UNIT CODE	PSPGEN021
UNIT TITLE	Contribute to conflict management
APPLICATION	This unit describes the performance outcomes, skills and knowledge required to contribute to conflict management in the workplace between self and others.
	This unit applies to those working in a role where they may be required to deal with conflict in the workplace. Those undertaking this unit would generally work independently, performing complex tasks in a range of familiar and unfamiliar contexts.
	The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.
	No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Acknowledge the presence of conflict	1.1 Recognise actual and potential conflict situations.1.2 Refer situations outside the scope of own job role according to organisational policies and procedures.1.3 Record actual and potential conflict situations.
2. Deal with emotions	2.1 Reflect on own behaviour and feelings about the conflict situation.2.2 Recognise and manage own emotions.2.3 Acknowledge and address the other parties' emotions in a manner that prevents escalation.

3. Address barriers to communication	 3.1 Identify barriers to effective communication. 3.2 Use appropriate communication techniques to identify, clarify and confirm factors and issues relevant to the conflict situation, seeking third party support if necessary. 3.3 Apply cultural awareness, sensitivity and discretion to communications to suit individual differences.
4. Gather the facts	 4.1 Encourage the other party to describe the facts as they see them. 4.2 Assess information from the other party, considering emotions or behaviour. 4.3 Share facts objectively from own point of view with the other party. 4.4 Gather and include additional information, to ensure all perspectives are considered.
5. Agree on and implement action	 5.1 Determine strategies to resolve the problem in consultation with the other party. 5.2 Obtain approval where necessary on agreed strategies and implement. 5.3 Refer, where agreement cannot be reached, on strategies for resolution. 5.4 Monitor progress to confirm that the agreed action is effective. 5.5 Complete records and reports according to organisational policies and procedures.

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:	 selects or adjusts communication style to maintain effectiveness of interaction and build and maintain engagement consistent with organisational requirement uses active listening and questioning techniques to convey and clarify information, share information and confirm understanding.
Self management skills to:	manage personal emotions in difficult situations.
Problem solving skills to"	 recognise the need to alter personal communication style in response to the needs and expectations of others interprets audience reactions and changes words and non-verbal features accordingly.
UNIT MAPPING INFORMATION	Release 1-This unit supersedes and is not equivalent to PSPGEN021 Contribute to conflict management
LINKS	Companion Volume Implementation Guide

PERFORMANCE EVIDENCE Evidence of the ability to complete tasks outlined in elements and performan criteria of this unit in the context of the job role, and: • use effective communication techniques to resolve a conflict situation in agreement with another party in three of the following circumstances:	TITLE	Assessment Requirements for PSPGEN021 Contribute to conflict management
 a conflict with work colleagues refusal to follow directions or guidance a customer complaints or dissatisfaction a disagreement with a member of the public a drug or alcohol affected persons. 	PERFORMANCE EVIDENCE	 use effective communication techniques to resolve a conflict situation in agreement with another party in three of the following circumstances: a conflict with work colleagues refusal to follow directions or guidance a customer complaints or dissatisfaction a disagreement with a member of the public

KNOWLEDGE EVIDENCE	 Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit: public sector legislation including WHS and environment, regulations, organisational policies, procedures and guidelines relating to managing conflict in the public sector types of conflict in the workplace and typical causes conflict theory including signs, stages, levels, factors involved and results group processes and roles people play organisational structures and workplace culture effective communication techniques and how these are applied in a conflict situation: active listening assertiveness, listening nonverbal communication language style open and closed questioning voice tonality different social and cultural practices concept of personal power vs. positional power.
--------------------	---

ASSESSMENT CONDITIONS	Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.
	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.
	Assessment must ensure access to:
	 legislation, policy, procedures and protocols relating to the public sector grievance procedures in the public sector strategies and guidelines for dealing with workplace conflict.
	Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.
LINKS	Companion Volume Implementation Guide