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:</p> <ul style="list-style-type: none">■ identify the cause of conflict in two of the following scenarios:<ul style="list-style-type: none">○ conflicts among work colleagues or work teams○ employees and supervisors○ customer complaints■ suggest strategies to resolve the above scenarios■ problem solving to deal with unexpected issues or attitudes.
KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none">■ public sector legislation including WHS and environment, regulations, organisational policies, procedures and guidelines relating to conflict in the public sector workplace■ types of conflict in the workplace and typical causes■ conflict theory including signs, stages, levels, factors involved, results■ conflict resolution skills and strategies■ group processes and roles people play■ organisational structures and workplace culture■ different social and cultural practices■ personal power and positional power■ grievance procedures in the public sector■ assistance and referral support available:<ul style="list-style-type: none">○ mediators○ employee assistance providers○ advocates○ supervisors/senior staff○ colleagues.

ASSESSMENT CONDITIONS	<p>Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.</p> <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none">■ legislation, policy, procedures and protocols relating to conflict management in the public sector■ grievance procedures in the public sector■ strategies and guidelines for dealing with workplace conflict. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide