UNIT CODE	PSPGEN050
UNIT TITLE	**Manage conflict**
APPLICATION	This unit describes the performance outcomes, skills and knowledge required to manage conflict.
	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.
	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
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify and assess conflict situations	1.1 Identify and predict signs, stages and possible causes of conflict. 1.2 Clarify factors and issues relevant to conflict. 1.3 Explore possible resolutions and compromises using appropriate communication techniques. 1.4 Evaluate responses according to organisational policies and procedures. 1.5 Develop resolution strategies that include applicable timeframes and the form of reporting to be used.
2. Implement strategies to resolve conflict	2.1 Identify situations requiring assistance and seek support or refer according to organisation policies and procedures. 2.2 Implement strategies to address conflict. 2.3 Maintain records and reports.

3. Monitor conflict situations	3.1 Evaluate effectiveness of the resolution strategies. 3.2 Monitor resolution methodology and initiate remedial actions. 3.3 Record and use lessons learnt to improve service delivery and organisational policy 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.	
Reading skills to:	■ select, read and interpret relevant texts relevant to conflict resolution.
Writing skills to:	■ communicate simple and complex ideas relating to resolution of conflict, matching style of writing to purpose and audience.
Oral communication skills to:	■ translate organisation policies and procedures relating to conflict into meaningful actions for the workgroup ■ use of assertiveness, active listening, non-verbal communication, appropriate language styles when communicating with work team and client base.
Problem-solving skills to:	■ objectively analyse causes of conflict and recommend remedial actions.
TEAMWORK SKILLS TO:	■ establish rapport with internal and external stakeholders.
UNIT MAPPING INFORMATION	Release 1 - This unit supersedes and is not equivalent to PSPGEN050 Manage conflict.
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for PSPGEN050 Manage conflict**

PERFORMANCE EVIDENCE	Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:
	
	■ identify the cause of conflict in two of the following scenarios:
	  ○ conflicts among work colleagues or work teams
	  ○ employees and supervisors
	  ○ customer complaints
	
	■ resolve two conflict situation using strategies which include the following techniques:
	  ○ assertive and constructive feedback
	  ○ problem solving to deal with unexpected issues or attitudes
	  ○ use problem solving to deal with unexpected issues or attitudes
	  ○ deal with difficult situations
	  ○ questioning, negotiating and problem solving.

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, policies, procedures and guidelines relating to conflict in the public sector workplace ■ types of conflict in the workplace and typical causes ■ conflict theories including signs, stages, levels, factors involved, resolution ■ group processes and roles people play ■ organisational theory and workplace behaviour ■ organisational structures ■ different social and cultural practices ■ conflict resolution skills and strategies including negotiation, empathy, communication to diffuse tension and achieve positive outcomes ■ personal power and positional power ■ grievance procedures in the public sector ■ mediation and counselling in the context of conflict management.

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:
	- public sector legislation, and organisational policy, procedures and protocols relating to conflict management - public sector and organisational grievance procedures - 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