

<b>Title</b>	<b>Recognise and manage interpersonal conflict in a construction related context</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This unit standard is intended for those working in a supervisor or lead role in the construction industry.</p> <p>People credited with this unit standard are able to, in a construction related context: recognise situations and explain factors that contribute to interpersonal conflict; evaluate strategies used to manage situations of interpersonal conflict; and manage situations of interpersonal conflict.</p>
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<b>Classification</b>	Construction Trades > Core Construction
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<b>Available grade</b>	Achieved
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## Guidance Information

### 1 Definitions

*Employer* and/or *worksite practice* refers to the documented procedures specific to an employer (including any main contractor or sub-contractor requirements), and to worksites which set out the standard and required practices.

### 2 Assessment

This unit standard must be assessed:

- in construction workplace conditions that reflect current health, safety, industry, and workplace requirements.
- meeting the requirements of the Employment Relations Act 2000; and
- in everyday contexts within the scope of own role supervising construction-related work programmes

Evidence generated for assessment against this standard must be verified by a person who has current expertise in supervision in the construction sector and has had the opportunity to regularly observe the candidate in the workplace.

Construction related contexts include residential, commercial construction, construction related manufacturing environments.

The candidate will be responding to interpersonal conflict in which they are not directly involved.

The context for assessment is a situation of interpersonal conflict in a construction related context in which the candidate and those involved in the conflict are engaged, employed or contracted.

For the purpose of this assessment, it is not necessary for the candidate to resolve conflict situations.

### 3 Range

Evidence generated for assessment against this standard must reflect workplace and industry requirements specified in:

- documented worksite specifications, procedures, Codes of Practice, Good Practice Guidelines and Industry Standards.

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## Outcomes and performance criteria

### Outcome 1

Recognise situations and explain factors that contribute to interpersonal conflict in a construction related context.

Range situations may include but are not limited to – communication breakdown, noncompliance with work requirements or worksite practice; evidence is required of two potential situations; factors may include but are not limited to – differences of opinion, personal animosity, expression of sexism or racism, inappropriate tone of voice and use of language.

#### Performance criteria

- 1.1 Situations are explained in terms of their potential to lead to interpersonal conflict.
- 1.2 Factors contributing to situations of interpersonal conflict are explained.
- 1.3 Views of opposing parties are identified and explained in terms of how they contribute to the interpersonal conflict.

### Outcome 2

Evaluate strategies used to manage situations of interpersonal conflict in a construction related context.

Range may include but is not limited to – advocacy, consultation, negotiation, mediation, facilitation; evidence is required of three strategies.

#### Performance criteria

- 2.1 Strategies are outlined in terms of how they are applied and the situations in which they are likely to be appropriate.
- 2.2 Strategies are compared in terms of their strengths and weaknesses.

**Outcome 3**

Manage situations of interpersonal conflict in a construction related context.

**Performance criteria**

- 3.1 Strategies are selected appropriate to the conflict, the individuals involved and the construction related context.
- 3.2 Strategies to manage the situations of interpersonal conflict are applied in accordance with the candidate's responsibilities and employer and/or worksite practice.

<b>Planned review date</b>	31 December 2027
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	24 January 2019	31 December 2024
Review	2	26 May 2022	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0048
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact Waihanga Ara Rau Construction and Infrastructure Workforce Development Council [qualifications@waihanga.nz](mailto:qualifications@waihanga.nz) if you wish to suggest changes to the content of this unit standard.