

| | | | |
|--------------|--------------------------------------|----------------|----------|
| Title | Manage interpersonal conflict | | |
| Level | 4 | Credits | 4 |

| | |
|----------------|--|
| Purpose | People credited with this unit standard are able to: identify and explain the issues of an interpersonal conflict; develop and implement strategies to manage the interpersonal conflict; and evaluate the strategy. |
|----------------|--|

| | |
|-----------------------|---|
| Classification | Communication Skills > Interpersonal Communications |
|-----------------------|---|

| | |
|------------------------|----------|
| Available Grade | Achieved |
|------------------------|----------|

Explanatory notes

1 Definitions

The term *conflict* refers to perceived differences between two or more parties that result in opposition and may relate to but is not limited to: workplace, family, social. For assessment against this unit standard, the candidate should not be involved in the conflict and should instead be managing conflict involving other people. The confidentiality and privacy of all of the people involved in the conflict must be respected at all times.

Parties refer to the people involved in the conflict.

Voice modulation refers to the variation of the quality of one's voice with regard to inflection, tone, pitch, and intensity. For assessment, voice modulation for hearing impaired people will be demonstrated through a sign language interpreter voicing the message of the signer.

- 2 People should be assessed against this unit standard in a real-life context using naturally occurring evidence or in simulated conditions that demand performance equivalent to that required in the real-life context.

Where naturally occurring evidence is used for assessment against this unit standard, a verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.

- 3 For assessment against this standard, *managing a conflict* does not necessarily include resolving the conflict. Strategies to manage an interpersonal conflict may include but are not limited to: consultation, negotiation, mediation, facilitation.

Outcomes and evidence requirements

Outcome 1

Identify and explain the issues of an interpersonal conflict.

Range interpersonal conflict may include but is not limited to – differences of opinion, personal animosity, expression of sexism or racism, inappropriate modulation and use of language, non-compliance with organisational or group/team norms and/or values.

Evidence requirements

1.1 Issues are explained in terms of how they contributed to the interpersonal conflict.

Range evidence of three issues is required.

1.2 Views of opposing parties are identified and explained in terms of how they contributed to the interpersonal conflict.

Outcome 2

Develop and implement strategies to manage the interpersonal conflict.

Evidence requirements

2.1 Strategies are developed that take into account the requirements of all parties.

Range where a strategy involves activity beyond the expertise of the candidate, the candidate may refer to an expert for advice.

2.2 Strategies are realistic and achievable and take into account the impact on others not involved in the conflict.

2.3 Strategy is communicated to all parties and implemented in a way that promotes acceptance.

2.4 Progress is monitored and changes made if required to facilitate resolving the conflict.

Outcome 3

Evaluate the strategy.

Evidence requirements

3.1 Strategy is evaluated in terms of what went well and opportunities for future improvement.

| | |
|----------------------------|------------------|
| Planned review date | 31 December 2016 |
|----------------------------|------------------|

Status information and last date for assessment for superseded versions

| Process | Version | Date | Last date for Assessment |
|--------------|---------|------------------|--------------------------|
| Registration | 1 | 28 February 1997 | 31 December 2012 |
| Revision | 2 | 8 June 1999 | 31 December 2012 |
| Revision | 3 | 22 January 2003 | 31 December 2012 |
| Review | 4 | 25 July 2006 | 31 December 2013 |
| Review | 5 | 17 November 2011 | N/A |

| | |
|--|------|
| Consent and Moderation Requirements (CMR) reference | 0023 |
|--|------|

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.