

Title	Develop strategies to manage conflict in an organisation		
Level	5	Credits	5

Purpose	People credited with this unit standard are able to develop strategies to manage conflict in an organisation.
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Classification	Business Operations and Development > People Development and Coordination
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Available grade	Achieved
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Guidance Information

- Unit standards in the People Development and Coordination domain are about engaging with and leading people to achieve outcomes as individuals and teams.
- Assessment for this unit standard will be in a specific context, either one real to the candidate or a realistically simulated one.
- The assessment context for this unit standard must be suitable to meet the criteria for Level 5 in the NZQF Level Descriptors, which are available by searching for “level descriptors” at www.nzqa.govt.nz.
- Definitions**

Legislative/legal refers to requirements that derive authority from legislation and/or the law.

Organisation refers to a specific entity which may be – in private, public, or community and volunteer sectors; a business, a discretely managed unit within a larger entity, a Māori organisation, or a special-purpose body.

Organisational requirements may include but are not limited to:

 - organisation purpose and/or direction
 - organisation policies and processes
 - compliance: legislative/legal, health and safety
 - risk management
 - sustainability.

A strategy is any action or activity designed to establish and maintain positive workplace relationships.

Outcomes and performance criteria

Outcome 1

Develop strategies to manage conflict in an organisation.

Performance criteria

- 1.1 Strategies are developed to manage conflict to maximise constructive consequences and minimise destructive consequences in accordance with organisational requirements.

Range conflict between individuals and/or groups.

- 1.2 Strategies to manage conflict to maximise constructive consequences and minimise destructive consequences are communicated to relevant people in accordance with organisational requirements.

Range relevant people may include but are not limited to – colleagues, management, work team.

- 1.3 Strategies are developed to monitor ongoing conflict in accordance with organisational requirements, to maximise constructive consequences and minimise destructive consequences.

Range conflict between individuals and/or groups.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 March 1997	31 December 2014
Revision	2	7 September 1999	31 December 2014
Revision	3	12 January 2001	31 December 2014
Review	4	20 February 2009	31 December 2014
Review	5	17 November 2011	N/A
Revision and Rollover	6	17 March 2016	N/A
Revision and Rollover	7	29 July 2021	N/A
Rollover and Revision	8	27 April 2023	N/A

Consent and Moderation Requirements (CMR) reference	0113
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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 Ringa Hora Services Workforce Development Council
qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.